

North Iowa Community Action Organization
FY 2024 Year-End Reporting

Federal Funding Source	Programs	Amount
Department of Health and Human Services		
OCS Office of Community Services	LIHEAP and CSBG	\$ 3,092,587.00
HRSA - Health Resources and Services Administration	Family Planning; HIV Care Grants; Maternal, Child, and Dental Health; SealantGrant	\$ 319,208.00
TANF Temporary Assistance for Needy Families	FaDSS - Family Development and Self-Sufficiency	\$ 127,256.00
ACF Administration for Children and Families	Head Start and Early Head Start	\$ 4,086,166.00
Other DHS	1st Five and Medicaid/Title XIX	\$ 182,268.00
Total	Department of Health and Human Services (HHS)	\$ 7,807,485.00
U.S. Department of Agriculture		
	Breast Feeding Peer Counselors	\$ 35,818.00
	Breast Pumps	\$ 31,341.00
	CACFP - Child and Adult Care Food Program	\$ 219,193.00
	WIC - Women, Infants, and Children	\$ 703,833.00
Total	Department of Agriculture	\$ 990,185.00
U.S. Department of Treasury		
	VITA - Volunteer Income Tax Assistance	\$ 4,832.00
Total	Department of Treasury	\$ 4,832.00
Total Federal Income		\$ 8,802,502.00

State Funding Source	Programs	Amount
Iowa Department of Education	Early Childhood, Child Care Nurse Consultant, Early Head Start State Project	\$ 224,595.00
Iowa Department of Human Services	Family Development and Self-Sufficiency (FaDSS), Disaster	\$ 280,779.00
Iowa Department of Public Health	Maternal Health, HIV Core Services, 1st Five, Hearing/Audiological, FIP	\$ 681,181.00
Total State Income		\$ 1,186,555.00

Private Funding Source	Programs	Amount
Corporations	Health Insurance Reimbursement (3rd Party Private Insurance)	\$ 107,719.00
United Way	United Way of North Central Iowa	\$ 25,000.00
Fees Paid by Clients for Services	Family Planning	\$ 39,861.00
Donated Funds	Embrace Iowa, I Care, Home Town Care, Black Hills Cares, Local Contributions, Head Start Local Contributions	\$ 630,920.00
Other Private Funds	MercyOne - Community Partners (CoPa) and Avita Prep	\$ 921,374.00
Total Private Funds		\$ 1,724,874.00

Inkind Contributions Funding Source	Amount
Value of Donated Goods and Items	\$ 6,768.00
Value of In-Kind Services	\$ 371,023.00
Total In-Kind Contributions	\$ 377,791.00

Grand Total of Funds	\$ 12,091,722.00
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CSBG Expenditures	Amount
Employment	\$ 362.00
Education and Cognitive Development	\$ 15,591.00
Income, Infrastructure, and Asset Building	\$ 20,507.00
Housing	\$ 50,885.00
Health, Social/Behavioral Development, and Nutrition	\$ 156,016.00
Civic Engagement and Community Involvement	\$ 20,105.00
Service Supporting Multiple Domains (Case Management, Transportation, etc.)	\$ 195,081.00
Linkages (partnerships that support multiple domains)	\$ 2,282.00
Agency Capacity Building	\$ 36,783.00
Other (emergency management and disaster relief)	\$ -
Total CSBG Expenditures	\$ 497,612.00

North Iowa Community Action Organization

FY 2024 Accomplishments, Innovative Solutions, and Service Delivery Improvements

Management Accomplishments

Describe a notable management accomplishment achieved by your agency during FFY 2024. Describe how responsible, informed leadership, and effective, efficient processes led to high-quality, accessible, and well-managed services and strategies.

The development of an employee website accessible to all NICAO staff was a significant management achievement in fiscal year 2024. Staff satisfaction surveys had indicated a need for improved communication between departments and between supervisors and employees. Recognizing this and aligning with the agency's strategic plan to enhance internal communication, NICAO created the website to provide real-time communication, access to current policies and procedures, and links to frequently used resources. This platform has allowed staff to stay updated on important agency information, gain insights into various programs, and develop a stronger understanding of the services NICAO offers.

