

## North Iowa Community Action Organization FY 2020 Annual Report

Federal Funding Source	Programs	Amount
<b>Department of Health and Human Services</b>		
OCS Office of Community Services	LIHEAP and CSBG LIHEAP and CSBG CARES	\$3,696,951
HRSA Health Resources and Services Administration	Family Planning; HIV Care Grants; Maternal, Child and Dental Health; Sealant Grant	\$533,392
TANF Temporary Assistance for Needy Families	FaDSS – Family Development and Self Sufficiency	\$128,064
ACF Administration for Children and Families	Head Start	\$3,631,596
Other DHS	Title XIX	\$179,633
<b>Total</b>	<b>Department of Health and Human Services</b>	<b>\$8,169,636</b>
<b>US Department of Agricultural</b>		
	CACFP – Child and Adult Food Program	\$102,673
	WIC – Women, Infants and Children	\$672,580
<b>Total</b>	<b>Department of Agricultural</b>	<b>\$775,253</b>
<b>US Department of Treasury</b>		
	VITA – Volunteer Income tax Program	<b>\$6479</b>
<b>Total</b>	<b>Total Federal Income</b>	<b>\$8,951,368</b>
<b>State Funding Source</b>		
<b>Iowa Department of Education</b>	Early Childhood, Child Care Nurse Consultant, Early Head Start Project	\$224,209
<b>Iowa Department of Human Services (DHS)</b>	Family Development and Self Sufficiency, Individual Assistance Program (Disaster)	\$147,415
<b>Iowa Department of Public Health</b>	Child Health Dental, Maternal and Child Health, HIV Care Services, School based Dental Sealant, I-Smile, Hawk-i Outreach, 1 <sup>st</sup> Five HMDI, Hearing and Audiological Program, State Funded Title XIX	\$570,654
<b>Total</b>	<b>Total State Income</b>	<b>\$942,278</b>

<b>Private Funding Source</b>	<b>Programs</b>	<b>Amount</b>
<b>Corporations</b>	Health Client Insurance Reimbursement – 3 <sup>rd</sup> Party	\$191,072
<b>United Way</b>	UW of North Central Iowa	\$60,00
<b>Other non-profit</b>	ICAA COVID 19 Funding and Eviction Prevention Program	\$6,055
<b>Fees Paid by Clients for Services</b>	Family Planning	\$19,474
<b>Donated Funds</b>	Embrace, I Care, Hometown Care, Black Hills Cares, Local Contributions, Head Start Local	\$132,263
<b>Other Private Funds</b>	Community Partners – Mercy One Medical – North Iowa	\$63,600
<b>Total</b>	<b>Total Private Funding</b>	<b>\$472,464</b>

<b>In-kind Contributions</b>	<b>Amount</b>
Value of Donated Good or Items	\$346
Value of In-kind Services	\$1,107,260
<b>Total</b>	<b>Total In-kind contributions</b>
	<b>\$1,107,606</b>

<b>Grand Total of Funds</b>	<b>\$11,473,716</b>
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<b>CSBG Expenditures Domains</b>	<b>Amount</b>
Employment	\$0
Education and Cognitive Development	\$33,844.28
Income, Infrastructure and Asset Building	\$13,537.71
Housing	\$40,613.14
Health, Social/Behavioral Development and Nutrition	\$128,608.28
Civic Engagement and Community Involvement	\$10,153.28
Service Supporting Multiple Domains (e.g. Case Management, transportation, childcare)	\$87,995.14
Linkages (e.g. partnerships that support multiple domains)	\$0
Agency Capacity Building	\$23,691.00
Other (e.g. emergency management and disaster relief)	\$0
<b>k. TOTAL CSBG Expenditures</b>	<b>\$338,442.83</b>

North Iowa Community Action Organization 2020  
Accomplishments, Innovative Solutions, and Service Delivery Improvements

**Management Accomplishments**

***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.***

This year NICA O had two coordinators become Nationally Certified Results Oriented Management and Accountability (ROMA) Implementers (NCRI). As ROMA Implementers for the agency they are charged with providing information to the agency to further develop understanding throughout the agency related to what needs to be done to fully implement ROMA. They work one-on-one and in small groups with other coordinators and the Governing Board to look more closely at the processes and practices in place and help identify how they can be improved for results ensuring high quality services are maintained in the agency.

These same two coordinators have made a yearlong commitment to attend ICAA's High Impact Leadership series. This series covered four anchor concepts: Communication Leadership, Thought Leadership, Management and Cultural Leadership. Topics covered in these concepts range from difficult conversations and handling conflict to strategic thinking and decision management, understanding the importance of coaching, self-awareness, building relationships and employee engagement. This leadership series has led to strengthening our organization while investing in developing high performing leaders and resilient advocates for Community Action.

And the last notable management accomplishment has been the successful transition of the Executive Director at NICA O. Cindy Davis was selected by the Governing Board as the successor to Dick Goerdt in January of 2019, with a promotion date of April 1, 2020 in coordination with the retirement of Dick Goerdt. This timeline allowed for Cindy to work hand in hand with Dick to obtain the required knowledge of all activities of the Executive Director for a one-year fiscal cycle, providing her with the insight needed to be successful.

**Innovative Solutions Highlights**

***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.***

***Agency's innovative or creative approach for addressing the cause of condition***

North Iowa Community Action Organization was awarded a contract from the United Way of North Central Iowa to target households who were near homelessness, facing eviction, behind on their rent or needed assistance with their security deposit. The program serves households that are at or below the 175% Federal Poverty Level. Households apply for the onetime payment;

a team reviews all applications and determines eligibility. The amounts provided to households varies depending on rent or mortgage amounts requested.

NICAO's innovative approach was to be able to provide a onetime payment to assist households who were facing a short-term need. Financial budgeting is provided to individuals who receive the rent award, with a 90 day follow up. If approved, a required co-pay of 10% must be met by the applicant. In the communities served there are no programs that look at the short-term need with a 90 day follow up. This allows for staff to meet with the individuals and complete a budget to hopefully prevent them from getting behind in their rent in the future. A 90 day follow up allows the program to see if the individual budgeting works.

NICAO then used the CSBG CARES Act funding to provide targeted rental/mortgage assistance. Priority being given to households that have a caseworker relationship with NICAO and who are past due in paying their rent/mortgage. Rental assistance up to \$600 is provided to qualified households to prevent eviction. A complete eligibility application is required, and the Caseworker completes a household budget and a 90-day follow-up with each approved applicant.

### ***Local partners involved and how they contributed***

United Way of North Central Iowa provided the \$30,000 for the United Way Housing program, they also provided an additional \$30,000 for COVID relief.

