



OF CENTRAL ILLINOIS

CAPCIL

# Community Action Plan 2018

Community Needs Assessment

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COMMUNITY ACTION PARTNERSHIP OF CENTRAL ILLINOIS

Serving Logan, Mason, Menard, Fulton, Piatt, and DeWitt Counties.

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# Community Action Plan Summary

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To comply with Head Start and the Community Services Block Grant (CSBG) Act, Public Law 105-285, Section 678B (11) eligible entities must complete a Community Action Plan (CAP), as a condition to receive funding through a Community Services Block Grant. Federal law mandates the Community Action Plan to include a community-needs assessment for the community served. The needs assessment is a process used to determine unmet needs of low-income individuals, families, and communities. The needs assessment informs eligible entities how to best utilize funding to meet the needs of low-income persons in their service areas in accordance with the assurances in the CSBG Act.

Community Action Partnership of Central Illinois (CAPCIL) took time in 2015 to completely restructure as an agency. We have successfully cut down the amount of emergency services offered and have shifted towards Self-Sufficiency programming. After hours of planning and referencing our ROMA standards we continue to be confident in our programs and are continuing a successful “War against Poverty”. We continue to implement a centralized intake system so all consumers have a single point of entry. As an agency, we serve over 3000 families every year, prior to utilizing a centralized intake system, we had no way to determine if clients were receiving multiple services. This intake system revolutionized how we serve our consumers and document their outcomes into reportable data.

Our approach continues to not only have consumers participate in more than one work program within CSBG, but in more than one department in our agency. Clients are assessed at intake to find out which services they are interested in and qualified for. Referrals are then sent out to each department director to distribute among case management staff. The intake and case management staff are cost allocated through all departments in our agency: Senior Nutrition and Nutrition Services, Foster Grandparents, Senior Transportation and Public Transportation, Head Start and Early Head Start, LIHEAP, Weatherization, and CSBG.

CSBG as well as Head Start continues to implement a 5-point Likert scale in order to assess eligible consumers. Eligible consumers are then paired with a Family Service Worker to create a plan of action for the upcoming year. This not only strengthens families by providing self-sufficiency counseling, intensive case management, job training skills, financial skills, home ownership counseling, and possible career opportunities, it will also help them realize their value and self-worth. This inevitably leads to stronger parenting, wage increases, more stable homes, and a self-sufficient lifestyle.

CAPCIL underwent an enormous amount of changes within the past three years as the CSBG program migrated from emergency service based to self-sufficiency based. The complete restructuring of the CSBG program lead to more robust data collecting. Despite the fact that we surveyed over 400 of our consumers in 2015, and over 100 community partners to compile a new and complete community needs assessment, we knew that we needed to add more qualitative data to our Community Action Plan. In order to fill this gap of qualitative data, we began to hold focus groups in all 6 of our counties. These focus groups consist of consumers, CAPCIL staff, CAPCIL board members, business partners, and community members. The discussions began by identifying the issues/needs in the community. Then the “why” behind the issues/needs that were identified. Finally, the group formed a list of possible solutions/services to fill the needs and service gaps that were identified. This Community Action Plan and Community Needs Assessment will look at the quantitative and qualitative data collected in 2017.

This plan and assessment is preceded by surveys and focus groups among our consumers, business partners, community members, and staff/board members. It will address the needs identified by our community, service delivery system for the low-income population, linkages and outreach, how CAPCIL coordinates with other agencies, innovative efforts being used by CAPCIL to strengthen families, how our programs support youth and healthy families, and the outcomes we hope our consumers will achieve. The data collected is proof that CSBG is a needed resource in all of our counties.

The following plan will outline how CAPCIL intends on fighting the war on poverty, offering a hand up, and becoming the number one source for self-sufficiency in Central Illinois.

## **Our Promise**

Community Action changes people's lives, embodies the spirit of hope, improves communities and makes America a better place to live. We care about the entire community and we are dedicated to helping people help themselves and each other.

## **Mission Statement**

It is the mission of CAPCIL, in partnership with communities in our service area, to empower persons with low income and the aged by creating and implementing poverty-fighting initiatives for those in crisis and those that endeavor a life of lasting independence.

## **Vision Statement**

1. Service Delivery – Deliver excellent services and foster meaningful partnerships to enhance the quality of life for the people we serve.
2. Human Resources – Attract and retain a team of dedicated, qualified, and compassionate staff who provide integrated innovative services to meet the needs of the people we serve.
3. Board Engagement – Support the Community Action Partnership of Central Illinois mission, goals, and values through an actively engaged Board of Directors.
4. Organizational Environment – Ensure all Community Action Partnership of Central Illinois fleet and facilities provide a safe, secure, and welcome environment and support the delivery of high quality services.
5. Fiscal Stewardship – Maintain and enhance the financial resources of Community Action Partnership of Central Illinois.
6. Community Relations – Promote awareness of Community Action Partnership of Central Illinois to ensure the public knows who we are and what we do.

# Needs Assessment

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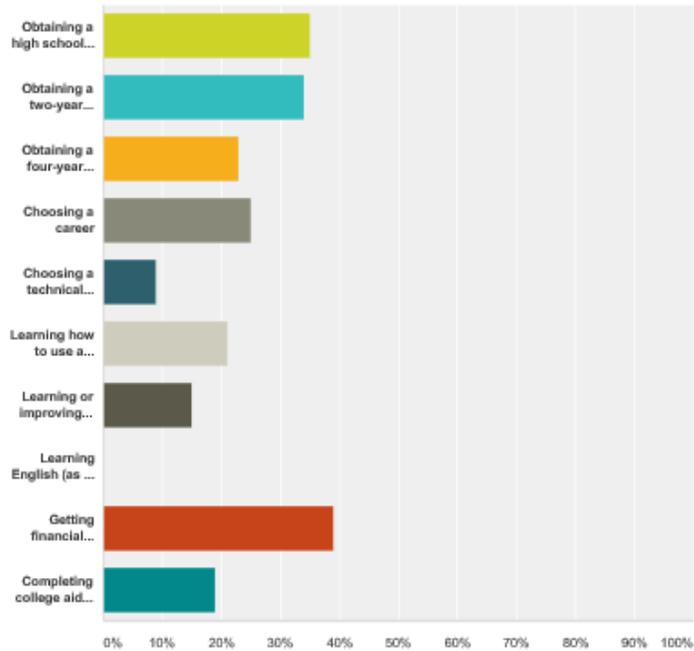
## **Client and Community Member Surveys**

### ***2017***

We surveyed 300+ customers, community members, and staff/board members in our service area in 2017. The data that was collected indicates that the Self-Sufficiency programming that CAPCIL provides continues to not only align with the mission, but also with the needs of the low-income in our communities. The CSBG funded Skills Training, Housing and Financial Counseling, Case Management, and multiple Scholarships are the key to fighting the causes of poverty Please note the following survey responses:

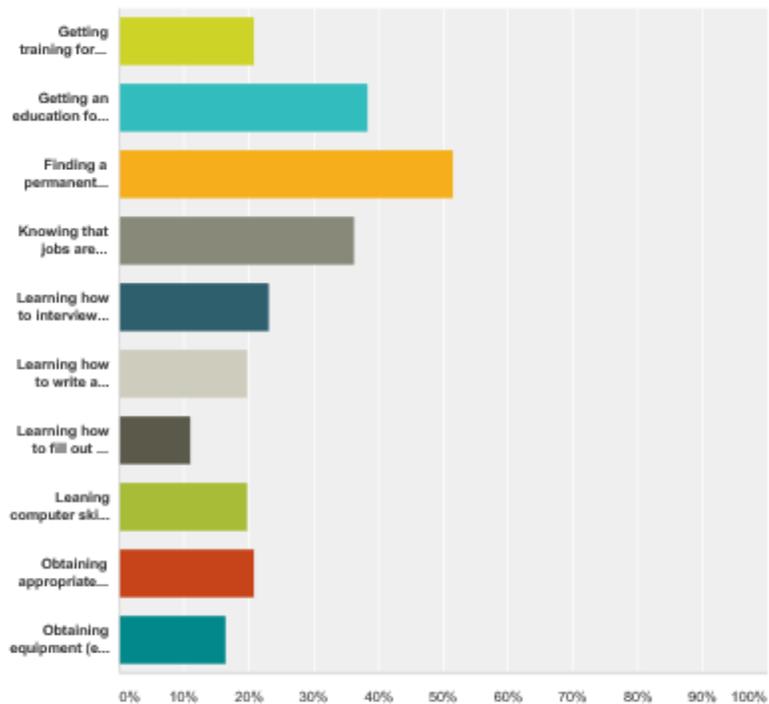
**Q7 Education: Which education needs could you or a family member use help with (select all that apply)**

Answered: 100 Skipped: 39



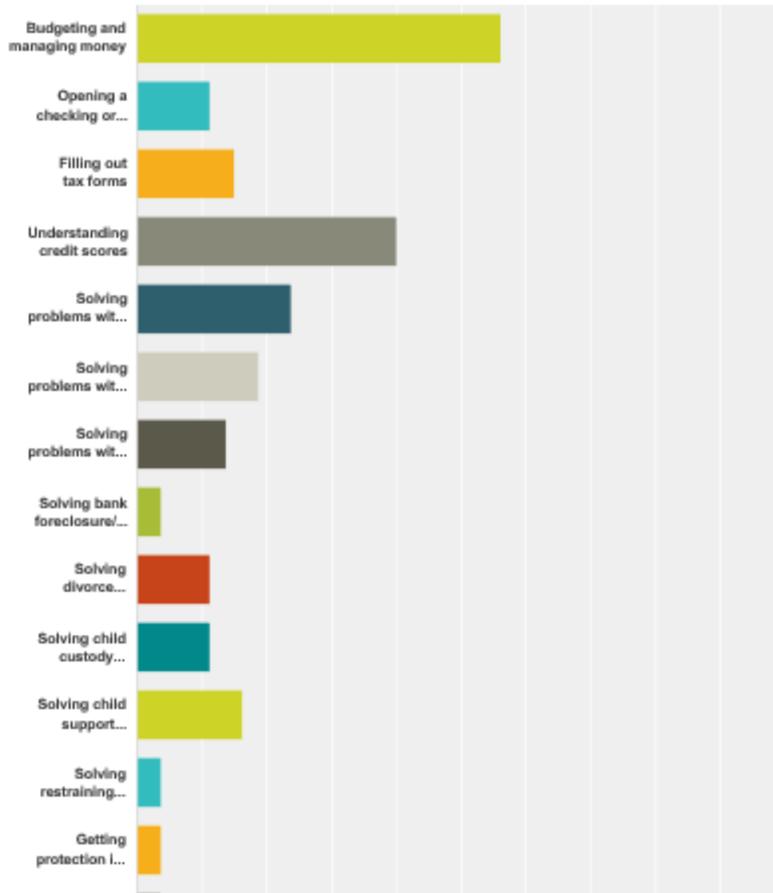
**Q6 Employment: Which employment needs could you use help with (select all that apply)**

Answered: 91 Skipped: 48



**Q8 Financial & Legal Issues: Which financial and/or legal needs could you or your family use help with (select all that apply)**