1. **Responsible and Informed Leadership:** NICAO leadership demonstrated responsible and informed leadership by addressing the need for improved internal communication and ensuring that staff were well-informed about the agency and its services. This decision reflects leadership's commitment to making data-driven choices that benefit both the organization and its clients.
2. **Effective and Efficient Process Implementation:** The website was developed based on staff input to ensure it met their needs. It was introduced to all staff during the All-Agency training, providing a clear understanding of its purpose. In January 2024, the site went live, and staff were notified via email, which outlined key features of the site. Monthly emails have continued to inform staff about updates, including agency newsletters, program updates, job openings, and newsletters on topics like safety, mental health, IT, and wellness.
3. **Enhanced Communication:** The creation of the employee website has significantly improved communication across the agency. It offers staff meaningful and relevant information while keeping them updated on agency news, which helps to break down communication barriers and ensures that all employees are aware of important changes and events.
4. **Increased Understanding:** Informed leadership recognizes that when staff are knowledgeable about all NICAO programs, they are better able to support clients. The website has provided staff with a deeper understanding of all areas within the agency, breaking down programmatic silos and giving them the confidence to answer questions and identify additional services that could benefit clients.

5. **Real-Time Questions and Support:** A well-managed agency can respond to client inquiries and needs in real time, thanks to the improved communication and understanding among staff. As a result, clients now receive more immediate and accurate support, improving their overall experience as staff are more informed about the services available.

NICAO's creation of the employee website has addressed staff concerns about internal communication and fulfilled part of the agency's strategic plan. It has kept employees informed about agency initiatives and services, enabling them to confidently share information with clients about other programs. This achievement reflects the leadership's dedication to improving both client experiences and the agency's operational efficiency.

Innovative Solution Highlight

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.

1. ***Agency's innovative approach to address the cause or condition of poverty.***

The most recent Community Needs Assessment revealed that many individuals we serve face challenges accessing clothing, basic essentials, and food. To address this, we opened a pantry at our largest Client Resource Center, providing access to a variety of food items, basic essentials, and clothing. Initially, we partnered with a local organization that stocked the freezer and refrigerator weekly with donations from local restaurants. We also organized a food drive, where staff, Board Members, and local businesses contributed non-perishable items to the pantry. As clients began using the pantry, we expanded it to include clothing, shoes, and other essential items to support families in need.

To continue providing these items, our Public Relations and Resource Development Director introduced a new resource development tool called the "Huggy Heart Cart." This is a utility cart used to symbolize the mission of Community Action, that through collaborative efforts, the community can work together to make it a better place to live for all. This is done feasibly and efficiently by giving back to members of the community and individuals in need by donating a variety of essential everyday items.

2. ***Local partners involved and how they contributed.***

Throughout this process we have been able to connect and work with many local groups and businesses like North Iowa Mutual Aid, Clear Lake Area Chamber of Commerce, Century 21 Preferred, Cerro Gordo Public Health, and Worth County Public Health. We continue to promote the Huggy Heart Cart to other local groups such as local Rotary Clubs, Iowa Workforce Development, and through other business meetings that we have participated in.

3. ***The outcomes that were achieved.***

The Huggy Heart Cart gained traction where local entities were able to donate hundreds of essential items for individuals and families in need in through the first two months before

transitioning into another donation tool during the holidays and other specific drives moving forward. Not only are we able to help individuals in the community access a variety of items, we are also working towards meeting NICAO's strategic planning goal of marketing and bringing awareness to our agency and the services that we provide.

4. *How regular CSBG funds were used to support the implementation (if applicable).*

NICAO's CSBG funds are used to support the staff that work in our Client Resource Offices, with the items being located in the Mason City Client Resource Office, the staff are able to meet with the individuals that come in to access these items and assist them by providing additional resources and referrals as needed. NICAO received funds initially to purchase basic essential items through a grant, other items have been collected through donations.

Improving Service Delivery

Provide an example of a change your agency made during FFY 2024 to improve service delivery and enhance impact for individuals, families, and communities with low incomes based on your agency's in-depth review and analysis of performance data.

One way NICAIO improved service delivery in FY 24 was by transitioning to an agency-wide data system. This shift enabled us to consolidate all client information into a single platform, eliminating duplicate entries and enhancing our ability to bundle services through internal referrals.