Local partners who contributed to the program by providing referrals for individuals and families who needed rental assistance to maintain housing:

- Mason City Housing Authority
- Charles City Housing Authority
- North Iowa Regional Housing Authority
- Trinity House of Hope Women and Children's Homeless Shelter
- Crisis Intervention Services (Domestic Violence Program)
- Cedar Valley Friends of the Family (Domestic Violence Program)
- Community Kitchen of North Iowa
- Francis Lauer Youth Shelter and Services
- United Way of North Central Iowa
- County Social Services

### ***The outcomes achieved***

The United Way Housing is provided to all nine counties served by NICAO. The grant was awarded and began on July 1, 2020.

- ❖ 37 households applied through Sept 30, 2020
- ❖ 34 households were approved
- ❖ Average payout per household was \$485
- ❖ 96% obtained/maintained safe and affordable housing
- ❖ 100% maintained safe and affordable housing for 90 days

The CSBG CARES ACT funding to support Rental /Mortgage Assistance to households effected by COVID began June 2020

- ❖ 143 households applied through Sept 30, 2020
- ❖ 103 Households were approved
- ❖ Average payout per household was \$504

***How regular CSBG, CSBG Cares Supplemental, or CARES Disaster Supplemental funds were used to support the implementation (if applicable)***

CSBG funds are essential to maintaining North Iowa Community Action's Outreach structure. Family Development Specialists at County Outreach sites are responsible for assisting households in applying for the United Way Housing funds. The Coordinator of the Outreach staff monitors the United Way Housing Grant. The CSBG CARES Act funding also supports the Outreach structure and provided additional funds to support those below 200% of the federal poverty level and effected by COVID.

**Improving Service Delivery**

***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.***

Due to the COVID-19 pandemic, policies limiting in-person staff/customer interactions have been in place for an extended period of time and NICA0 needed to maintain remote work and remote customer-interaction infrastructure to be responsive to these needs in a more sustainable capacity.

NICA0 had just made the transition to Office 365 in March 2020. Microsoft Teams is a component of Microsoft Office 365, it is a chat-based workspace that combines instant messaging, voice, video conferencing, calling, and file-sharing. Microsoft Teams enables users to be more productive by using Office apps they are familiar with – like Word, Excel, PowerPoint, OneNote, SharePoint, and more – right within the platform. Microsoft *Teams* works across devices on Windows, Mac, iOS, and Android.

Utilizing Office 365 and Microsoft teams allowed NICA0 to continue to provide services to clients through virtual means. WIC appointments were still happening virtually, we saw a 5.33% increase in client visits; FaDSS staff were able to still meet with their clients utilizing teams, we saw an increase in the average number of home visits per family increase from 6.92 in 2019 to 10.68 this year. Head Start teachers remained in constant contact with children and families, and our Outreach workers were able to continue reaching out to clients and assisting them through virtual means.

COVID 19 has made NICA0 look at how we do business. With new technology at our fingertips, we have been pushed to utilize it and have found our clients are responding exceptionally well. They are not limited by transportation barriers or having limited time. They are still able to get the assistance they need without having to worry about other obstacles that might have been in their way.

## Section 2 Capacity Building

<b>B.1. Agency Reporting Period: October 1, 2019 through September 30, 2020</b>	
<b>B.2. Hours of Agency Capacity Building (e.g. training, planning, assessment):</b>	<b>HOURS</b>
a. Hours of board members in capacity building activities	201
b. Hours of agency staff in capacity building activities	3,276
<b>B.3. Volunteer Hours (e.g. program support, service delivery, fundraising):</b>	<b>HOURS</b>
a. Total number of ALL volunteer hours donated to the agency	1,519
a.1. Of the above, the total number of volunteer hours donated by individuals with low incomes	322
<b>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:</b>	<b>AGENCY STAFF</b>
a. Nationally Certified ROMA Trainers	
b. Nationally Certified ROMA Implementers	3
c. Certified Community Action Professionals (CCAP)	2
d. Staff with a child development certification	6
e. Staff with a family development certification -	9
f. Pathways Reviewers	
g. Staff with Home Energy Professional Certifications	
g.1. Energy Auditors	
g.2. Retrofit Installer Technicians	
g.3. Crew Leaders	
g.4. Quality Control Inspectors (QCI)	
h. LEED Risk Certified assessors	
i. Building Performance Institute (BPI) certified professionals	
j. Classroom Assessment Scoring System (CLASS) certified professionals	5
k. Certified Housing Quality Standards (HQS) Inspectors	
l. American Institute of Certified Planners (AICP)	
OTHER (specify)	0
OTHER (specify)	
OTHER (specify)	
<b>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:</b>	<b>ORGANIZATIONS</b>
a. Non-Profit	16
b. Faith Based	6
c. Local Government	33
d. State Government	8
e. Federal Government	3
f. For-Profit Business or Corporation	73
g. Consortiums/Collaborations	9
h. School Districts	13
i. Institutions of Post-Secondary Education/Training	3
j. Financial/Banking Institutions	6
k. Health Service Organizations	31
l. Statewide Associations or Collaborations	22

## Section 3a All Client Characteristics FY 2020 October 1, 2019 – September 30, 2020

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

11,365	INDIVIDUALS
5,198	HOUSEHOLDS

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

### C. INDIVIDUAL LEVEL CHARACTERISTICS

**1. Gender**

- a. Male
- b. Female
- c. Other
- d. Unknown/Not Reported
- TOTAL**

INDIVIDUALS	
4,949	
6,410	
6	
0	
<b>11,365</b>	

**2. Age**

- a. 0-5
- b. 6-13
- c. 14-17
- d. 18-24
- e. 25-44
- f. 45-54
- g. 55-59
- h. 60-64
- i. 65-74
- j. 75 and over
- k. Unknown/Not Reported
- TOTAL**

INDIVIDUALS	
1,549	
1,852	
757	
644	
2,635	
997	
641	
645	
835	
810	
0	
<b>11,365</b>	

**3. Education Levels**

- a. Grades 0-8th
- b. Grades 9th-12th/Non-Graduate
- c. High School Graduate
- d. GED/Equivalency Diploma
- e. 12th Grade + Some Post-Secondary
- f. College Graduate (2 or 4 years)
- e. Graduate of Other Post-Secondary School
- f. Unknown/Not Reported
- TOTAL**

INDIVIDUALS		
	(Ages 14-24)	(Ages 25 and over)
345	18	
554	80	
282	2,957	
22	485	
102	1,249	
16	900	
7	54	
73	820	
<b>1,401</b>	<b>6,563</b>	