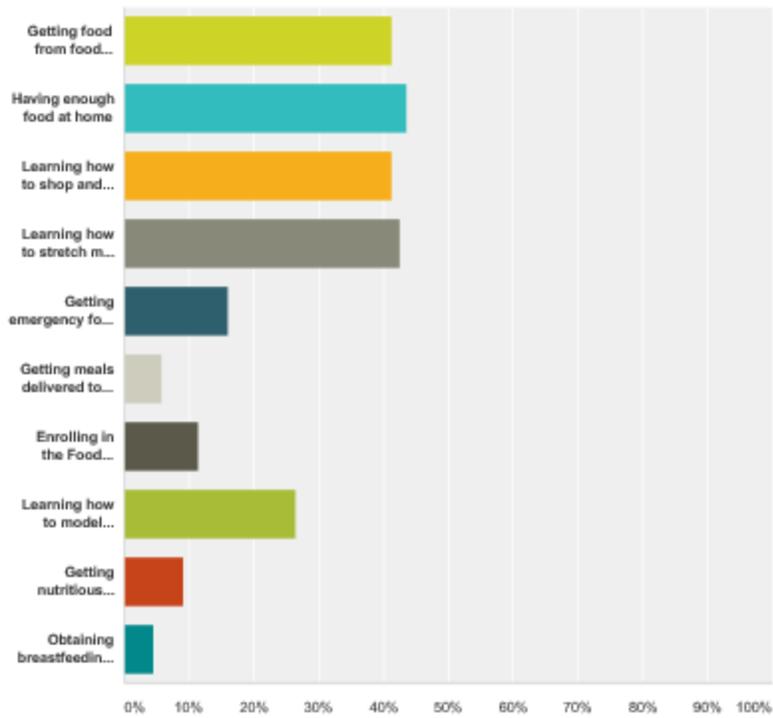
Answered: 80 Skipped: 59



The customer survey results also indicated a need for continued emergency based services in the areas of food/nutrition, affordable childcare, and utility assistance. CAPCIL continues to provide a limited amount of emergency services by way of the food pantry, LIHEAP, and Weatherization. The Head Start and Early Head Start programs allow for free educational based child care services for the low-income population. Please note the following survey responses:

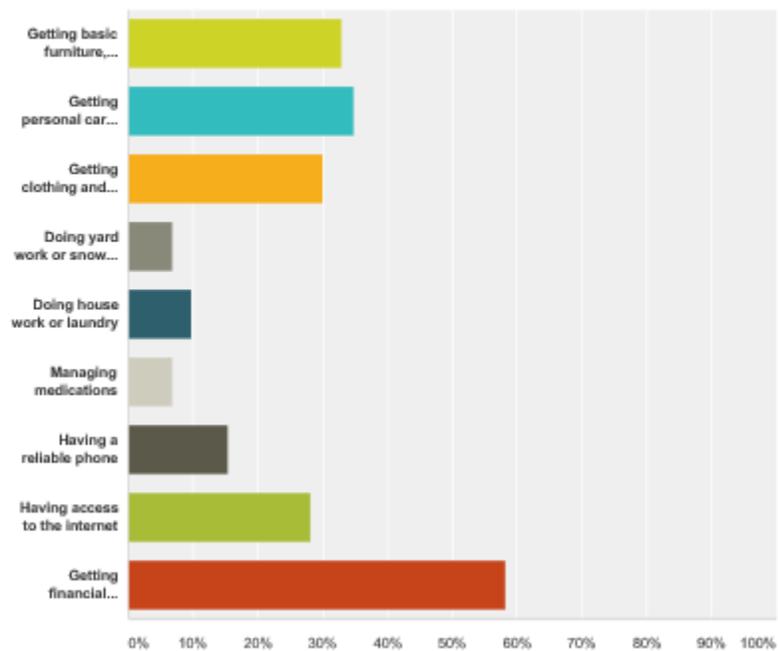
**Q10 Food & Nutrition: Which food and nutrition needs could you or your family use help with (select all that apply)**

Answered: 87 Skipped: 52



**Q16 Basic Needs: Which basic needs could you or your family use help with (select all that apply)**

Answered: 103 Skipped: 36



We also surveyed local business owners/partners and community members to assess their opinions on poverty and need for services in our service area. The results also indicate that the current programs offered by CAPCIL align with the identified needs of community members as well as identifying specific service gaps. Please note the following survey responses:

When asked, “Which of the following areas do you believe low-income families and individuals need assistance with in order to achieve or maintain self-sufficiency?”

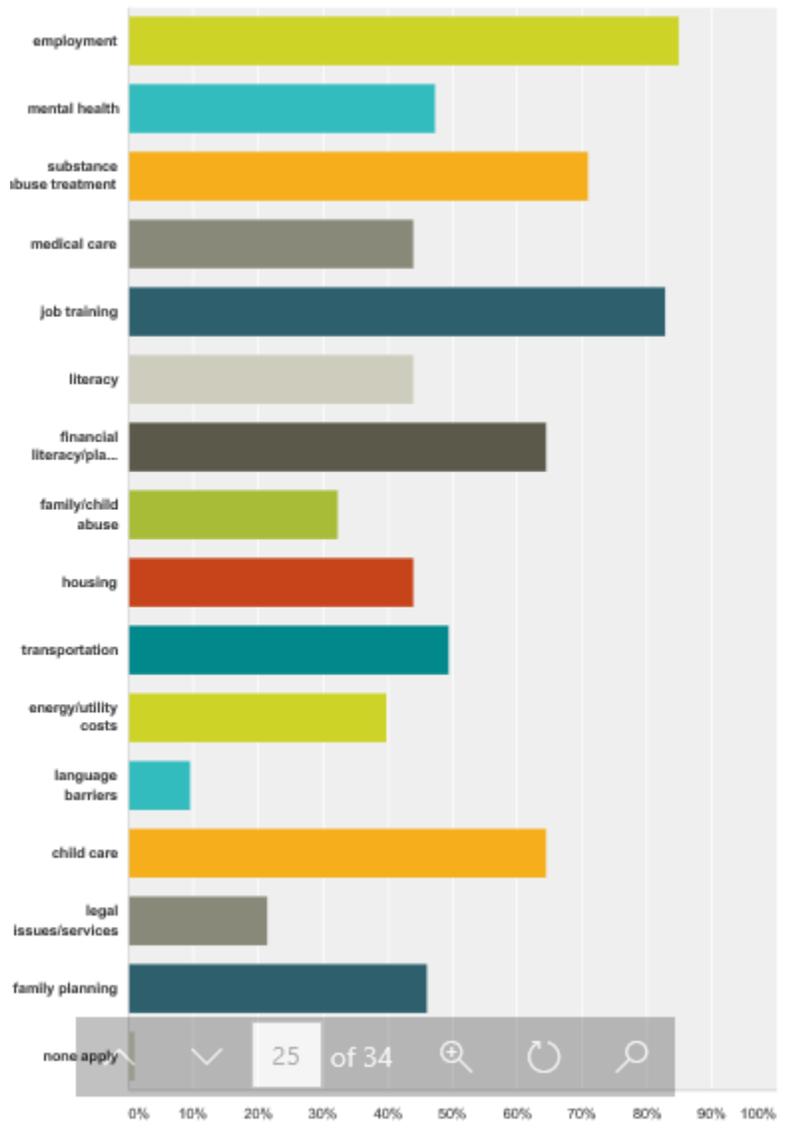
The top 5 areas were as follows:

- Employment (84.95%)
- Job Training (82.80%)
- Substance Abuse Treatment (70.97%)
- Financial Literacy/Planning (64.52%)
- Child Care (64.52%)

When asked, “Which issues do you believe are the greatest challenges low-income families and individuals are currently facing?”

The top 5 issues were as follows:

- Living Wage Employment (75.27%)
- Child Care (70.97%)
- Substance Abuse (70.97%)
- Budgeting (67.74%)
- Job Training (66.67%)



CAPCIL staff members as well as the Governing Board members were also surveyed. The perception and opinions provided by the CAPCIL staff members is of high importance as they are the ones on the front lines interacting with our customers on a daily basis and providing aide in times of crisis. The results were similar to that of the community members. Please note the following survey responses:

When asked, “Which areas do you believe low-income households need assistance with in order to achieve or maintain self-sufficiency?”

The top 5 areas were as follows:

- Employment (95.12%)
- Job Training (95.12%)
- Education (82.93%)
- Financial Planning (73.17%)
- Transportation (69.51%)

When asked, “Which issues do you believe are the greatest challenges low-income households are currently facing?”

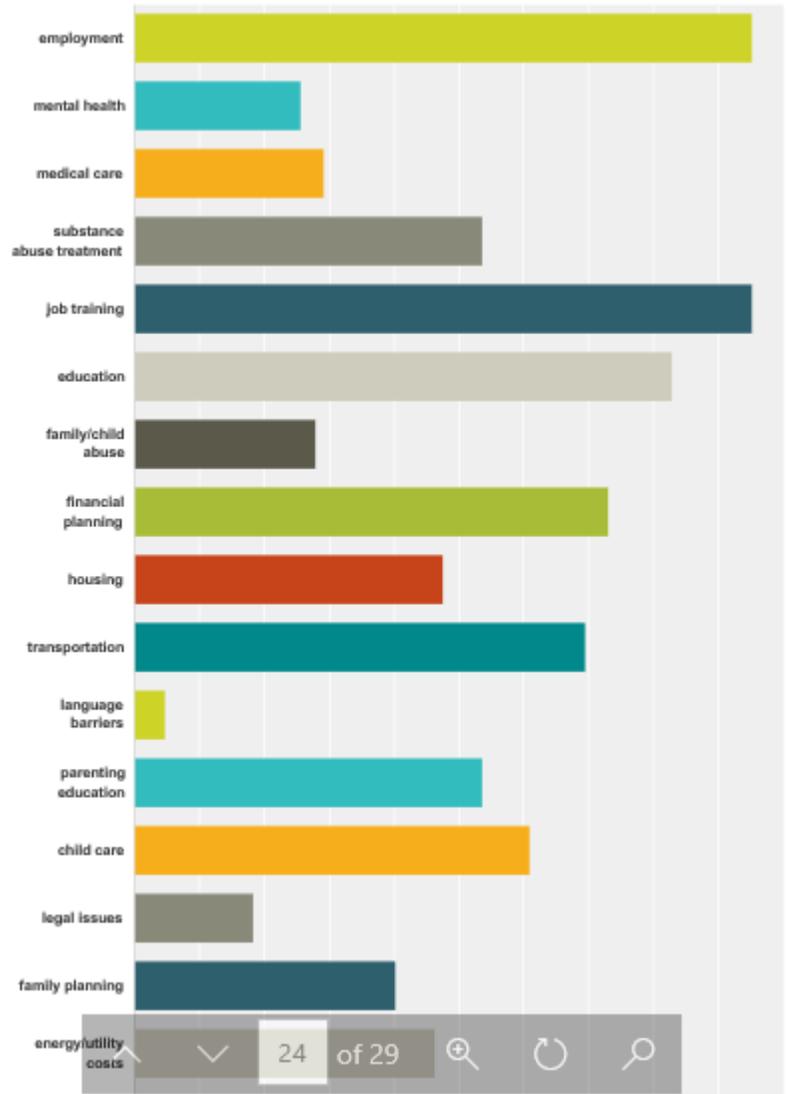
The top 5 challenges were as follows:

- Living Wage Employment (81.71%)
- Child Care (74.39%)
- Education (71.95%)
- Job Training (71.95%)
- Substance Abuse (68.29%)

When asked, “Why do you believe people have problems getting or keeping a job?”