When we learned that our previous system would no longer be available, it became crucial to choose a solution that could be utilized by all programs across the agency. This step is vital for both the agency and the clients we serve. By gathering unduplicated data, we can generate more accurate reports, which helps us identify additional needs in the communities, spot trends within the agency, and target areas for service improvement. Clients benefit by completing just one initial application, which is then accessible to all programs, eliminating the need to repeatedly provide the same information. This transition not only streamlines the application process but also opens up more opportunities to connect clients with the services they need to become self-sufficient, reducing barriers to accessing assistance.

All staff responsible for entering clients into the database participated in a series of trainings to gain a thorough understanding of the system and familiarize themselves with its layout. Additionally, agency administrative staff underwent specialized training to customize the system to meet the unique needs of each program and to establish clear expectations for data entry personnel.

NICAO is eager to see the data in the coming year and track how many clients benefit from receiving bundled services through our agency. This initiative aligns with the Community Action Promise and NICAIO's mission to deliver quality services that empower individuals in need, helping them achieve and maintain economic stability through collaborative efforts.

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

INSTRUCTIONS

For the FFY 2024 reporting period (B.1.), report the unduplicated number of capacity building individuals and hours, volunteers and volunteer hours, agency staff certifications, and organizations your agency actively worked with for the following agency capacity building measures.

B.1. Agency Reporting Period: October 1, 2023 through September 30, 2024	
B.2. Agency Capacity Building (e.g. training, planning, assessment):	INDIVIDUALS/HOURS
a. Total number of board members in capacity building activities	19
a.1. The total number of hours of the board members in capacity building activities	92
b. Total number of agency staff in capacity building activities	131
b.1. The total number of hours of the agency staff in capacity building activities	3,514
B.3. Volunteers and Volunteer Hours (e.g. program support, service delivery, fundraising):	VOLUNTEERS/HOUR
a. Total number of ALL volunteers	413
a.1. The total number of hours donated to the agency by ALL the volunteers	2,149
b. Total number of volunteers with low income only	342
b.1. The total number of hours donated to the agency by the volunteers with low income	1,917
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:	INDIVIDUALS
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	5
e. Staff with a family development certification	7
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)	
m. Emerging Leaders' Institute for Training and Excellence (ELITE)	1
OTHER (specify)	
OTHER (specify)	
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	ORGANIZATIONS
a. Non-Profit	24
b. Faith Based	7
c. Local Government	35
d. State Government	6
e. Federal Government	3
f. For-Profit Business or Corporation	64
g. Consortium/Collaboration	13
h. School Districts	13
i. Institutions of Post-Secondary Education/Training	2
j. Financial/Banking Institutions	5
k. Health Service Organizations	39
l. Statewide Associations or Collaborations	22

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

INSTRUCTIONS

For the FFY 2024 reporting period (October 1, 2023 through September 30, 2024), report the following characteristics and demographic information on the individuals and households your agency served. Only report unduplicated counts. Your agency may print and submit a NIFCAP or CIS client characteristics report instead of completing this worksheet.

A. Total unduplicated number of all INDIVIDUALS about whom one or more characteristics were obtained:	11,013	INDIVIDUALS
B. Total unduplicated number of all HOUSEHOLDS about whom one or more characteristics were obtained:	5,115	HOUSEHOLDS

C. INDIVIDUAL LEVEL CHARACTERISTICS

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

INDIVIDUALS	
	4,819
	6,186
	8
	0
TOTAL	11,013

- 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	
	1,289
	1,812
	864
	550
	2,421
	907
	536
	675
	1,119
	840
	0
TOTAL	11,013

- 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)
	330	51
	720	660
	256	2,872
	17	582
	68	1,246
	17	961
	6	120
		6
TOTAL	1,414	6,498

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

INDIVIDUALS	
	56

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

	YES	NO	UNKNOWN
	1,511	9,502	0
	10,186	671	156

* 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	
	6,125
	2,089
	402
	301
	107
	189
	971
	156

- 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	
	1,144
	9,866
	3
TOTAL	11,013

- 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	
	83
	41
	664
	175
	9,238
	378
	434
	0
TOTAL	11,013

- 7. Military Status (Aged 18 and over)**
 a. Veteran
 b. Active Military
 c. Never Served in the Military
 d. Unknown/Not Reported
TOTAL