**4. Disconnected Youth (Aged 14 to 24)**

- a. Youth ages 14-24 who are neither working or in school

INDIVIDUALS	
31	

**5. Health**

- a. Disabling Condition
- b. Health Insurance\*

	YES	NO	UNKNOWN
1,112	10,253	0	
10,362	715	288	

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

**c. Health Insurance Sources**

- 1. Medicaid
- 2. Medicare
- 3. State Children's Health Insurance Prgm.
- 4. State Health Insurance for Adults
- 5. Military Health Care
- 6. Direct Purchase
- 7. Employment Based
- 8. Unknown/Not Reported

INDIVIDUALS	
6,616	
1,918	
276	
295	
101	
318	
832	
288	

**6. Ethnicity/Race**

- a. Ethnicity
  - 1. Hispanic, Latino or of Spanish Origin
  - 2. Not Hispanic, Latino or of Spanish Origin
  - 3. Unknown/Not Reported
- TOTAL**

INDIVIDUALS	
965	
10,400	
0	
<b>11,365</b>	

**b. Race**

- 1. American Indian or Alaska Native
- 2. Asian
- 3. Black or African American
- 4. Native Hawaiian/Other Pacific Islander
- 5. White
- 6. Other
- 7. Multi-Race (two or more of the above)
- 8. Unknown/Not Reported
- TOTAL**

INDIVIDUALS	
69	
38	
774	
29	
9,530	
494	
431	
0	
<b>11,365</b>	

**7. Military Status (Aged 18 and over)**

- a. Veteran
- b. Active Military
- c. Never Served in the Military
- d. Unknown/Not Reported
- TOTAL**

INDIVIDUALS	
407	
7	
10,921	
30	
<b>11,365</b>	

**8. Work Status (Aged 18 and over)**

- a. Employed (full-time)
- b. Employed (part-time)
- c. Migrant Seasonal Farm Worker
- d. Unemployed (short-term, 6 months or less)
- e. Unemployed (long-term, more than 6 months)
- f. Unemployed (not in labor force)
- g. Retired
- h. Unknown/Not Reported

INDIVIDUALS	
1,384	
969	
4	
581	
567	
2,140	
1,525	
37	

**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

**HOUSEHOLDS**

2,483
612
777
116
704
83
282
141
0
<b>5,198</b>

**10. Household Size**

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

**HOUSEHOLDS**

2,483
1,082
654
494
258
227
0
<b>5,198</b>

**11. Housing**

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

**HOUSEHOLDS**

2,261
2,831
11
11
84
0
<b>5,198</b>

**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

**HOUSEHOLDS**

1,061
758
979
983
754
479
84
69
31
0
<b>5,198</b>

**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

**HOUSEHOLDS**

307
110
737
1,097
324
2,275
110
238
0
<b>5,198</b>

**TOTAL**

**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**

112
920
1,171
49
40
4
6
1,076
352
325
47
143
1
0
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**

2,016
324
4,121
96
412
17
115
71
18
738
11



## Section 3b CARES only Client Characteristics FY 2020 March 15, 2020 – September 30, 2020

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

507	INDIVIDUALS
193	HOUSEHOLDS

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

### C. INDIVIDUAL LEVEL CHARACTERISTICS

**1. Gender**

- a. Male
- b. Female
- c. Other
- d. Unknown/Not Reported
- TOTAL**

INDIVIDUALS	
	223
	284
	0
	0
	<b>507</b>

**2. Age**

- a. 0-5
- b. 6-13
- c. 14-17
- d. 18-24
- e. 25-44
- f. 45-54
- g. 55-59
- h. 60-64
- i. 65-74
- j. 75 and over
- k. Unknown/Not Reported
- TOTAL**

INDIVIDUALS	
	81
	107
	37
	28
	131
	48
	25
	22
	15
	13
	0
	<b>507</b>

**3. Education Levels**

- a. Grades 0-8th
- b. Grades 9th-12th/Non-Graduate
- c. High School Graduate
- d. GED/Equivalency Diploma
- e. 12th Grade + Some Post-Secondary
- f. College Graduate (2 or 4 years)
- g. Graduate of Other Post-Secondary School
- f. Unknown/Not Reported
- TOTAL**

INDIVIDUALS		
	(Ages 14-24)	(Ages 25 and over)
	21	1
	25	6
	9	99
	1	22
	3	40
	0	33
	0	1
	5	52
	<b>64</b>	<b>254</b>

**4. Disconnected Youth (Aged 14 to 24)**

- a. Youth ages 14-24 who are neither working or in school

INDIVIDUALS	
	31

**5. Health**

- a. Disabling Condition
- b. Health Insurance\*

	YES	NO	UNKNOWN
	8	499	0
	459	43	5

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

**c. Health Insurance Sources**

- 1. Medicaid
- 2. Medicare
- 3. State Children's Health Insurance Prgm.
- 4. State Health Insurance for Adults
- 5. Military Health Care
- 6. Direct Purchase
- 7. Employment Based
- 8. Unknown/Not Reported

INDIVIDUALS	
	353
	38
	9
	20
	0
	6
	33
	5

**6. Ethnicity/Race**

- a. Ethnicity
  - 1. Hispanic, Latino or of Spanish Origin
  - 2. Not Hispanic, Latino or of Spanish Origin
  - 3. Unknown/Not Reported
- TOTAL**

INDIVIDUALS	
	28
	479
	0
	<b>507</b>

**b. Race**

- 1. American Indian or Alaska Native
- 2. Asian
- 3. Black or African American
- 4. Native Hawaiian/Other Pacific Islander
- 5. White
- 6. Other
- 7. Multi-Race (two or more of the above)
- 8. Unknown/Not Reported
- TOTAL**

INDIVIDUALS	
	1
	13
	65
	7
	378
	18
	25
	0
	<b>507</b>

**7. Military Status (Aged 18 and over)**

- a. Veteran
- b. Active Military
- c. Never Served in the Military
- d. Unknown/Not Reported
- TOTAL**

INDIVIDUALS	
	8
	0
	497
	2
	<b>507</b>

**8. Work Status (Aged 18 and over)**

- a. Employed (full-time)
- b. Employed (part-time)
- c. Migrant Seasonal Farm Worker
- d. Unemployed (short-term, 6 months or less)
- e. Unemployed (long-term, more than 6 months)
- f. Unemployed (not in labor force)
- g. Retired
- h. Unknown/Not Reported