The top 5 areas were as follows:

- Lack of Education (76.83%)
- Need for Child Care (68.29%)
- Jobs are not Available (58.54%)
- Transportation (58.54%)
- Need Better Communication/Job Skills (57.32%)



## Community Member Responses in Focus Group

### *2017*

We have continued to collect qualitative data for our Community Needs Assessment through conducting focus groups throughout our 6 county service area. Despite the fact that our service area is so spread out, several core issues were a problem in each county among our community members and partners.

The 4 top issues addressed were as follows:

- Job Training/Education
- Housing
- Transportation
- Employment

The data and research collected validate our 2017 surveys. Our entire service area expressed the need for more job training and skills building for individuals to learn how to be productive and successful employees. It was discussed in several counties that the low-income customers lack awareness of the skill building services that are available to them. Since many employers in the service area are not willing to hire individuals with criminal histories or poor/no job history the need for participation and awareness of the existence of skills training is essential for individuals to learn how to overcome their barriers to obtaining employment.

The lack of individuals with a High School Education or equivalency was identified as an issue in 3 out of the 6 counties. It was discussed how difficult it is for individuals lacking a high school level education to obtain employment in the local communities. The high-cost of post-secondary education and the struggle student loan debt causes people upon graduation was noted as well. Even though multiple financial resources exist for individuals in poverty to further their education in every community that CAPCIL services, the targeted customers lack knowledge that the services exist. Another barrier to higher education that was identified was the lack of transportation to local community colleges. The CAPCIL service area is rural and many of the local community colleges are 30+ miles away from residents. Although educational mileage reimbursement programs are available, many of our customers lack the vehicles to physically get themselves to and from classes and/or lack knowledge of the existence of the program. The customer base also lacks knowledge on alternative modes of transportation such as carpooling.

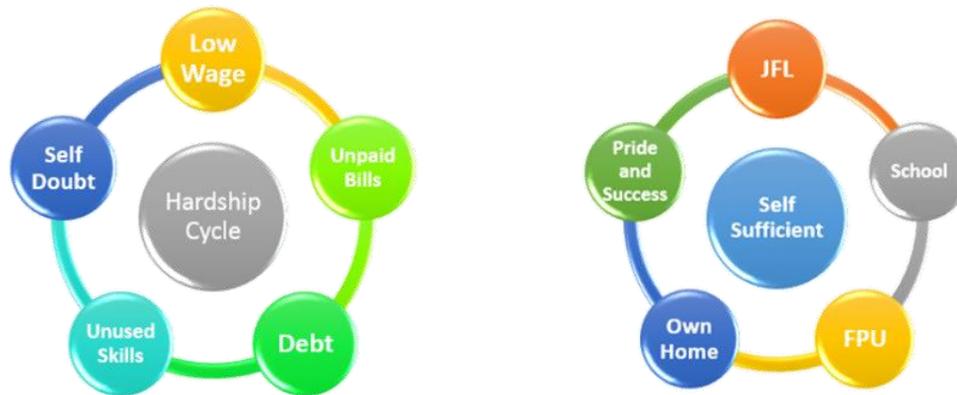
Transportation was a top issue in all 6 counties as well. Several topics were discussed such as the lack of awareness and utilization of the public transportation that exists across the service area and the high-cost of maintaining and repairing a vehicle. Some of the solutions to this issue were educating the public about alternate modes of transportation, public transportation, and carpooling. 5 out of 6 counties expressed that housing was an issue in their communities. The top areas of discussion were poor conditions of rental properties, lack of emergency housing/shelters, and the lack of affordable housing. Some solutions to these issues were more housing units for those in poverty, education on household maintenance, and more transitional housing.

It is ironic that most of the solutions that were identified during the focus groups surrounded having more public services for the low income in the communities, but these solutions do not help people get out of poverty. It does the exact opposite. Our consumers become more and more dependent on public benefits thus trapping themselves in this

cycle of poverty because of predominantly two reasons: 1.) It is “easier.” Why would they go out and get a full-time job when they “make more” on social services, or 2.) They do not know how to escape the cycle. Many may want to provide a better life for themselves and their families but they need someone to offer them a hand up out of the cycle.

## The Hand Up Project

The mission statement for the CSBG department at CAPCIL is: To empower our clients to break free from the cycle of poverty and coach them on how to create lasting solutions for a self-sufficient lifestyle. In order to fulfill this mission statement, the CSBG department developed The Hand Up Project in 2015. The Hand Up Project is a series of classes, scholarship opportunities, and case management services to help consumers leave the hardship poverty cycle and progress towards self-sufficiency. Please refer to following visual aids:



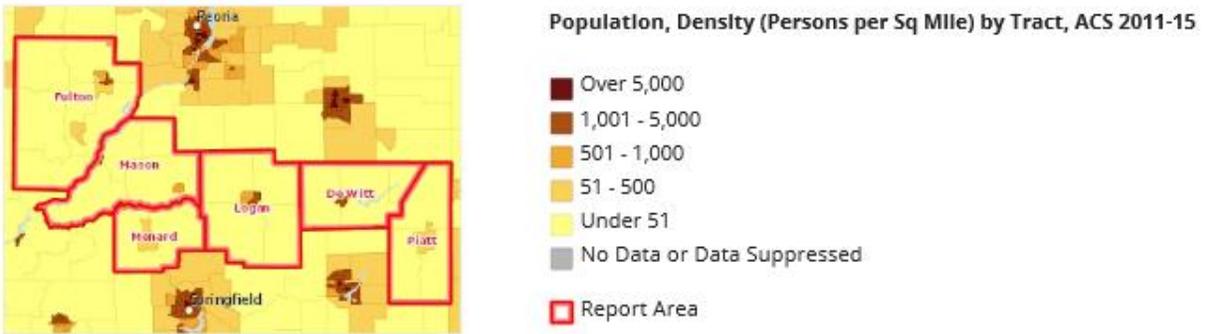
A limited income consumer who is facing hardship and poverty, the obvious main source of the problem is a lack of income. Often our consumers are either unemployed or underemployed, which inevitably leads to bills not being paid. The bills pile up, and as that happens the debt begins to increase (sometimes to unthinkable amounts). Consumers get caught up in the first part of this cycle and they do whatever they can to provide for their family. During crisis mode, an individual is not focused on honing in on their personal strengths and skills which causes them to go unused and be underdeveloped. This leads to self-doubt and a repeatable cycle.

CAPCIL is offering a solution to this hardship/poverty cycle – a holistic, self-sufficient lifecycle that will give our consumers the Hand Up they have been needing. We offer job/life training, multiple scholarships, financial counseling, home ownership classes, counseling services, and case management services. Our hope is that our consumers gain the skills they need to acquire and keep a job, maintain a budget, learn about home ownership, increase their education, and ultimately have pride and success for what they have accomplished. At this point we want to plug them back into the community as volunteers and mentors so they can help the next wave of individuals on their journey. On the journey to self-sufficiency there can be many roadblocks like daycare and transportation costs associated with attending classes, uniform costs for a newly obtained job, and extra educational expenses. Due to the limited funding of the CSBG grant, there was not enough revenue to financially eliminate roadblocks for many of our customers to be successful. For this reason, CAPCIL solicited funding from the County Boards in the service area. 4 out of the 6 counties made the decision to provide a monetary investment in the Hand-Up Project. This additional unrestricted funding has been coined as the Strengthening Working Families Initiative (SWFI). Not only has the SWFI funds had an impact on the customers overcoming roadblocks, but also has led to more successful outcomes for the agency as a whole.

## Statistics

The following section will analyze the changes in the demographic and statistical characteristics of CAPCIL’s six county service area. The outcome statements and intended work programs are then developed according to the needs indicated.

In order to obtain the following data, CAPCIL relied upon the US Census Bureau, American Community Survey, and the Decennial Census 2011-15 to determine the community need of the service area.



### Demographic Analysis

CAPCIL's service area consists of six rural areas stretching across the middle portion of the state. These counties include DeWitt, Fulton, Logan, Mason, Menard, and Piatt.

According to the 2015 US Census Bureau, the population for each county in CAPCIL's service area is as follows:

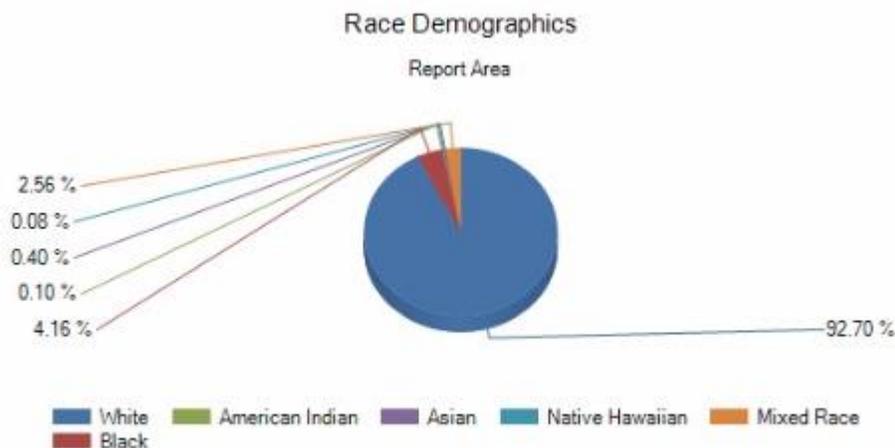
DeWitt-16,388    Fulton-36,323    Logan-29,956    Mason-14,126    Piatt-16,495    Menard-12,611

A total of 125,899 persons live within the 3175 square miles of this service area. Many communities within CAPCIL's service area have less than five hundred residents. The total population for the service area declined at a rate of -3.98%, decreasing from 131,120 persons in 2000 to 125,899 persons in 2015.

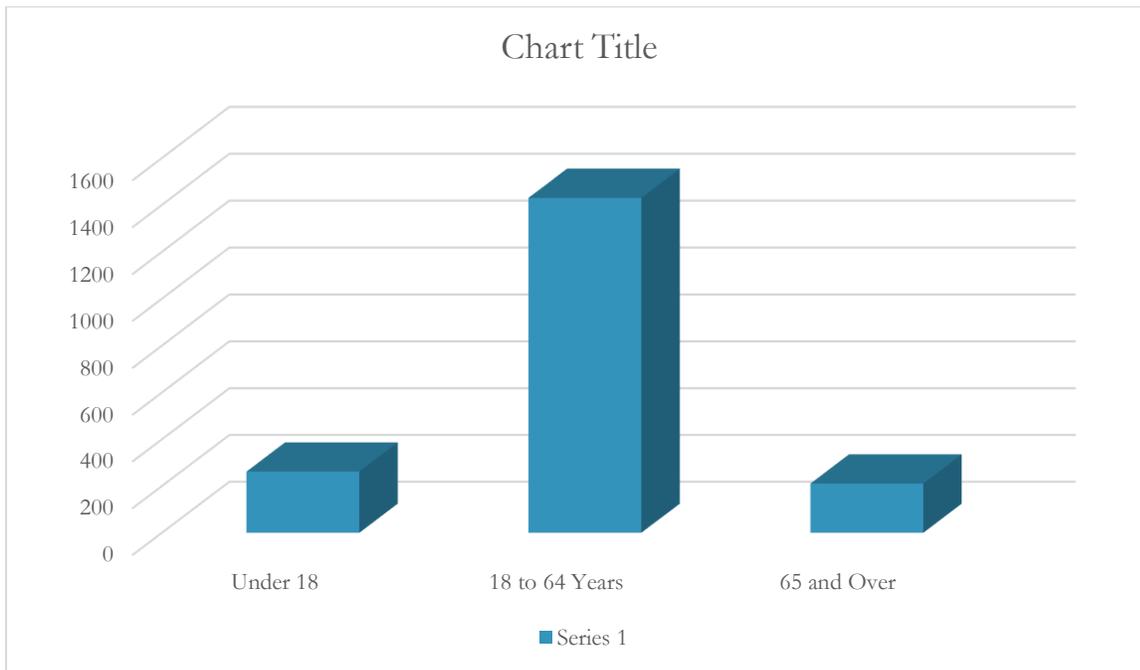
According to the 2015 US Census Bureau, the population of children ages 0-4 for each county in CAPCIL's service area is as follows:

DeWitt-918    Fulton-1,840    Logan-1,479    Mason-675    Piatt-874    Menard-704

The chart below depicts race as reported during the 2015 U.S. Census. The majority of the CAPCIL service area is predominantly White, Black, or Mixed Race.