INDIVIDUALS	
	380
	8
	6,645
	0
TOTAL	7,033

- 8. Work Status (Aged 18 and over)**
 a. Employed (full-time)
 b. Employed (part-time)
 c. Migrant or 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	
	1,362
	877
	4
	556
	453
	1,784
	1,920
	92

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

2,575
582
698
105
568
61
403
35
5,027

10. Household Size

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

HOUSEHOLDS

2,575
1,042
560
428
267
243
5,115

11. Housing

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

HOUSEHOLDS

2,437
2,594
13
7
64
0
5,115

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

1,128
618
932
824
688
478
292
94
61
0
5,115

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

53
17
677
1,384
20
2,494
22
448
5,115

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

45
709
971
43
29
10
7
1,496
402
295
33
60
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

2,251
375
4,765
90
400
19
168
38
48
849
4

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

INSTRUCTIONS

For each of your agency's programs that use a client tracking system other than NIFCAP or CIS (e.g. Head Start or FaDSS), provide the name of the agency program, report unduplicated counts of individuals and/or households served by that program for the FFY 2024 reporting period (October 1, 2023 through September 30, 2024), and answer the data integration question (YES or NO). Your agency may print and submit another document that includes this information instead of completing this worksheet.

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

	Name of the Agency Program	INDIVIDUALS	
1)	Child Plus	283	yes
2)	Ryan White	65	no
3)	Healthy Pregnancy Program (Maternal Health)	230	no
4)	Family Planning	1,144	no
5)	WIC	4,182	no

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	62	no
2)	1st Five	133	no
3)	Healthy Pregnancy Program (Maternal Health)	230	no
4)	Iowa FaDSS	152	yes

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

INSTRUCTIONS

For the FFY 2024 reporting period (October 1, 2023 through September 30, 2024), report unduplicated counts of individuals or households that received the following services from your agency. For each service, if applicable, report the total unduplicated service count in the INDIVIDUALS/HOUSEHOLDS/HOMES column. For additional guidance, refer to the Crosswalk: Individual and Family Services document.

SRV 1: EMPLOYMENT SERVICES

Skills Training and Opportunities for Experience	INDIVIDUALS
1a. Vocational Training	
1b. On-the-Job and Other Work Experience	
1c. Youth Summer Work Placements	
1d. Apprenticeship/Internship	
1e. Self-Employment Skills Training	
1f. Job Readiness Training	

Career Counseling	
1g. Workshops	
1h. Coaching	

Job Search	
1i. Coaching	11
1j. Resume Development	4
1k. Interview Skills Training	3
1l. Job Referrals	19
1m. Job Placements	
1n. Pre-Employment Physicals, Background Checks, etc.	

Post Employment Supports	
1o. Coaching	
1p. Interactions with Employers	

Employment Supplies	
1q. Employment Supplies	

SRV 2: EDUCATION AND COGNITIVE DEVELOPMENT SERVICES

Child/Young Adult Education Programs	INDIVIDUALS
2a. Early Head Start	39
2b. Head Start	239
2c. Other Early Childhood Education (ages 0-5)	5
2d. K-12 Education	
2e. K-12 Support Services	
2f. Financial Literacy Education	
2g. Literacy/English Language Education	
2h. College Readiness Preparation/Support	
2i. Other Post Secondary Preparation	
2j. Other Post Secondary Support	

School Supplies	
2k. School Supplies	32

Extra-Curricular Programs	
2l. Before and After School Activities	
2m. Summer Youth Recreational Activities	
2n. Summer Education Programs	
2o. Behavior Improvement Programs (e.g. attitude, self-esteem, Dress-for-Success)	
2p. Mentoring	
2q. Leadership Training	

Adult Education Programs	
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)	50
2x. Applied Technology Classes	
2y. Post-Secondary Education Preparation	
2z. Financial Literacy Education	842

Post-Secondary Education Supports	
2aa. College Applications, Text Books, Computers, etc.	