INDIVIDUALS	
	52
	41
	0
	36
	34
	90
	24
	5

**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

**HOUSEHOLDS**

74
21
37
6
31
6
13
5
0
<b>193</b>

**10. Household Size**

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

**HOUSEHOLDS**

74
40
27
21
15
16
0
<b>193</b>

**11. Housing**

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

**HOUSEHOLDS**

64
127
0
0
2
0
<b>193</b>

**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

**HOUSEHOLDS**

61
39
32
23
23
15
0
0
0
0
<b>193</b>

**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

**HOUSEHOLDS**

9
3
20
67
7
63
7
17
0
<b>193</b>

**TOTAL**

**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**

8
29
34
0
0
0
0
16
3
10
1
5
0
0
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**

83
13
159
3
12
0
4
4
0
35
4

## Section 4 Other Individual and Household Counts

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)			
2)	ChildPlus	385	yes
3)	Ryan White	40	no
4)	I-Smile and I-Smile @ School	1,752	no
5)	Maternal Health	269	no
6)	Child and Adolescent Health	2,511	no
7)	1st Five	98	no
8)	WIC	1,850	no
9)	Family Planning	1,158	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)	Ryan White	40	no
2)	1st Five	91	no
3)	Maternal Health	269	no
4)	Iowa FaDSS	125	yes
5)	DAISEY	210	yes
6)	Family Planning	1,158	no
7)			

## Section 5 Service Counts

### SRV 1: EMPLOYMENT SERVICES

<b>Skills Training and Opportunities for Experiences</b>	<b>ALL INDIVIDUALS</b>	<b>CSBG CARES ONLY (IND)</b>
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

<b>Career Counseling</b>	<b>ALL INDIVIDUALS</b>	<b>CSBG CARES ONLY (IND)</b>
1g. Workshops	0	0
1h. Coaching	0	0

<b>Job Search</b>	<b>ALL INDIVIDUALS</b>	<b>CSBG CARES ONLY (IND)</b>
1i. Coaching	0	0
1j. Resume Development	0	0
1k. Interview Skills Training	0	0
1l. Job Referrals	11	0
1m. Job Placements	0	0
1n. Pre-Employment Physicals, Background Checks, etc.	0	0

<b>Post Employment Supports</b>	<b>ALL INDIVIDUALS</b>	<b>CSBG CARES ONLY (IND)</b>
1o. Coaching	0	0
1p. Interactions with Employers	0	0

<b>Employment Supplies</b>	<b>ALL INDIVIDUALS</b>	<b>CSBG CARES ONLY (IND)</b>
1q. Employment Supplies	0	0

### SRV 2: EDUCATION AND COGNITIVE DEVELOPMENT SERVICES

<b>Child/Young Adult Education Programs</b>	<b>ALL INDIVIDUALS</b>	<b>CSBG CARES ONLY (IND)</b>
2a. Early Head Start	35	0
2b. Head Start	331	0
2c. Other Early Childhood Education (ages 0-5)	27	0
2d. K-12 Education	0	0
2e. K-12 Support Services	0	0
2f. Financial Literacy Education	0	0
2g. Literacy/English Language Education	0	0
2h. College Readiness Preparation/Support	0	0
2i. Other Post Secondary Preparation	0	0
2j. Other Post Secondary Support	0	0

<b>School Supplies</b>	<b>ALL INDIVIDUALS</b>	<b>CSBG CARES ONLY (IND)</b>
2k. School Supplies	167	100

<b>Extra-Curricular Programs</b>	<b>ALL INDIVIDUALS</b>	<b>CSBG CARES ONLY (IND)</b>
2l. Before and After School Activities	0	0
2m. Summer Youth Recreational Activities	0	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

<b>Adult Education Programs</b>	<b>ALL INDIVIDUALS</b>	<b>CSBG CARES ONLY (IND)</b>
2r. Adult Literacy Classes		
2s. English Language Classes		
2t. Basic Education Classes		
2u. High School Equivalency Classes		
2v. Leadership Training		
2w. Parenting Supports (may be a part of the early childhood programs identified above)	352	
2x. Applied Technology Classes		
2y. Post-Secondary Education Preparation		
2z. Financial Literacy Education	660	

<b>Post-Secondary Education Supports</b>	<b>ALL INDIVIDUALS</b>	<b>CSBG CARES ONLY (IND)</b>
2aa. College Applications, Text Books, Computers, etc.	0	0

<b>Financial Aid Assistance</b>	<b>ALL INDIVIDUALS</b>	<b>CSBG CARES ONLY (IND)</b>
2bb. Scholarships	0	0

<b>Home Visits</b>	<b>ALL HOUSEHOLDS/HOMES</b>	<b>CSBG CARES ONLY (HH/HOMES)</b>
2cc. Home Visits	3,258	0

**SRV 3: INCOME AND ASSET BUILDING SERVICES**

<b>Training and Counseling Services</b>	<b>ALL INDIVIDUALS</b>	<b>CSBG CARES ONLY (IND)</b>
3a. Financial Capability Skills Training		
3b. Financial Coaching/Counseling		
3c. Financial Management Programs (e.g. budgeting, credit management, credit repair, credit counseling)	660	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

<b>Benefit Coordination and Advocacy</b>	<b>ALL INDIVIDUALS</b>	<b>CSBG CARES ONLY (IND)</b>
3g. Child Support Payments		
3h. Health Insurance	629	
3i. Social Security/SSI Payments	0	
3j. Veterans' Benefits		
3k. TANF Benefits	0	
3l. SNAP Benefits	6	

<b>Asset Building</b>	<b>ALL INDIVIDUALS</b>	<b>CSBG CARES ONLY (IND)</b>
3m. Saving Accounts/IDAs and Other Asset Building Accounts	0	0
3n. Other Financial Products (e.g. IRA accounts, MyRA, other retirement accts.)	0	0
3o. VITA, EITC, or Other Tax Preparation Programs	660 tax returns	0

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

**SRV 4: HOUSING SERVICES**

<b>Housing Payment Assistance</b>	<b>ALL INDIVIDUALS</b>	<b>CSBG CARES ONLY (IND)</b>
4a. Financial Capability Skill Training	48	0
4b. Financial Coaching/Counseling	296	254

<b>Housing Payment Assistance</b>	<b>ALL HOUSEHOLDS/HOMES</b>	<b>CSBG CARES ONLY (HH/HOMES)</b>
4c. Rent Payments (includes emergency rent payments)	138	113
4d. Deposit Payments	20	18
4e. Mortgage Payments (includes emergency mortgage payments)	6	6

<b>Eviction Prevention Services</b>	<b>ALL INDIVIDUALS</b>	<b>CSBG CARES ONLY (IND)</b>
4f. Eviction Counseling	4	0
4g. Landlord/Tenant Mediations	0	0
4h. Landlord/Tenant Rights Education	0	0