Disability data is not widely available for our service area. According to CAPCIL’s internal data 18% of the population that we served as an agency in 2016 reported a disability. Below is a graph based on the number of SSI recipients in our service area in 2015 provided by the Social Security Administration.



The Head Start program is available to all children 0-5 years of age that are currently in the Foster Care System. There are currently 5,945 children (0-21 years of age) in foster care in the State of Illinois either residing in traditional foster homes, relative placements, group homes, or institutions. The age group of 0-5 has the highest number of children in foster care compared to other age groups. According to the State of Illinois the number of children currently in the foster care system for each county in CAPCIL’s service area is as follows:

DeWitt-31      Fulton-47      Logan-57      Mason-22      Piatt-32      Menard-25

The data below identifies the languages spoken at home in our service area. The statistics obtained through Data USA indicate that English is the predominate language spoken in the homes within our service area. Below are statistics of the percentage of non-English speaking homes in the service area per county. All counties are below the national average of 21%.

DeWitt-4.83%      Fulton-3.5%      Logan-5.3%      Mason-2.16%      Piatt-1.71%      Menard-1.36%

**Poverty Rate**

According to the 2015 census the national average of those living in poverty is 14.7% for all people. County rates for CAPCIL’s service area per census data for 2000 and 2015 are as follows:

**100% of Poverty Level 2000**

**100% of Poverty Level 2015**

DeWitt-1,560 individuals/9.5%

DeWitt-1,846 individuals/11.6%

Fulton-3,950 individuals/11.1%

Fulton-4,874 individuals/14.9%

Logan-2,800 individuals/10.5%

Logan-3,445 individuals/13.7%

Mason-1,727 individuals/10.9%

Mason-1,869 individuals/13.9%

Menard-1,079 individuals/8.7%

Mendard-1,258 individuals/10.3%

Piatt-965 individuals/6%

Piatt-1,054 individuals/6.5%

The statistics for the CAPCIL service area show that the poverty rate for the service area increased by 2.58%, compared to a national increase of 3.4%. The statistics below outline the number of children living in poverty in the service area per county:

DeWitt-658

Fulton-1,446

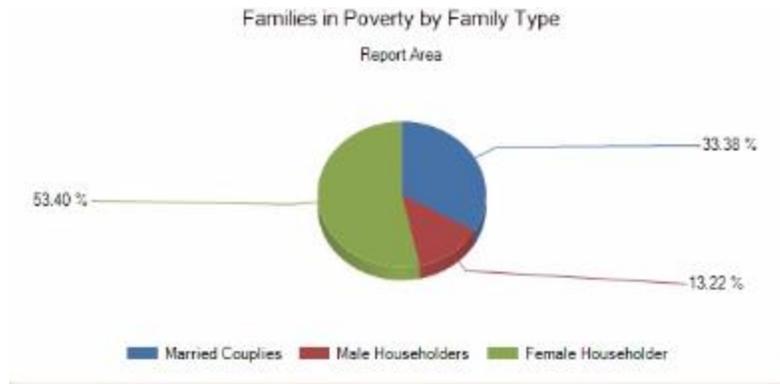
Logan-1,097

Mason-663

Piatt-333

Menard-445

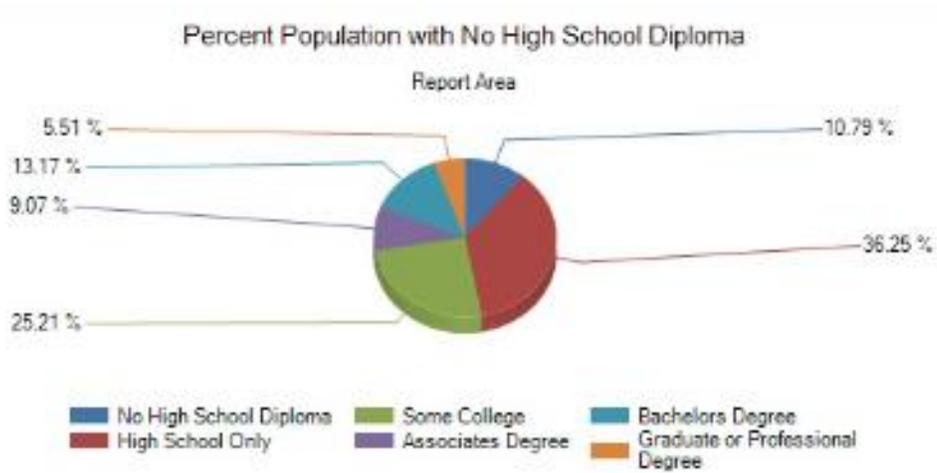
According to ACS 2011-2015 5-year estimates for the CAPCIL service area, there are 3,131 families living in poverty. Below is a chart outlining the types of families that live in poverty in the service area.



**Graduation Rate**

Demographic data that analyzes family types and educational attainment levels is beneficial to CAPCIL’s research process in regards to community needs. The statewide high school diploma attainment rate is 26.8% according to the US Census Bureau. The high school diploma attainment rates for CAPCIL’s service area is as follows:

DeWitt-38.7%    Fulton-35.9%    Logan-33.3%    Mason-41.3%    Menard-37.2%    Piatt-34.8%



Without a high school diploma or GED it becomes almost impossible to get a job with a living wage. Often there are free classes provided to help consumers prepare for GED testing, but the test modules can cost up to \$200. This is a roadblock facing many of our consumers, because they cannot front the cost of the test.

**Educational Opportunities for Ages Birth to Five**

The chart below indicates the Child Care Capacity per county in our service area.

	ISBE/PFA	Head Start	Early Head Start	Licensed Child Care Centers	Licensed Exempt Care Centers	Family Child Care Homes
DeWitt	180	32	8	65	36	156
Fulton	260	104	30	476	19	56
Logan	80	71	35	174	60	158
Mason	165	52	8	146	0	43

Menard	120	0	9	171	0	180
Piatt	75	19	0	110	30	96

The Head Start and Early Head Start programs currently service the following % of the 0-4 year-old population in each county in our service area:

DeWitt-4.3%    Fulton-7.2%    Logan-7.1%    Piatt-2.6%    Mason-8.8%    Menard-1%

### ***Transportation***

Logan Mason Public Transportation (LMPT) program continues to provide reliable transportation for our clients in Logan and Mason counties. The program offers rides to all seniors for a suggested donation only and has expanded to offer low cost transportation to the public. Despite the fact that LMPT has grown in ridership throughout Logan and Mason counties, transportation was identified as a significant barrier to employment in our community during the survey process. Since LMPT is only available in Logan and Mason counties, Family Service Workers in the remaining counties have to refer to outside sources to assist their clients. There are several other social service agencies that provide transportation in DeWitt, Piatt, Fulton and Menard, as well as taxi services. Piatt County offers public transportation in the form of a bus service.

In May of 2016, LMPT launched a Deviated Fixed Route that included 16 stops throughout the City of Lincoln. Due to the length of time the route was taking with completing all of the 16 stops along the Deviated Fixed Route, the amount of stops was reduced to 9 in August of 2016. In January of 2017, LMPT began providing transportation for several of CAPCIL's Head Start centers, which boosted ridership and revenue as well as Head Start's transportation costs being reduced.

However, in July of 2017, LMPT services were scaled back due to the high increase of operational costs incurred by CAPCIL on a quarterly basis. CAPCIL informed the Logan County Board that the agency was not able to continue to incur these costs any longer and requested a line of revolving credit from the county. This proposal was not passed; however, CAPCIL and the Logan County Board negotiated on a plan to reduce operational costs and continue to meet the needs of the community. This negotiation resulted in continuing vital services for medical appointments, veterans, education and training for workforce purposes, senior socialization, and Head Start services but at a reduced level. The reduction of LMPT services, resulted in a reduction of LMPT staff. A total of 7 (4 part-time and 3 full-time) LMPT staff were laid off in July of 2017.

For Fiscal Year 2017, LMPT and Senior Transportation provided more than 21,000 passenger trips across Logan and Mason Counties. Of the total passenger trips, 6,788 were medical in nature; 3,339 were for work/employment purposes; and 7,521 were educational transports.

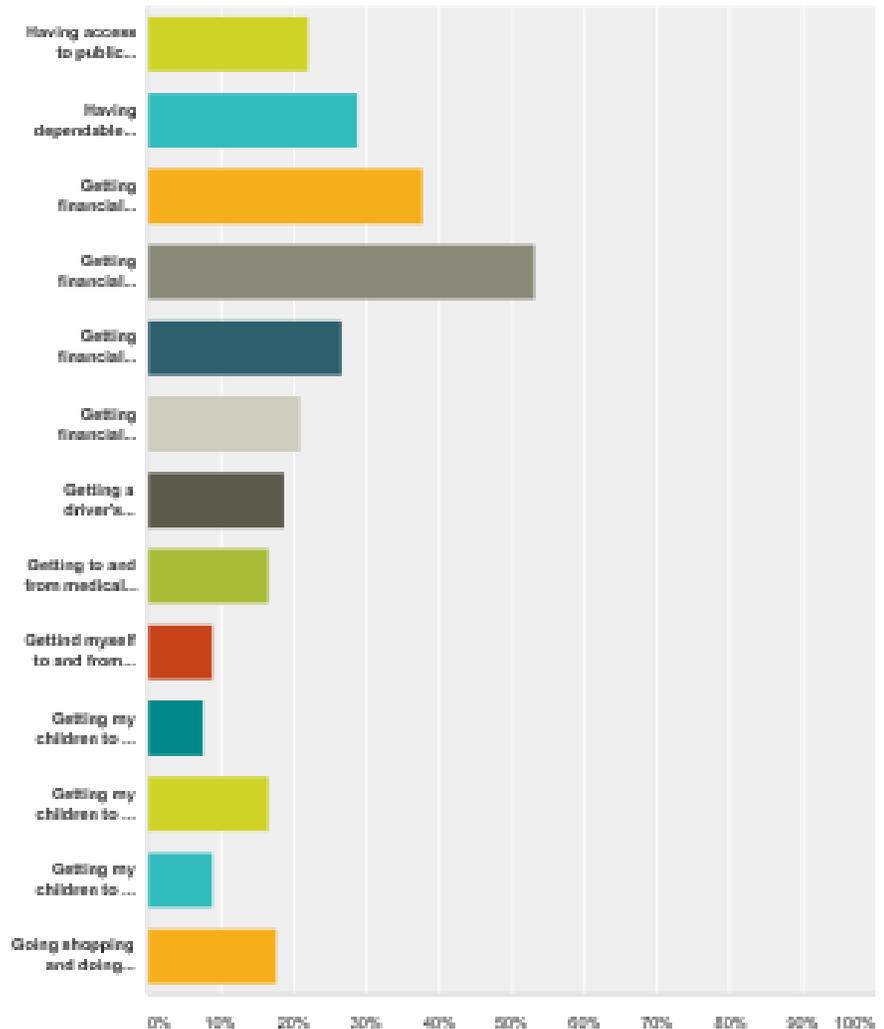
### Q14 Transportation: Which transportation needs could you or your family use help with (select all that apply)

Answered: 90 Skipped: 49

When customers were asked, “Which transportation needs could you or your family use help with?”