Financial Aid Assistance	
2bb. Scholarships	

Home Visits	HOUSEHOLDS/HOMES
2cc. Home Visits	385

SRV 3: INCOME AND ASSET BUILDING SERVICES

Training and Counseling Services	INDIVIDUALS
3a. Financial Capability Skills Training	
3b. Financial Coaching/Counseling	
3c. Financial Management Programs (e.g. budgeting, credit management, credit repair, credit counseling)	912
3d. First-Time Homebuyer Counseling	
3e. Foreclosure Prevention Counseling	
3f. Small Business Start-Up and Development Counseling Sessions/Classes	

Benefit Coordination and Advocacy	
3g. Child Support Payments	
3h. Health Insurance	258
3i. Social Security/SSI Payments	22
3j. Veterans' Benefits	
3k. TANF Benefits	23
3l. SNAP Benefits	82

Asset Building	
3m. Saving Accounts/IDAs and Other Asset Building Accounts	
3n. Other Financial Products (e.g. IRA accounts, MyRA, other retirement accounts)	
3o. VITA, EITC, or Other Tax Preparation Programs	787

Loans and Grants	
3p. Micro-Loans	
3q. Business Incubator/Business Development Loans	

SRV 4: HOUSING SERVICES

Housing Payment Assistance	INDIVIDUALS	HOUSEHOLDS/HOMES
4a. Financial Capability Skill Training	29	
4b. Financial Coaching/Counseling	70	
4c. Rent Payments (includes emergency rent payments)		21
4d. Deposit Payments		
4e. Mortgage Payments (includes emergency mortgage payments)		

Eviction Prevention Services	
4f. Eviction Counseling	20
4g. Landlord/Tenant Mediations	
4h. Landlord/Tenant Rights Education	

Utility Payment Assistance		
4i. Utility Payments (includes emergency utility payments and LIHEAP)		4,032
4j. Utility Deposits		
4k. Utility Arrears Payments		944
4l. Level Billing Assistance		

Housing Placement/Rapid Re-Housing	
4m. Temporary Housing Placement (includes emergency shelters)	4
4n. Transitional Housing Placements	
4o. Permanent Housing Placements	
4p. Rental Counseling	

Housing Maintenance and Improvements

4q. Home Repairs (e.g. structural, appliance, heating systems, emergency home)		57
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Weatherization Services

4r. Independent Living Home Improvements (e.g. ramps, tub and shower grab bars, handicap accessible modifications)		
4s. Healthy Homes Services (e.g. reduction or elimination of lead, radon, carbon monoxide and/or fire hazards or electrical issues)		
4t. Energy Efficiency Improvements (e.g. insulation, air sealing, furnace repair)		19

SRV 5: HEALTH AND SOCIAL/BEHAVIORAL DEVELOPMENT SERVICES**Health Services, Screening, and Assessments****INDIVIDUALS**

5a. Immunizations - COVID Vaccinations	
5b. Physicals	1,144
5c. Developmental Delay Screening	284
5d. Vision Screening	284
5e. Prescription Payments	
5f. Doctor Visit Payments	29
5g. Maternal/Child Health	230
5h. Nursing Care Sessions	
5i. In-Home Affordable Seniors/Disabled Care Sessions (e.g. nursing, chores, personal care)	
5j. Health Insurance Options Counseling	258

Reproductive Health Services

5k. Coaching Sessions	
5l. Family Planning Classes	
5m. Contraceptives	1,100
5n. STI/HIV Prevention Counseling Sessions	1,144
5o. STI/HIV Screenings	1,367

Wellness Education

5p. Wellness Classes (e.g. stress reduction, medication management, mindfulness)	
5q. Exercise/Fitness	

Mental/Behavioral Health

5r. Detoxification Sessions	
5s. Substance Abuse Screenings	
5t. Substance Abuse Counseling	
5u. Mental Health Assessments	347
5v. Mental Health Counseling	348
5w. Crisis Response/Call-In Responses	
5x. Domestic Violence Programs	

Support Groups

5y. Substance Abuse Support Group Meetings	
5z. Domestic Violence Support Group Meetings	
5aa. Mental Health Support Group Meeting	

Dental Services, Screenings, and Exams

5bb. Adult Dental Screening/Exams	194
5cc. Adult Dental Services (including emergency dental procedures)	202
5dd. Child Dental Screenings/Exams	
5ee. Child Dental Services (including emergency dental procedures)	