<b>Utility Payment Assistance</b>	<b>ALL HOUSEHOLDS/HOMES</b>	<b>CSBG CARES ONLY (HH/HOMES)</b>
4i. Utility Payments (includes emergency utility payments and LIHEAP)	4,516	69
4j. Utility Deposits	0	0
4k. Utility Arrears Payments	804	182
4l. Level Billing Assistance	0	0

<b>Housing Placement/Rapid Re-Housing</b>	<b>ALL INDIVIDUALS</b>	<b>CSBG CARES ONLY (IND)</b>
4m. Temporary Housing Placement (includes emergency shelters)	2	0
4n. Transitional Housing Placements	0	0
4o. Permanent Housing Placements	0	0
4p. Rental Counseling	0	0

<b>Housing Maintenance and Improvements</b>	<b>ALL HOUSEHOLDS/HOMES</b>	<b>CSBG CARES ONLY (HH/HOMES)</b>
4q. Home Repairs (e.g. structural, appliance, heating systems, emergency home repairs)	68	14

<b>Weatherization Services</b>	<b>ALL HOUSEHOLDS/HOMES</b>	<b>CSBG CARES ONLY (HH/HOMES)</b>
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)	0	0
4t. Energy Efficiency Improvements (e.g. insulation, air sealing, furnace repair)	0	0

**SRV 5: HEALTH AND SOCIAL/BEHAVIORAL DEVELOPMENT SERVICES**

<b>Health Services, Screening, and Assessments</b>	<b>ALL INDIVIDUALS</b>	<b>CSBG CARES ONLY (IND)</b>
5a. Immunizations	4	0
5b. Physicals	1,158	0
5c. Developmental Delay Screening	1,077	0
5d. Vision Screening	321	0
5e. Prescription Payments	0	0
5f. Doctor Visit Payments and dentist visit payments	48	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	159	0

<b>Reproductive Health Services</b>	<b>ALL INDIVIDUALS</b>	<b>CSBG CARES ONLY (IND)</b>
5k. Coaching Sessions	0	0
5l. Family Planning Classes	10	0
5m. Contraceptives	1,089	0
5n. STI/HIV Prevention Counseling Sessions	1,158	0
5o. STI/HIV Screenings	903	0

<b>Wellness Education</b>	<b>ALL INDIVIDUALS</b>	<b>CSBG CARES ONLY (IND)</b>
5p. Wellness Classes (e.g. stress reduction, medication mgmt., mindfulness)	0	0
5q. Exercise/Fitness	0	0

<b>Mental/Behavioral Health</b>	<b>ALL INDIVIDUALS</b>	<b>CSBG CARES ONLY (IND)</b>
5r. Detoxification Sessions	0	0
5s. Substance Abuse Screenings	0	0
5t. Substance Abuse Counseling	0	0
5u. Mental Health Assessments	0	0
5v. Mental Health Counseling	81	0
5w. Crisis Response/Call-In Responses	0	0
5x. Domestic Violence Programs	0	0

<b>Support Groups</b>	<b>ALL INDIVIDUALS</b>	<b>CSBG CARES ONLY (IND)</b>
5y. Substance Abuse Support Group Meetings	0	0
5z. Domestic Violence Support Group Meetings	0	0
5aa. Mental Health Support Group Meeting	0	0

<b>Dental Services, Screenings, and Exams</b>	<b>ALL INDIVIDUALS</b>	<b>CSBG CARES ONLY (IND)</b>
5bb. Adult Dental Screening/Exams	45	0
5cc. Adult Dental Services (including emergency dental procedures)	45	0
5dd. Child Dental Screenings/Exams	1,751	0
5ee. Child Dental Services (including emergency dental procedures)	1,737	0

<b>Nutrition and Food/Meals</b>	<b>ALL INDIVIDUALS</b>	<b>CSBG CARES ONLY (IND)</b>
5ff. Skills Classes (e.g. gardening, cooking, nutrition)	4,088	0
5gg. Community Gardening Activities	0	0
5hh. Incentives (e.g. gift card for food preparation, rewards for participation)	171	0
5ii. Prepared Meals	371	0
5jj. Food Distribution (e.g. food bags/boxes, food share program, groceries)	4,661	9

<b>Family Skills Development</b>	<b>ALL INDIVIDUALS</b>	<b>CSBG CARES ONLY (IND)</b>
5kk. Family Mentoring Sessions	0	0
5ll. Life Skills Coaching Sessions	0	0
5mm. Parenting Classes	240	0

<b>Emergency Hygiene Assistance</b>	<b>ALL INDIVIDUALS</b>	<b>CSBG CARES ONLY (IND)</b>
5nn. Kits/Boxes	144	144
5oo. Hygiene Facility Utilizations (e.g. showers, toilets, sinks)	0	0

**SRV 6: CIVIC ENGAGEMENT AND COMMUNITY INVOLVEMENT SERVICES**

<b>Civic Engagement and Community Involvement Services</b>	<b>ALL INDIVIDUALS</b>	<b>CSBG CARES ONLY (IND)</b>
6a. Voter Education and Access	1,363	0
6b. Leadership Training	0	0
6c. Tripartite Board Membership (only low-income people)	18	0
6d. Citizenship Classes	0	0
6e. Getting Ahead Classes	0	0
6f. Volunteer Training	0	0

**SRV 7: SERVICES SUPPORTING MULTIPLE DOMAINS**

<b>Case Management</b>	<b>ALL INDIVIDUALS</b>	<b>CSBG CARES ONLY (IND)</b>
7a. Case Management	700	0

<b>Eligibility Determinations</b>	<b>ALL INDIVIDUALS</b>	<b>CSBG CARES ONLY (IND)</b>
7b. Eligibility Determinations	11,365	507

<b>Referrals</b>	<b>ALL INDIVIDUALS</b>	<b>CSBG CARES ONLY (IND)</b>
7c. Referrals	871	

<b>Transportation Services</b>	<b>ALL INDIVIDUALS</b>	<b>CSBG CARES ONLY (IND)</b>
7d. Transportation Services (e.g. bus passes, bus transport, support for auto purchase or repair, emergency services)	46	21