The top 5 areas were as follows:

- Getting Financial Assistance to Make Car Repairs (53.33%)
- Getting Financial Assistance to Buy a Dependable Car (37.78%)
- Having Dependable Transportation To and From Work (28.89%)
- Getting Financial Assistance to Buy Car Insurance (26.67%)
- Having Access to Public Transportation (22.22%)



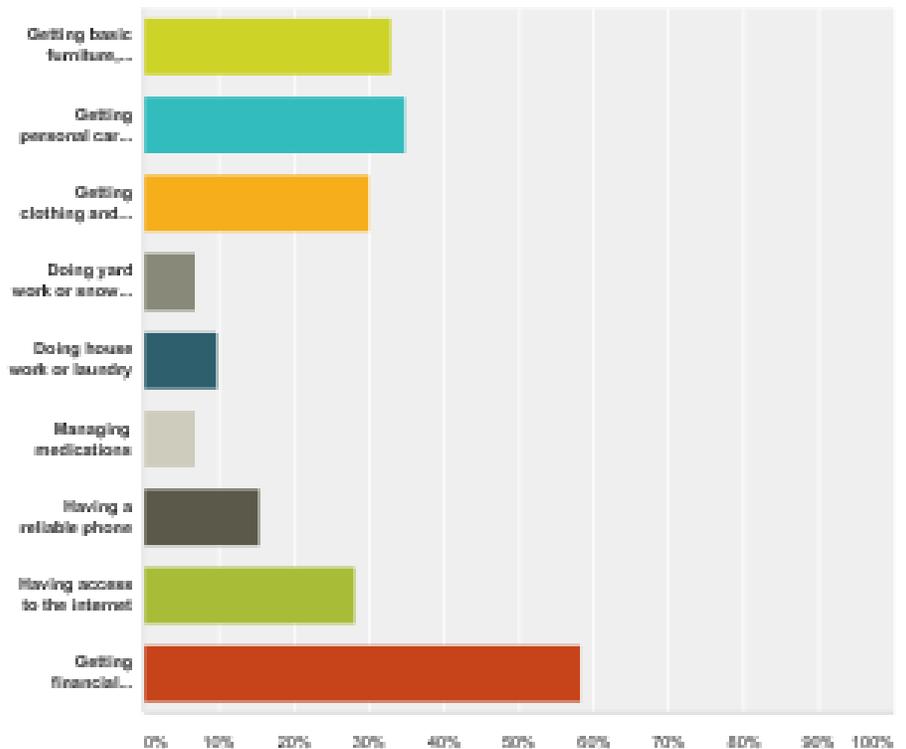
### Energy Assistance

CAPCIL is the provider for 5 of the 6 counties in our service area for Energy Assistance Programs. In Fulton County, the local health department administers the Program. Due to the revamping of programming to align with a Self-Sufficiency model, the Energy Assistance Programs also had to shift gears. Prior to 2015, CSBG and LIHEAP were combined with several other emergency based programs at CAPCIL to create the Family Assistance Specialist role. This resulted in emergency services and energy assistance to be administered 5 days per week in 5 counties by 8 workers. Due to the shift in mission as well as programming in 2015, LIHEAP became a stand-alone program. As a result, LIHEAP is administered by only 3 workers across the 5 counties. Despite this workforce cutback, LIHEAP continues to successfully serve 2,000+ household’s annually. This is made possible by the Centralized Intake Process and precision when creating the LIHEAP schedule for our service area. Each household that is assisted with LIHEAP is provided with the opportunity to engage in CSBG Self-Sufficiency services by way of referral. As you can see by the survey results below Energy Assistance continue to be a major area of concern for our customers. Over half (58.25%) of the customers surveyed stated that getting financial assistance with utility bills is the basic need that they and their family could use help with.

The amount of energy assistance that CAPCIL is going to be able to offer our consumers has reduced from years previous due to the fiduciary decisions at the Illinois State level. CAPCIL dropped 307 consumers from the PIPP (Percent of Income Payment Plan) Program in FY2016. The State decided to fund the PIPP program for FY2017 and 258 consumers were enrolled into the program. This program allows eligible customers to pay a percentage of their monthly income to maintain their utility service. This is a great program because it keeps consumers accountable to paying their portion of their bill. If they miss or are late for more than 3 payments they will be dropped from the program. Summer cooling was not offered this year and CAPCIL has had many consumers calling for assistance that isn't available. In the fall, the priority periods will begin October 1, 2017. With consumers already reporting disconnect notices, CAPCIL is referring consumers to other agencies for emergent situations.

### Q16 Basic Needs: Which basic needs could you or your family use help with (select all that apply)

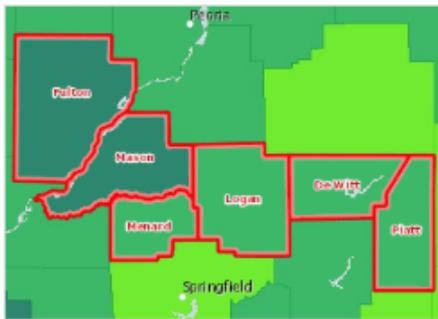
Answered: 103 Skipped: 36



According to one surveyed client, *“I’m so thankful for the energy assistance. It helps me feel I can use my electric stove and cook more healthy meals. Plus stay warmer. Great program all the way around.”*

### Unemployment

The Unemployment Rate for each of the six counties in CAPCIL’s service area according to the Illinois Department of Employment is listed on the chart below. The report area experienced an average 8.1% unemployment rate as of January 2017. Prior to 2015, CAPCIL had not played an active role in assisting consumers with gaining employment, with exception to our Foster Grandparent Program that offers a stipend to income eligible seniors. Our new lifecycle strategy aims to help decrease the unemployment rates in our service area. By offering our job skills training classes and academic/training/GED scholarships we hope to assist in reducing these percentages over time.



**Unemployment, Rate by County, BLS 2017 - January**

- Over 12.0%
- 9.1 - 12.0%
- 6.1 - 9.0%
- 3.1 - 6.0%
- Under 3.1%
- Report Area

Many of our consumers are either unemployed or underemployed. This affects every aspect of their journey towards self-sufficiency. Even when our consumers receive income, they do not know how to properly budget their money to make it work for them. Both consumers and community members stressed a need for financial literacy training in our service areas. Many consumers listed needing assistance with pay day loans, credit cards, budgeting, and staying financially stable.

### ***Healthcare***

Prior to the implementation of the Affordable Care Act in 2014, nearly 1 out of every 7 working age adults in Illinois lacked health insurance despite the fact that the majority of them were working full time. More than 40% of Illinois’ 1.2 million eligible uninsured residents were enrolled by April 2014 (287,000 in Medicaid and 217,000 in the Marketplace). Despite the implementation of the Affordable Care Act and the expansion of Medicaid in the State of Illinois, many Illinois residents remain uninsured. The percentage of uninsured residents in CAPCIL’s service area is as follows:

DeWitt-4.8%    Fulton-6.5%    Logan-4.8%    Piatt-4.8%    Mason-6.6%    Menard-4.8%

Due to the fact that CAPCIL’s service area is largely rural, there is a lack of health facilities in the service area. While all counties that are served have at least one health clinic and one hospital in the county, all counties lack adequate mental health facilities. This has led to many individuals in the CAPCIL service area to travel outside of the county for specialists and mental health services. In order to better service the residents of Logan County, Memorial Physician Services developed walk-in hours for local residents to avoid traveling 20+ miles to prompt care facilities and the high cost of unnecessary emergency room services. The local health department now housing Springfield Clinic services for individuals without a primary care physician as well as a dental clinic that accepts Medicaid.

Through the course of 2017, the Family Service Workers and CSBG Counselors began to notice the need for mental health services among our customers across our entire service area. The survey results supported this observation. Many mental health providers have either closed their doors due to budget issues or scaled back services to only serve those with major mental illness or private insurance. Therefore, an entire population of vulnerable low-income families on Medicaid fall through the cracks. This need was prevalent by way of the survey results when customers were asked “Which parenting and/or family support needs could you or your family use help with?”, 62.07% of those surveyed indicated that learning how to help my children cope with stress, depression, or emotional issues was a need. When asked “Which health needs could you or your family members use help with?”, 40.66% of those surveyed indicated that dealing with stress, depression, or anxiety was a need.

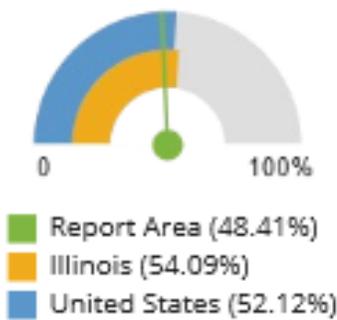
Through frontline staff observation as well as other community/social service groups in which CAPCIL participates, there is a growing need for outpatient mental health services. After this need was identified, a solution was formulated at CAPCIL to help bridge this service gap. The Mental Health Services Department was created in mid-2017. This department now provides outpatient individual and family counseling, domestic violence counseling, and sexual assault counseling. These services are open to customers whom participate in any one of the following programs as CAPCIL: Head Start, Early Head Start, CSBG, and Senior Nutrition.

### ***Nutrition***

There are several public assistance programs in the state of Illinois for food including DHS's SNAP program, and free/reduced lunch rates for school aged children. The USDA Food and Nutrition Service administers several programs that provide healthy food to children including the National School Lunch Program, the School Breakfast Program, the Child and Adult Care Food Program, the Summer Food Service Program, the Fresh Fruit and Vegetable Program, and the Special Milk Program. Administered by State agencies, each of these programs helps fight hunger and obesity by reimbursing organizations such as schools, child care centers, and after-school programs for providing healthy meals to children.

The Head Start program operates in all 6 counties and has an average of 298 students every school year. These children receive all or a combination of breakfast, lunch, and snack. In order to be creditable, meals served to children must meet the Child and Adult Care Food Program meal pattern requirements.

**Percent Students Eligible for Free or Reduced Price Lunch**



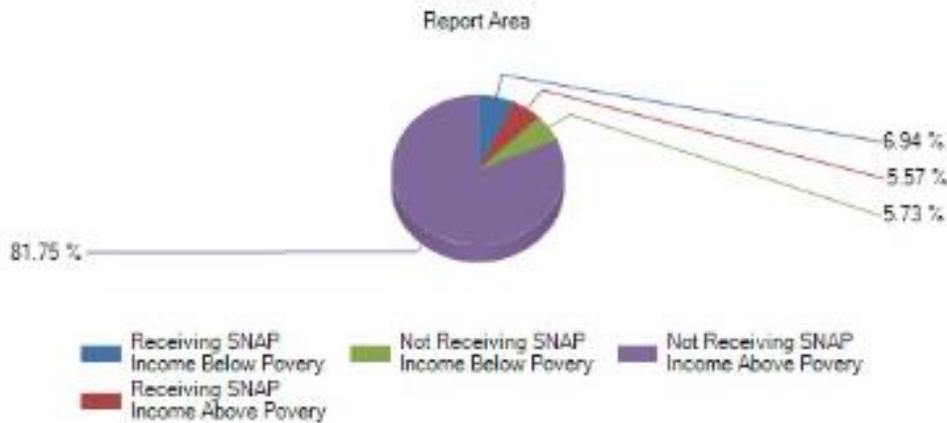
The percentage of children who are involved with the Free/Reduced Lunch Program per county is as follows:

- Logan-54.67%
- Mason-52.4%
- Menard-34.24%
- Piatt-34.69%
- Fulton-54.78%
- DeWitt-49.88%

The percentage of individuals that receive SNAP (food stamp) benefits through DHS per county is as follows:

- Logan-14.21%
- Mason-15.7%
- Menard-10.07%
- Piatt-7.1%
- Fulton-14.13%
- DeWitt-10.72%

### Households Receiving SNAP by Poverty Status (ACS)



CAPCIL's service area has multiple food pantries and/or food banks available for those in need. CAPCIL has an emergency food pantry in five of the six counties in the service area. Fulton County is the only county without a food pantry; however, Fulton County clients are referred to the Mason County food pantry. The food pantry service provided by CAPCIL continues to be a vital resource to the local communities. CAPCIL relies on the donations of churches, clubs, schools, individuals, and other service organizations to keep the shelves of the food pantries stocked. CAPCIL is also a recipient of products through Midwest Food Bank as well.

The Senior Nutrition program provided by CAPCIL is an essential program to both Logan and Mason Counties. Senior Nutrition prepares and delivers 5 nutritionally balanced meals each week to home bound seniors and disabled individuals age 60 and over. Congregate sites also provide an opportunity for seniors and the disabled age 60 and over to meet in a social setting to share a meal. The congregate meals occur Monday through Friday at the advertised sites in both Logan and Mason Counties. For some seniors, these 5 meals are the only meals with adequate nutrition that they receive each week.

A service gap that was identified by CAPCIL staff in 2017 was the special populations of individuals that required either long-term or short-term home delivered meals. Currently, CAPCIL administers the Senior Nutrition program in both Logan and Mason Counties. Due to the programmatic requirements for eligibility many special populations such as individuals suffering from a short-term or long-term disability under the age of 60, veterans, individuals under the age of 60, disabled non-seniors, and those recovering from surgery under the age of 60 were left unserved. Again, CAPCIL was proactive in providing a solution to this problem and the Kitchen to Kitchen program was born. The Kitchen to Kitchen program is the newest service in the CAPCIL portfolio and is still in the beginning stages of development. The goal is to have 25 individuals participating in the program by the end of September 2017. Not only will this program fill a service gap, but the program will also generate unrestricted revenue for the agency and create jobs for the community.

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*"I am 77 and my husband is 83 with Alzheimer disease. He takes much of my time and I so appreciate the senior home meals."*

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## *Housing*

42.27% of CAPCIL customers who were surveyed in 2017 stated that they were in need of affordable housing that fits their families needs. Many households are spending well over 40% of their income on housing, and then have to do without when it comes to other life essentials and financial obligations which leads to a life driven by financial crisis. CAPCIL's Client Management Staff work with Housing Directors, Realtors, and Landlord Associations to advocate for the low-income through referrals. Central Illinois Continuum of Care (COC) funding was disbursed in DeWitt, Logan, Mason, Menard, and Piatt counties to prevent evictions and homelessness in 2016. CAPCIL withdrew the COC 2017 Grant Application in August of 2016. This was done due to the mission of CAPCIL to prevent poverty and support self-sufficiency no longer correlated with the program, as homeless prevention funds are emergency based. The program was based on a crisis need only, and can be very limiting to those who need financial assistance but do not fall within the parameters of a crisis as defined by the program. The budget counseling that was performed through the COC process is still being fulfilled through the financial literacy piece of CSBG. CAPCIL continues to work with homeless prevention through the intake process by offering referrals to other programs in the service area.

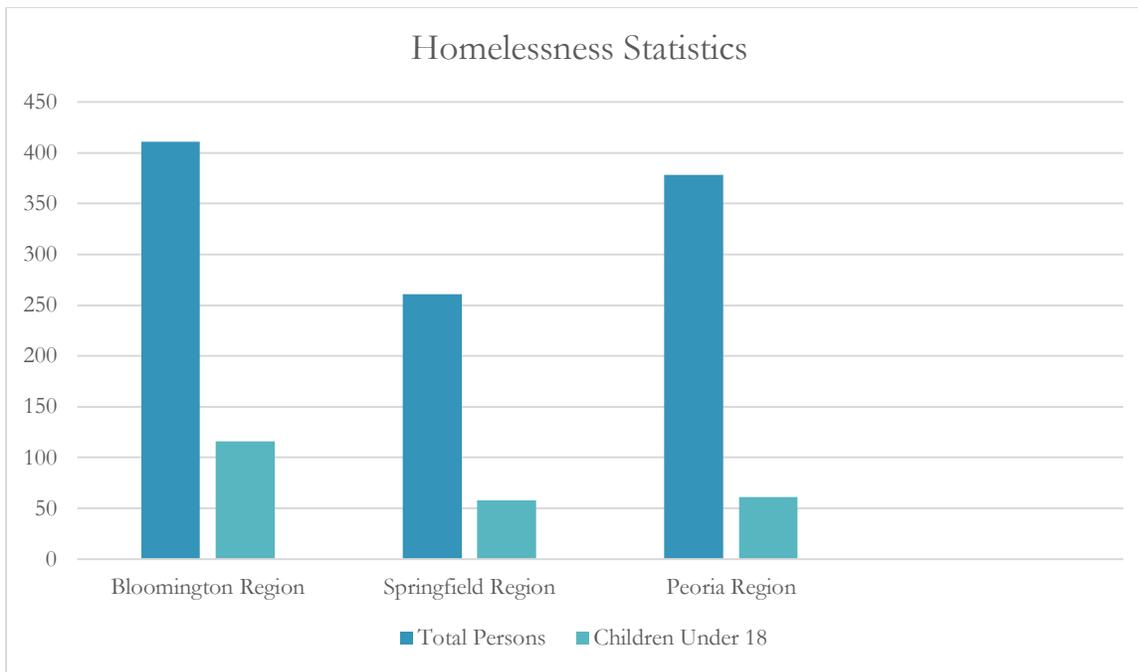
One of the common issues reported to frontline staff by customers requiring housing referrals is in regards to their need to vacate a residence and move to a new residence is unsafe/unsanitary conditions of their current housing. The percentage of unsafe/unsanitary housing per county that CAPCIL serves is as follows:

Fulton-.36%      DeWitt-.01%      Logan-.13%      Piatt-.12%      Mason-.21%      Menard-.04%

A large percentage of customers who request assistance with their rent and mortgage report struggling to find and/or maintain a job. 35.56% of customers surveyed stated that in the past year their household's income actually decreased. The median household income in the State of Illinois is \$59,590, which is far from the average CAPCIL client income of \$0-20,000 a year. The median household income in the Community Action service area is as follows:

Fulton-\$44,649      DeWitt-\$54,796      Logan-\$58,191      Piatt-\$65,122      Mason-\$43,743      Menard-\$64,706

The statistics obtained to report on the homeless population in the service area were obtained through HUD 2016 Continuum of Care. These statistics lump the State of Illinois statics into regional areas. Below is a chart of the regions in which CAPCIL's service area falls.



When addressing homeless situations, Client Management Staff perform a screening of the clients income and expenses in order to refer the customer to the proper resource. Over 58% of CAPCIL customers surveyed indicated that their utility bills were the basic need that their families needed assistance with. CAPCIL is able to assist eligible clients with utility assistance and weatherization services through the LIHEAP (Low Income Housing Energy Assistance Program) and Weatherization program. 65.22% of customers surveyed in CAPCIL’s service area had utilized the LIHEAP program. CAPCIL will continue to offer this service to our clients, as well as looking into energy saving classes to offer to the community.

## Description of the Service Delivery System

### Overview

Our focus at Community Action Partnership of Central Illinois (CAPCIL) is to link families with appropriate services and to provide dedicated support and coaching systems on the consumer’s journey to self-sufficiency. CAPCIL staff act as liaisons and support for consumer’s, as they navigate the available programs based on a client's interest and eligibility. It is the responsibility of the staff to ensure that referrals and assistance are provided and documented based on the guidelines provided by each program.

CAPCIL has a single point of entry for all consumers and supports them with appropriate services based on eligibility, interest, and need. We provide consumers with a dedicated support worker through the Family Service Worker role focusing on a holistic approach to combat poverty and its causes. Positive outcomes with measurable results are a priority for all of CAPCIL’s consumers.

CAPCIL has established working agreements and networks within each of its 6 counties. When a consumer’s need is beyond the scope of work provided by CAPCIL, these agreements assist staff in providing consumers with information and referrals to other agencies who provide assistance. CAPCIL partners with entities such as the Salvation Army,

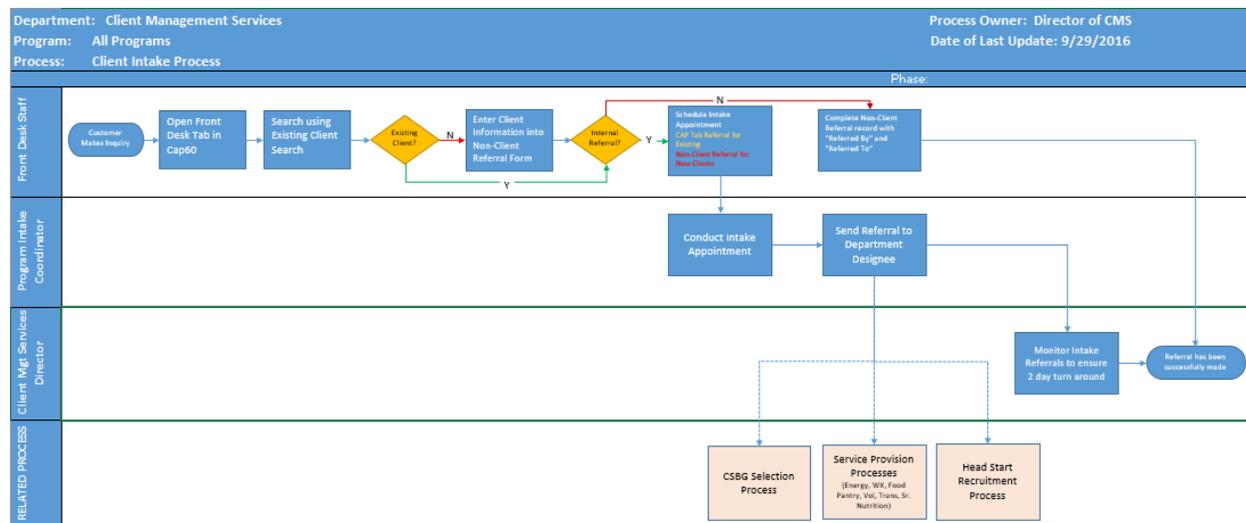
Churches, Chambers of Commerce, community groups, WIOA, etc. to provide the very best resources and options for our consumers.

CAPCIL has improved its Service Delivery model in order to meet and exceed the assurances. The process continues to be efficient, specific, and outcome-driven, integrated for maximum efficiency.