<b>Child Care</b>		<b>ALL INDIVIDUALS</b>	<b>CSBG CARES ONLY (IND)</b>
7e. Child Care Subsidies		0	0
7f. Child Care Payments		26	26
<b>Eldercare</b>		<b>ALL INDIVIDUALS</b>	<b>CSBG CARES ONLY (IND)</b>
7g. Day Centers		0	0
<b>Identification Documents</b>		<b>ALL INDIVIDUALS</b>	<b>CSBG CARES ONLY (IND)</b>
7h. Birth Certificate		0	0
7i. Social Security Card		0	0
7j. Driver's License		0	0
<b>Re-Entry Services</b>		<b>ALL INDIVIDUALS</b>	<b>CSBG CARES ONLY (IND)</b>
7k. Criminal Record Expungements		0	0
<b>Immigration Support Services</b>		<b>ALL INDIVIDUALS</b>	<b>CSBG CARES ONLY (IND)</b>
7l. Immigration Support Services (e.g. relocation, food, clothing)		0	0
<b>Immigration Support Services</b>		<b>ALL INDIVIDUALS</b>	<b>CSBG CARES ONLY (IND)</b>
7m. Legal Assistance		0	0
<b>Emergency Clothing Assistance</b>		<b>ALL INDIVIDUALS</b>	<b>CSBG CARES ONLY (IND)</b>
7n. Emergency Clothing Assistance		0	0
<b>Mediation/Customer Advocacy Interventions (debt forgiveness, negotiations or issues with landlords, coordinating with other services or government)</b>		<b>ALL INDIVIDUALS</b>	<b>CSBG CARES ONLY (IND)</b>
7o. Mediation/Customer Advocacy Interventions		946	234

## Community Initiative Status Form – Unable to collect data due to COVID 19

<b>Initiative Name</b>	What is the name of the initiative?	Mason City College Access Network or MC CAN
<b>Initiative Year</b>	How many years has the initiative been in place?	1 years (If this is a new initiative, enter 0.)
<b>Problem Identification</b>	What community need is the initiative addressing?	Higher education can increase individuals earning potential, moving them toward self sufficiency.
	How did your agency identify the community need?	In working with the Mason City College Access Network, surveys went out investigate the percentage of young adults who have limited post secondary education.
<b>Goal</b>	What is the goal of the initiative?	The goal is to connect individuals with certificate, diploma or college classes to further their education so they can obtain higher paying jobs.
<b>Issue</b>	Which CSBG DOMAINS, best represent the community need being addressed by the initiative? (Enter the number(s) of the domains.)	2 (1 Employment / 2 Education and Cognitive Development / 3 Income, Infrastructure, and Asset Building / 4 Housing / 5 Health and Social Behavioral Development / 6 Civic Engagement and Community Involvement)



# CSBG Nation Performance Indicators (NPI's)

INDIVIDUAL AND FAMILY NPIS  
CSBG Domain: EMPLOYMENT

Due Date:	With your CSBG application		November 8, 2019		April 30, 2020			November 13, 2020		(auto calculated)	
FY 2020 CSBG Application (ROMA Planning, Implementation, and Results)	PLANNED NPIS	PROGRAMS AND SERVICES	PROJECTED INDIVIDUALS	INITIAL TARGET	6-MONTH INDIVIDUALS	6-MONTH OUTCOME	FINAL TARGET	YEAR-END INDIVIDUALS	YEAR-END OUTCOME	ACHIEVED OUTCOME	TARGET ACCURACY
EMPLOYMENT NPIS that capture the individual and family outcomes your agency plans to achieve during FY 2020 through agency programs and services.  <b>FNPI</b>	Does your agency plan to set a target, track, and report on this NPI throughout FY 2020?  YES or NO	What agency programs and services provide the outcomes data for this NPI?	How many INDIVIDUALS does your agency expect to assist during FY 2020?	How many of the PROJECTED INDIVIDUALS does your agency expect will achieve the outcome during FY 2020?	How many INDIVIDUALS did your agency assist from 10/1/2019 to 3/31/2020?	How many of the INDIVIDUALS your agency assisted from 10/1/2019 to 3/31/2020 achieved the outcome?	How many INDIVIDUALS does your agency expect will achieve the outcome during FY 2020?	How many INDIVIDUALS did your agency assist from 10/1/2019 to 9/30/2020?	How many of the INDIVIDUALS your agency assisted from 10/1/2019 to 9/30/2020 achieved the outcome?	Percentage achieving the outcome during FY 2020.	Performance TARGET accuracy at the end of FY 2020.
<b>1b</b> The number of unemployed adults who obtained employment (up to a living wage).	<b>YES</b>	FADSS,HIV	97	25	69	7	8	92	16	17%	200%
<b>1c</b> The number of unemployed adults who obtained employment and maintained employment for at least 90 days (up to a living wage).	<b>YES</b>	HIV	37	4	40	2	2	40	3	8%	150%
<b>1e</b> The number of unemployed adults who obtained employment (with a living wage or higher).	<b>YES</b>	FADSS, HIV	97	14	69	5	5	92	6	7%	120%
<b>1h</b> The number of employed participants in a career-advancement related program who entered or transitioned into a position that provided increased income and/or benefits.  <b>(1)</b> Of the above, the number of employed participants who increased income from employment through wage or salary amount increase.  <b>(2)</b> Of the above, the number of employed participants who increased income from employment through hours worked increase.	<b>YES</b>	FADSS	25	10	9	7	7	14	8	57%	114%
	<b>YES</b>	FADSS	25	6	9	6	6	14	7	50%	117%
	<b>YES</b>	FADSS	25	8	9	4	4	14	5	36%	125%
<b>2g</b> The number of individuals who obtained a high school diploma and/or obtained an equivalency certificate or diploma.	<b>YES</b>	FADSS	15	4	8	0	0	15	0	0%	#DIV/0!
<b>2h</b> The number of individuals who obtained a recognized credential, certificate, or degree relating to the achievement of educational or vocational skills.	<b>YES</b>	FADSS	40	3	12	0	0	21	0	0%	#DIV/0!
<b>2i</b> The number of individuals who obtained an Associate's degree.	<b>YES</b>	FADSS	40	1	13	0	0	22	0	0%	#DIV/0!
<b>2j</b> The number of individuals who obtained a Bachelor's degree.	<b>YES</b>	FADSS	40	1	14	0	0	23	0	0%	#DIV/0!