## Intake

The Client Intake Process was recently updated to reflect some changes in the Client Management Services space. Due to budget restraints, the Client Management Services department had to reduce the number of agency intake workers from 2 to ½. Despite this cutback, the Centralized Intake System remains the single point of entry for all customers at CAPCIL. Customers continue to be scheduled for an intake appointment through the front desk/receptionist; however, the intake appointment is no longer scheduled per county nor conducted by a full-time intake worker. Instead, the intake calendar is now divided by program and location. When a customer expresses a need/interest for a service, the customer is scheduled for an intake appointment with the specified department and location. The customer’s intake appointment is then conducted by the appropriate Program Intake Worker in order to enter/update the client/household information. With the help of the CAP 60 software, the computer system then generates a list of programs that the client/household is eligible for based on each specific program criteria. If there is an immediate need – emergency service like food pantry or energy assistance – the client continues to be served immediately. If there are no emergencies, the client continues to be provided with a referral(s). Some referrals continue to be for Agency Services, while others are for services provided outside the agency. The program director/designee sends communication via email to the Agency Contact (both internal and external) within the County for the services requested.

Below is a Process Flow Diagram of the updated Intake Process with the implantation of the CAP 60 software.

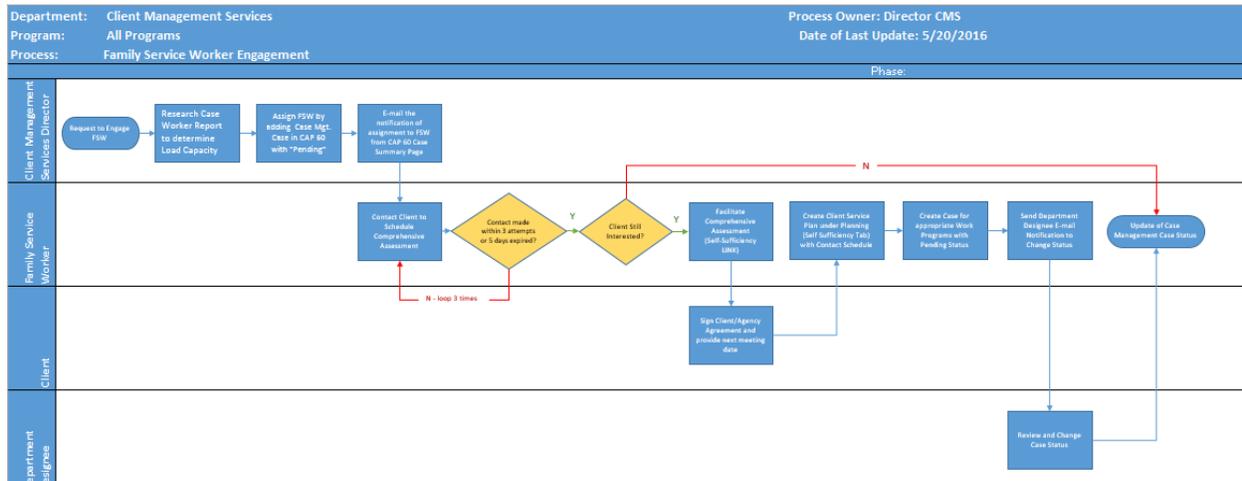


## Service Provider Engagement

Due to budget pinches, we are able to provide Case Management services only to those candidates who are either participating in CSBG services OR are required to have client management services as part of their Head Start enrollment. Head Start and/or CSBG Clients are assigned a Family Service Worker (FSW) at which point the FSW completes a Comprehensive Assessment. The Assessment results are used to jointly derive a Service Plan that outlines

specific goals (Short/Intermediate/Long-Term), desired outcomes, and performance measures. Together, the Client and the FSW work through the Service Plan to ensure success. Some of the Goals are accomplished by participation in CSBG Programming, while others are achieved outside the walls of CAPCIL. Both are monitored and supported by CAPCIL staff.

Below is a Process Flow Diagram of the new Family Service Worker Engagement Process with the implementation of the CAP 60 software.



## Description of Linkages

The Family Service Workers manage the cases with regular checkpoints established during the development of their Service Plans. They followed the prescribed Service Plan after it is developed and the Director of Client Management Services conducts regular audits of the Client files as well as random Client Satisfaction surveys. Clients and FSW staff members sign a Client Management Agreement upon engagement detailing the responsibilities of each party signing. Clients have clear understanding when they choose to participate in the Program that there are identifiable and achievable goals that must be rigorously pursued to maintain participation in the program.

It is the responsibility of the CAPCIL staff to provide applicable resources for the client, and the client's responsibility to utilize the resources provided. Both have the obligation to continue a two-way dialog regarding progress and changes in course.

Community Action has actively reached out over the last 36 months to establish a comprehensive list of faith-based organizations, education providers, health/mental health providers, and other social services agencies in order develop, maintain and support the work of our collaborative partners. We currently have 313 collaborative partners in our Database and it grows daily. In 2015, we had 187 collaborative partners, thus we have increased collaboration in our service area. Many of our collaborators have signed Memorandums of Understanding and/or Linkage Agreements that are revisited every 3 years, but automatically renew annual unless otherwise specified. CAPCIL staff received training in advance of the launch of the new Client Intake Process and FSW Engagement Process, and will continue to receive ongoing training as the Database and our use of it evolves.

## **The services that are offered by our partners are:**

**Childcare: 4 partners**

**Early Child Interventions: 4 partners**

**Education: 51 partners**

**Employment Assistance: 7 partners**

**Food and Nutrition: 34 partners**

**Health: 63 partners**

**Housing: 54 partners**

**Human/Social Services: 82 partners**

**Infant Care: 1 partner**

**Legal Services: 8 partners**

**Parenting: 1 partner**

**Substance Abuse: 4 partners**

**Transportation: 8 partners**

In each of our Collaborative Partners entry, we include the following:

Name of the Organization, Contact Information, Counties serviced by the Agency, Description of Services available, Contact person's email, and Notes that help to best use the services.

Resource Information			
Agency	Community Action Partnership of Central Illinois		
Center	Monticello CAP Office		
Resource Type	Infant Care Services and Supplies	Category	Not Assigned
Name	A SMALL HAND		
Billing Name		Code	
Address Line 1	1115 N STATE ST	Unit	
Address Line 2		City	Monticello
State	IL	Zip Code	61856
County	Piatt	<a href="#">Check Address</a>	
Phone	(217)480-6291	Fax	
Email	c.sanantonio@piattcounty.org	URL Address	
Comments			
OPEN ON FRIDAYS FROM 9-1PM OR BY APPOINTMENT M-TH. MAIN FOCUS IS DIAPERS, WIPES, FORMULA, BABY FOOD AND BABY EQUIPMENT, SHE DOES RECEIVE MONEY THROUGH DONATIONS THAT SHE IS ABLE TO HELP WITH OTHER THINGS AS WELL. GAS AND FOOD CARDS INCLUDED.			
ROMA Partnership		Services Offered	
<input type="checkbox"/> Consortiums/Collaboration <input type="checkbox"/> Faith Based <input type="checkbox"/> Federal Government <input type="checkbox"/> Financial/Banking Institutions <input type="checkbox"/> For-Profit Business or Corporation <input type="checkbox"/> Health Service Institutions <input type="checkbox"/> Housing Consortiums/Collaboration <input type="checkbox"/> Institutions of post secondary education/training <input type="checkbox"/> Local Government <input checked="" type="checkbox"/> Non-Profit <input type="checkbox"/> School Districts <input type="checkbox"/> State Government <input type="checkbox"/> State wide associations or collaborations		<input type="checkbox"/> ABE/GED <input checked="" type="checkbox"/> Domestic Violence Services <input type="checkbox"/> Education <input checked="" type="checkbox"/> Emergency Assistance <input type="checkbox"/> Financial Literacy/Debt Counseling <input type="checkbox"/> Food Pantry <input type="checkbox"/> General Job Skills/Resume Writing <input type="checkbox"/> Health Services <input type="checkbox"/> Housing <input type="checkbox"/> Housing Counseling <input type="checkbox"/> Job Training <input type="checkbox"/> Licensing or Certification for Employment <input type="checkbox"/> Referred to or from other sources <input type="checkbox"/> Rental Assistance <input type="checkbox"/> Scholarships <input type="checkbox"/> Senior Meals <input type="checkbox"/> State Agency <input type="checkbox"/> Transportation <input checked="" type="checkbox"/> Utility Assistance	

## Coordination

CAPCIL partners with other agencies to provide the essential services to the families and individuals within our service area. Cooperative relationships continue to exist between the Illinois Department of Human Services, Workforce Innovation and Opportunity Act (WIOA), Catholic Social Services, Housing Authorities, schools, local Mental Health, Salvation Army, Illinois Department of Public Health, Illinois Department of Children and Family Services, faith based organizations, and many other service providers. The sharing of information regarding the services they provide and the

needs of the clients they serve is important. This is a way of assuring how both the short and long term needs of the low-income population are met. Interaction between all organizations is essential for a coordinated service delivery system. This interaction helps to eliminate duplication of services and ensures comprehensive care for the low-income population.

CAPCIL has made significant progress in the last two years. One of our priority efforts has been to improve the existing centralized Intake system. We accomplished this through migrating data from the Microsoft 365 SharePoint database to the CAP 60 database. This shift now allows CAPCIL to utilize a data management system that meets the specific requirements of a number of programs offered at CAPCIL, including CSBG. The CAP 60 database is customized to meet the needs of our agency with an emphasis in Self Sufficiency, Outcomes, and Productivity. The Intake process continues to allow us to spend more time with the clients, gain a comprehensive understanding of their family dynamic and economic status, and to properly refer our consumers to providers both inside and outside CAPCIL. Wherever possible, services are provided at the point of contact; however, for those services that require additional follow-up, staff will reach out within 5 business days.



## The Hand Up Project

Once a consumer has been through the Intake Process and been referred to the Client Management Services Director, the consumer is contacted by the Family Service Worker who explains in detail the Hand Up Project and the courses offered. If the consumer agrees to the commitment required by the Hand Up Project, then a formal Case Management case is established with a Family Service Worker. The role of the Family Service Worker is to complete a comprehensive assessment, and work directly with the consumer to develop a Service Plan. The Service Plan is a schedule that provides: clear objectives, defined outcomes, short/intermediate/long-term goals, measurements and measurement tools. All of these tie to National Performance Indicators (NPI) and personal Key Performance Indicators (KPI) for the Consumer.

From the Comprehensive Assessment, we are able to not only determine which services CAPCIL can provide, but also identify services that are available elsewhere in our communities. We have worked over the last two years to develop

and expand, the six-county Linkages Database accessible to anyone employed at the Agency. But more importantly, once the Service Plan has been established, the Family Service Worker monitors, supports, and guides the client to completion of the objectives both for CAPCIL-bound services and referral services.

Our CSBG Family used recent Community Assessments and Focus Group meetings to determine gaps in services in our service area. The CSBG Services offered at CAPCIL continue to fill those gaps and rely heavily on the collaborative relationships with Faith-based organizations, business partners, education providers and other social service agencies.