INDIVIDUAL AND FAMILY NPIS  
CSBG Domain: INCOME AND ASSET BUILDING

Due Date:	With your CSBG application		November 8, 2019		April 30, 2020			November 13, 2020		(auto calculated)	
FY 2020 CSBG Application (ROMA Planning, Implementation, and Results)	PLANNED NPIS	PROGRAMS AND SERVICES	PROJECTED INDIVIDUALS	INITIAL TARGET	6-MONTH INDIVIDUALS	6-MONTH OUTCOME	FINAL TARGET	YEAR-END INDIVIDUALS	YEAR-END OUTCOME	ACHIEVED OUTCOME	TARGET ACCURACY
INCOME AND ASSET BUILDING NPIS that capture the individual and family outcomes your agency plans to achieve during FY 2020 through agency programs and services.  <b>FNPI</b>	Does your agency plan to set a target, track, and report on this NPI throughout FY 2020?  YES or NO	What agency programs and services provide the outcomes data for this NPI?	How many INDIVIDUALS does your agency expect to assist during FY 2020?	How many of the PROJECTED INDIVIDUALS does your agency expect will achieve the outcome during FY 2020?	How many INDIVIDUALS did your agency assist from 10/1/2019 to 3/31/2020?	How many of the INDIVIDUALS your agency assisted from 10/1/2019 to 3/31/2020 achieved the outcome?	How many INDIVIDUALS does your agency expect will achieve the outcome during FY 2020?	How many INDIVIDUALS did your agency assist from 10/1/2019 to 9/30/2020?	How many of the INDIVIDUALS your agency assisted from 10/1/2019 to 9/30/2020 achieved the outcome?	Percentage achieving the outcome during FY 2020.	Performance TARGET accuracy at the end of FY 2020.
<b>3a</b> The number of individuals who achieved and maintained capacity to meet basic needs for 90 days.	<b>YES</b>	COPA,PCA	165	135	89	84	92	85	75	<b>88%</b>	<b>82%</b>
<b>3g</b> The number of individuals who increased their net worth.	<b>YES</b>	VITA	495	495	454	454	560	606	606	<b>100%</b>	<b>108%</b>

INDIVIDUAL AND FAMILY NPIS  
CSBG Domain: CIVIC ENGAGEMENT, COMMUNITY INVOLVEMENT, AND OUTCOMES ACROSS MULTIPLE DOMAINS

Due Date:	With your CSBG application		November 8, 2019		April 30, 2020			November 13, 2020		(auto calculated)	
FY 2020 CSBG Application (ROMA Planning, Implementation, and Results)	PLANNED NPIS	PROGRAMS AND SERVICES	PROJECTED INDIVIDUALS	INITIAL TARGET	6-MONTH INDIVIDUALS	6-MONTH OUTCOME	FINAL TARGET	YEAR-END INDIVIDUALS	YEAR-END OUTCOME	ACHIEVED OUTCOME	TARGET ACCURACY
CIVIC ENGAGEMENT, COMMUNITY INVOLVEMENT, AND OUTCOMES ACROSS MULTIPLE DOMAINS NPIS that capture the individual and family outcomes your agency plans to achieve during FY 2020 through agency programs and services.  <b>FNPI</b>	Does your agency plan to set a target, track, and report on this NPI throughout FY 2020?  YES or NO	What agency programs and services provide the outcomes data for this NPI?	How many INDIVIDUALS does your agency expect to assist during FY 2020?	How many of the PROJECTED INDIVIDUALS does your agency expect will achieve the outcome during FY 2020?	How many INDIVIDUALS did your agency assist from 10/1/2019 to 3/31/2020?	How many of the INDIVIDUALS your agency assisted from 10/1/2019 to 3/31/2020 achieved the outcome?	How many INDIVIDUALS does your agency expect will achieve the outcome during FY 2020?	How many INDIVIDUALS did your agency assist from 10/1/2019 to 9/30/2020?	How many of the INDIVIDUALS your agency assisted from 10/1/2019 to 9/30/2020 achieved the outcome?	Percentage achieving the outcome during FY 2020.	Performance TARGET accuracy at the end of FY 2020.
<b>6a</b> The number of Community Action program participants who increased skills, knowledge, and abilities to enable them to work with Community Action to improve conditions in the community.	<b>YES</b>	PC, GB	40	35	45	39	40	45	39	<b>87%</b>	<b>98%</b>
<b>(1)</b> Of the above, the number of Community Action program participants who improved their leadership skills.	<b>YES</b>	PC, GB	4	4	4	4	4	4	4	<b>100%</b>	<b>100%</b>
<b>(3)</b> Of the above, the number of Community Action program participants who gained other skills, knowledge, and abilities to enhance their ability to engage.	<b>NO</b>	PC, GB	40	35	45	39	40	45	39	<b>87%</b>	<b>98%</b>

Due Date:	With your CSBG application		November 8, 2019		April 30, 2020			November 13, 2020		(auto calculated)	
<b>FY 2020 CSBG Application</b> (ROMA Planning, Implementation, and Results)	<b>PLANNED NPIs</b>	<b>PROGRAMS AND SERVICES</b>	<b>PROJECTED INDIVIDUALS</b>	<b>INITIAL TARGET</b>	<b>6-MONTH INDIVIDUALS</b>	<b>6-MONTH OUTCOME</b>	<b>FINAL TARGET</b>	<b>YEAR-END INDIVIDUALS</b>	<b>YEAR-END OUTCOME</b>	<b>ACHIEVED OUTCOME</b>	<b>TARGET ACCURACY</b>
HOUSING NPIs that capture the individual and family outcomes your agency plans to achieve during FY 2020 through agency programs and services.  <b>FNPI</b>	Does your agency plan to set a target, track, and report on this NPI throughout FY 2020?  YES or NO	What agency programs and services provide the outcomes data for this NPI?	How many HOUSEHOLDS does your agency expect to assist during FY 2020?	How many of the PROJECTED HOUSEHOLDS does your agency expect will achieve the outcome during FY 2020?	How many HOUSEHOLDS did your agency assist from 10/1/2019 to 3/31/2020?	How many of the HOUSEHOLDS your agency assisted from 10/1/2019 to 3/31/2020 achieved the outcome?	How many HOUSEHOLDS does your agency expect will achieve the outcome during FY 2020?	How many HOUSEHOLDS did your agency assist from 10/1/2019 to 9/30/2020?	How many of the HOUSEHOLDS your agency assisted from 10/1/2019 to 9/30/2020 achieved the outcome?	Percentage achieving the outcome during FY 2020.	Performance TARGET accuracy at the end of FY 2020.
<b>4a</b> The number of households experiencing homelessness who obtained safe temporary shelter.	<b>YES</b>	UWH, FADSS	30	10	12	5	8	18	8	<b>44%</b>	<b>100%</b>
<b>4b</b> The number of households who obtained safe and affordable housing.	<b>YES</b>	UWH, FADSS	45	32	26	20	24	41	31	<b>76%</b>	<b>129%</b>
<b>4c</b> The number of households who maintained safe and affordable housing for 90 days.	<b>YES</b>	UWH	40	35	10	10	14	18	18	<b>100%</b>	<b>129%</b>
<b>4g</b> The number of households who experienced improved health and safety due to improvements within their home. (e.g. reduction or elimination of lead, radon, carbon monoxide, and/or fire hazards or electrical issues)	<b>YES</b>	LIHEAP	15	15	35	35	40	43	43	<b>100%</b>	<b>108%</b>
<b>4h</b> The number of households with improved energy efficiency and/or energy burden reduction in their homes.	<b>YES</b>	CCP	3	3	2	2	2	4	4	<b>100%</b>	<b>200%</b>
<b>4i</b> The number of households who receive energy savings and safety tips to improve energy efficiency.		LIHEAP	4,500	4,500	4,341	4,341	4,500	4,790	4,790	<b>100%</b>	<b>106%</b>