## Description of Innovative Community and Neighborhood-Based Initiatives

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CAPCIL is committed to reviewing and reevaluating its Community Information Profile. We complete an annual assessment that allows us the opportunity to reexamine the evolving needs in our service communities. The assessment includes both a demographic examination with verifiable, quantitative data obtained from authoritative sources like the US Census Bureau and the US Department of Labor. An additional tool that CAPCIL uses to stay attuned to the community's needs is to have an Agency-wide commitment to participating in local Chambers of Commerce and other community service boards.

Interaction between employees of the various state agencies and other providers working with client families are regarded as essential. These inter-agency meetings bring representatives of social service organizations together on a regular basis to discuss activities and facilitate an open communication system.

Collaboration, coordination, and cooperation between social service providers are essential in rural areas. Resources are often scarce and coordination of projects and services are essential if the needs of our clients are not met. CAPCIL participates in a variety of local groups throughout the service area designed to facilitate a coordinated approach towards social services. These partnerships, coordinating councils and coalitions, exist for the purpose of sharing information between agencies and maximizing the total resources and effect we can have on our communities. CAPCIL's staff are encouraged to participate on local boards and committees who have missions consistent with that of CAPCIL. Information on the activities of these groups is shared with program directors, and is disseminated to appropriate CAPCIL staff members.

### **DeWitt County**

Angel Tree  
DeWitt County Chamber of Commerce  
DeWitt County Coalition

### **Logan County**

Healthy Community Partnership  
Human Service Transportation Provider Region 7  
Illinois Public Transportation Association  
LEPC – Logan Emergency Preparedness  
Logan County Chamber of Commerce  
Senior Issue Taskforce  
Rotary Club

Kiwanis Club  
Logan County Social Services Group

**Mason County**

Mason County Chamber of Commerce  
Mason County Coordinating Council

**Menard County**

Menard County Chamber of Commerce

**Piatt County**

Piatt County Cares Coalition  
Piatt County Chamber of Commerce

**Fulton County**

Fulton County Chamber of Commerce

## Youth Programming

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Our Head Start Programs are offered throughout the 6 counties in our service area. The Head Start Program will have a total of 11 Centers serving the 3-5 year old population in both full and half-day settings. There will no longer be home-based 3-5 year old services in Menard County for 2017-2018 school year. The children that were enrolled in the program will be provided with educational services through the school district. Early Head Start services will continue to be provided in both a home-based and center-based option for the 0-3 year old population as well as pregnant mothers. The Early Head Start Program will have a total of 4 classrooms for center-based services for the 2017-2018 school year. Home-based services will continue to be available in 3 out of the 6 counties.

The Head Start program offers educational services to the enrolled children, but the program also services the entire family through the Family and Community component as well. This unique approach to education not only provides quality education to prepare the child to enter the traditional school district, but also supports the family to achieve/maintain a self-sufficient lifestyle. With the implementation of the Cap 60 database, CAPCIL's Head Start program was able to report progress in all areas of the 7 Family Outcomes more accurately than in the past. The database also allows for monthly updates on the family's progress towards self-sufficiency as opposed to only annual statistics. In addition to the work that we do through this Program, we have countless partnerships forged through this program both internally and externally. There is a growing relationship between Head Start and CSBG. For the 2016-2017 school year, 17% of the Head Start families chose to also engage in the CSBG self-sufficiency classes. The goal for the 2017-2018 school year is to engage at least 25% of the families. We work with many of the local school districts to assist with Health and developmental screenings. We cooperate in areas of nutrition, hearing and vision support. Head Start promotes adult literacy and proactive parenting skills to ensure parents and children lead lives as lifelong learners.

Our Foster Grandparent Program has volunteers in all of the Head Start Centers, in countless early childhood child care centers, YMCA organizations, Church after school programs, and other programs available to children and teens with disabilities. The Foster Grandparent Program enables seniors to interact with and support young children. The participants provide the comfort and love that sets children on a path toward a successful future. In addition, Foster Grandparents also act as role models, mentors, and friends to the youth they serve.

# Outcome

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The CAP and Community Needs Assessment evaluated the needs of low-income households, addressed the resources that were available and identified new gaps and needs that are to be addressed. The outcomes below will map out what CAPCIL, by means of work programs and outcome measures, will continue to do to alleviate these needs in our service area. The goals for each work program will address at least one National Performance Indicator as designed by the National Association for State Community Service Programs (NASCSPP).

The CSBG programs will continue to be used to fill gaps and services (identified as problem statements) that have a measurable impact on poverty. The achievements will continue to be monitored by both outcomes of the service plan and the achievement of the National Performance Indicators. The results will be documented and Community Action will report the results quarterly.

The problem statements, the 2018 CSBG work programs and the intended outcome measure are listed according to the CSBG program categories:

## **Skills Training – NPI: 1.2A Obtain skill required for employment; NPI: 1.1C Employed and obtained an increase in employment income and/or benefits; NPI: 1.1A Unemployed and obtained a job; NPI: 1.1D Achieved “living wage” employment and/or benefits**

ACTIVITY that supports CAPCIL Agency Goals: Remove obstacles and problems that block the achievement of self-sufficiency for families and individuals who are attempting to transition away from entitlement programs.

Jobs for Life is a program that addresses the following 3 main components: 1.) Teach consumers the value and integrity that comes with obtaining and keeping a job. 2.) Increase consumers’ sphere of influence so that they know and can be influenced by persons who are not in their same situation. 3.) Teach basic soft skills so that job readiness is more than just getting through the interview process. The course is an 8 week course, 2 days per week for 2 hours per day. Not only does the curriculum address the skills training, but the whole program is framed around having Champions from the community to serve as mentors, cheerleaders, and a support team. These champions are business owners, faith leaders, Human Resources professionals, neighbors...and eventually friends.

## **Other Employment Projects – NPI: 1.1A Unemployed and obtained a job; NPI: 1.1B Employed and maintained a job for at least 90 days; NPI: 1.2C Completed post-secondary education program and obtained certificate or diploma**

ACTIVITY that supports CAPCIL Agency Goals: Secure and retain meaningful employment

With the dissolution of the CSBG Loan Program, CAPCIL is now using these funds to promote economic development through job creation via scholarships. These scholarships will be available for CSBG consumers once they have successfully completed at least one of the self-sufficiency courses. Consumers must first demonstrate their willingness to learn how to work and why it is important. After the successful completion of at least one course they can apply for a licensing or certification scholarship at an Illinois institution. Once licensed or certified, consumers with their Jobs for Life training, can go out and secure gainful employment in a specific industry. Scholarship applications will be reviewed on an as needed basis by at least a 3 person panel.

## **GED Instruction – NPI: 1.2B Completed ABE/GED and received certificate or diploma; NPI: 1.2A Obtained skills/competencies required for employment**

ACTIVITY that supports CAPCIL Agency Goals: Provide an opportunity to achieve a General Education Degree in order to progress towards a licensing or certification degree.

As stated earlier in this assessment, many of our consumers never completed high school. Through CSBG we have provided a scholarship program to help consumers cover the costs of the testing modules to obtain their General Education Degree (GED). Before consumers are eligible to apply for the GED scholarship they must first successfully complete at least one course, and attend the free GED tutoring offered through local community colleges or private entity. Family Service Workers as well as CSBG Coordinators will offer support for the consumer during this period.

## **Other Education Projects – NPI: 1.2M Making progress towards post-secondary degree or certificate; NPI: 1.2C Completed post-secondary education program and obtained certification or diploma**

ACTIVITY that supports CAPCIL Agency Goals: Progress on the self-sufficiency journey by completing a post-secondary degree to better the lives of the individual and their family.

CSBG Scholarship Program is offered to consumers to expound upon their certification/licensing/GED/high school degree. This scholarship will be available to apply for on an as needed basis by CSBG selected consumers. This scholarship can be used toward tuition, books, travel, computers, or anything needed to help them advance in their education.

## **Housing Financial Counseling – NPI: 1.3B.1 Have and maintain a budget for 90 days; NPI: 1.3B.2 Number and percent of participants opening an account or other savings account; NPI: 1.3B.3 Number and percent of participants who increased their savings through IDA or other savings accounts and the aggregated amount of savings; NPI: 6.3C.2 Parents and other adults learn and exhibit improved family functioning skills**

ACTIVITY that supports CAPCIL Agency Goals: Make better use of available income.

CAPCIL continues offering financial management classes and a first-time home buyer's course for our CSBG eligible consumers. Once they have a (good) job, CSBG Coordinators will teach them how to manage their money through Financial Peace University courses. These classes are once per week, 2 hours each week for 8 weeks. The course covers emergency funds, debt management and introduce concepts like money market accounts and retirement. After a (good) job, CAPCIL will introduce the concept and reality of homeownership, the ultimate American dream. These courses are once per week, 1 hour each week for 4 weeks. CSBG Coordinators will cover how to buy a house that fits in the new budget, and how a home creates stability, roots, and pride. Not only will our consumers learn how to make their money work for them, they will have a complete understanding of the home buying planning and process.

## **Information and Referral- NPI: 6.5E Information and referral calls**

ACTIVITY that supports CAPCIL Agency Goals: Obtain assistance through CAPCIL grants, or other means to meet immediate and urgent family and individual needs.

CAPCIL provides assessment, information, and appropriate referrals to internal and external resources for all customers. Once customers are enrolled in CSBG services we will determine if they are also eligible for WIOA services.

## **Training and Technical Assistance – NPI: 5.1I Agency activities that increase the agencies capacity**

ACTIVITY that supports CAPCIL Agency Goals: Preparing the agency for the future.

As we have presented, CAPCIL has underwent significant changes as an agency. In order to continue to flourish and serve our consumers to the best of our ability, we must have fully equipped staff. CAPCIL has been involved in strategic planning sessions, training seminars, and applicable role-playing scenarios. CSBG staff has and will continue to receive trainings and certifications in order to effectively teach and administer classes.

## **Intensive Case Management - NPI: 6.3C.2 Parents and other adults learn and exhibit improved family functioning skills**

ACTIVITY that supports CAPCIL Agency Goals: Improve family functioning through supportive services.

CAPCIL offers Case Management Services for CSBG and Head Start clients through the Family Service Worker (FSW) role. This service provides a monthly comprehensive assessment to determine the initial and continued overall functioning of the family, and to identify vulnerable areas. The FSW, with the client, together create a service plan outlining the goals (short term, intermittent term, and long term) to be accomplished in order for the client to reach the ultimate goal of self-sufficiency. With each goal that is accomplished, the outcome that was achieved by the client is tracked, along with the collection of the measurement tool. When the client service plan is complete, a concluding comprehensive assessment is conducted in order to demonstrate the increase in the families overall functioning. During this entire process the FSW provides the family with support, through information and referral.

## **Family/Individual Counseling Programs – NPI: 6.3C.1 Parents and other adults learn and exhibit improved family functioning skills; NPI: 6.3C.2 Parents and other adult learners learn and exhibit improved parenting skills**

ACTIVITY that supports CAPCIL Agency Goals: Improve family/individual functioning through supportive mental health counseling services.

CAPCIL offers counseling services for CSBG, Head Start, and Senior Nutrition customers. This service provides either an Adult Mental Health Assessment or a Child Mental Health Assessment, whichever is applicable. This assessment determines the level and type of counseling services for the individual/family. The Mental Health Services Director, along with the customer, then create a treatment plan outlining the goals and outcomes to achieve. When the customer treatment plan is complete, a concluding Mental Health Assessment is conducted in order to demonstrate the increase in the individual/family overall functioning. During the counseling process, the Mental Health Service Director works with the FSW to provide the family with support.

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## Appendix

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2017 Survey Data

2017 Focus Group Data