INDIVIDUAL AND FAMILY NPIS  
 CSBG Domain: HEALTH AND SOCIAL/BEHAVIORAL DEVELOPMENT

Due Date:	With your CSBG application		November 8, 2019		April 30, 2020			November 13, 2020		(auto calculated)	
FY 2020 CSBG Application (ROMA Planning, Implementation, and Results)	PLANNED NPIS	PROGRAMS AND SERVICES	PROJECTED INDIVIDUALS	INITIAL TARGET	6-MONTH INDIVIDUALS	6-MONTH OUTCOME	FINAL TARGET	YEAR-END INDIVIDUALS	YEAR-END OUTCOME	ACHIEVED OUTCOME	TARGET ACCURACY
HEALTH AND SOCIAL/BEHAVIORAL DEVELOPMENT NPIS that capture the individual and family outcomes your agency plans to achieve during FY 2020 through agency programs and services.  <b>FNPI</b>	Does your agency plan to set a target, track, and report on this NPI throughout FY 2020?  YES or NO	What agency programs and services provide the outcomes data for this NPI?	How many INDIVIDUALS does your agency expect to assist during FY 2020?	How many of the PROJECTED INDIVIDUALS does your agency expect will achieve the outcome during FY 2020?	How many INDIVIDUALS did your agency assist from 10/1/2019 to 3/31/2020?	How many of the INDIVIDUALS your agency assisted from 10/1/2019 to 3/31/2020 achieved the outcome?	How many INDIVIDUALS does your agency expect will achieve the outcome during FY 2020?	How many INDIVIDUALS did your agency assist from 10/1/2019 to 9/30/2020?	How many of the INDIVIDUALS your agency assisted from 10/1/2019 to 9/30/2020 achieved the outcome?	Percentage achieving the outcome during FY 2020.	Performance TARGET accuracy at the end of FY 2020.
<b>5a</b> The number of individuals who demonstrated increased nutrition skills. (e.g. cooking, shopping, and growing food)	YES	COPA, PCA, WIC (REMOVE WIC from the count)	155	135	174	160	170	277	249	90%	146%
<b>5b</b> The number of individuals who demonstrated improved physical health and well-being.	YES	COPA, FADSS, ISMILE, HIV, MH FP	4,302	4,192	2,848	2,808	2,900	3,443	3,398	99%	117%
<b>5c</b> The number of individuals who demonstrated improved mental and behavioral health and well-being.	YES	COPA, FADSS, HIV	187	137	156	91	100	204	190	93%	190%
<b>5d</b> The number of individuals who improved skills related to the adult role of parents/caregivers.	YES	DHS, EHS, ESHSV, PCA, FADSS	178	158	323	241	260	395	296	75%	114%
<b>5e</b> The number of parents/caregivers who demonstrated increased sensitivity and responsiveness in their interactions with their children.	YES	PCA, DHS, FADSS, ESHS, HS, EHS	158	144	535	434	434	411	362	88%	83%
<b>5f</b> The number of seniors (ages 65+) who maintained an independent living situation.	YES	COPA	8	8	8	8	8	8	8	100%	100%
<b>5g</b> The number of individuals with disabilities who maintained an independent living situation.	YES	COPA	55	53	26	26	30	26	26	100%	87%
<b>5h</b> The number of individuals with chronic illness who maintained an independent living situation.	YES	COPA	55	53	9	9	10	10	10	100%	100%

## CSBG CARES Supplemental Nation Performance Indicators (NPI's)

### CSBG SUPPLEMENTAL

INDIVIDUAL AND FAMILY NPIs (FY 2020)

CSBG Domain: HOUSING

Due Date:	With your CSBG Supplemental Application				November 13, 2020	(auto calculated)		
CSBG Supplemental (ROMA Planning, Implementation, and Results)	PLANNED NPIs	PROGRAMS AND SERVICES	PROJECTED HOUSEHOLD	TARGET	YEAR-END HOUSEHOLD	YEAR-END OUTCOME	ACHIEVED OUTCOME	TARGET ACCURACY
HOUSING NPIs that capture the individual and family outcomes your agency plans to achieve during FY 2020 through agency CSBG supplemental programs and services.  <b>FNPI</b>	Does your agency plan to set a target, track, and report on this NPI in FY 2020?  YES or NO	What agency CSBG supplemental programs or services provide the outcomes data for this NPI?	How many HOUSEHOLDS does your agency expect to assist by 9/30/2020?	How many of the PROJECTED HOUSEHOLDS does your agency expect will achieve the outcome by 9/30/2020?	How many HOUSEHOLDS did your agency assist through 9/30/2020?	How many of the HOUSEHOLDS your agency assisted through 9/30/2020 achieved the outcome?	Percentage achieving the outcome in FY 2020.	Performance TARGET accuracy at the end of FY 2020.
<b>4a</b> The number of households experiencing homelessness who obtained safe temporary shelter.	<b>NO</b>						<b>#DIV/0!</b>	<b>#DIV/0!</b>
<b>4b</b> The number of households who obtained safe and affordable housing.	<b>YES</b>	Targeted rental Assistance	25	16	9	9	<b>100%</b>	<b>56%</b>
<b>4c</b> The number of households who maintained safe and affordable housing for 90 days.	<b>Yes</b>	Targeted rental Assistance	8	6	11	6	<b>55%</b>	<b>100%</b>
<b>4d</b> The number of households who maintained safe and affordable housing for 180 days.	<b>NO</b>						<b>#DIV/0!</b>	<b>#DIV/0!</b>
<b>4e</b> The number of households who avoided eviction.	<b>Yes</b>	Targeted rental Assistance	42	33	143	103	<b>72%</b>	<b>312%</b>

4b. Individuals served were not needing to find safe and affordable housing but rather avoid eviction.

4e We were unsure of the number of individuals we would be able to serve in the short period of the Cares funding