Nutrition and Food/Meals

5ff. Skills Classes (e.g. gardening, cooking, nutrition)	4,182
5gg. Community Gardening Activities	
5hh. Incentives (e.g. gift card for food preparation, rewards for participation)	
5ii. Prepared Meals	283
5jj. Food Distribution (e.g. food bags/boxes, food share program, bags of groceries)	4,474

Family Skills Development

5kk. Family Mentoring Sessions	
5ll. Life Skills Coaching Sessions	
5mm. Parenting Classes	36

Emergency Hygiene Assistance

5nn. Kits/Boxes	25
5oo. Hygiene Facility Utilizations (e.g. showers, toilets, sinks)	

SRV 6: CIVIC ENGAGEMENT AND COMMUNITY INVOLVEMENT SERVICES**Civic Engagement and Community Involvement Services****INDIVIDUALS**

6a. Voter Education and Access	2,050
6b. Leadership Training	
6c. Tripartite Board Membership (people with low income only)	3
6d. Citizenship Classes	
6e. Getting Ahead Classes	
6f. Volunteer Training	

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

7a. Case Management	590
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Eligibility Determinations

7b. Eligibility Determinations	16,339
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Referrals

7c. Referrals	640
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Transportation Services

7d. Transportation Services (e.g. bus passes, bus transport, support for auto purchase or repair, emergency services)	100
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Child Care

7e. Child Care Subsidies	
7f. Child Care Payments	

Eldercare

7g. Day Centers	
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Identification Documents

7h. Birth Certificate	
7i. Social Security Card	
7j. Driver's License	

Re-Entry Services

7k. Criminal Record Expungements	
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Immigration Support Services

7l. Immigration Support Services (e.g. relocation, food, clothing)	
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Immigration Support Services

7m. Legal Assistance	
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Emergency Clothing Assistance

7n. Emergency Clothing Assistance	27
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Mediation/Customer Advocacy Interventions (debt forgiveness, negotiations or issues with landlords, coordinating with other services or government)

7o. Mediation/Customer Advocacy Interventions	2,224
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INDIVIDUAL AND FAMILY NPIs - FFY 2024
 CSBG Domain: EMPLOYMENT

Due Date:	With FFY 2024 CSBG application		November 10, 2023		April 30, 2024			November 15, 2024		(auto calculated)	
FFY 2024 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 FFY 2024 through agency programs and services.	Does your agency plan to set a target, track, and report on this NPI in FFY 2024? YES or NO	What agency programs and services provide the outcomes data for this NPI?	How many INDIVIDUALS does your agency expect to assist in FFY 2024?	How many of the PROJECTED INDIVIDUALS does your agency expect will achieve the outcome in FFY 2024?	How many INDIVIDUALS did your agency assist from 10/1/2023 to 3/31/2024?	How many of the INDIVIDUALS your agency assisted from 10/1/2023 to 3/31/2024 achieved the outcome?	How many INDIVIDUALS does your agency expect will achieve the outcome in FFY 2024?	How many INDIVIDUALS did your agency assist from 10/1/2023 to 9/30/2024?	How many of the INDIVIDUALS your agency assisted from 10/1/2023 to 9/30/2024 achieved the outcome?	Percentage achieving the outcome in FFY 2024.	Performance TARGET accuracy at the end of FFY 2024.
FNPI											
1a The number of unemployed youth who obtained employment to gain skills or income.	NO									#DIV/0!	#DIV/0!
1b The number of unemployed adults who obtained employment (up to a living wage).	YES	FaDSS, HIV	70	12	75	3	6	99	11	11%	183%
1c The number of unemployed adults who obtained employment and maintained employment for at least 90 days (up to a living wage).	NO									#DIV/0!	#DIV/0!
1d The number of unemployed adults who obtained employment and maintained employment for at least 180 days (up to a living wage).	NO									#DIV/0!	#DIV/0!

COMMENTS/NOTES:

Initial Targets:	6 month #'s: 1b		Final Targets: 1b		Year End #'s: 1b	
1b: FaDSS 15/10	FaDSS	18/1	FaDSS	3	FaDSS	34/4
1b: HIV - 55/2	HIV	57/2	HIV	3	HIV	65/7
1b: Total - 70/12	TOTAL	75/3	TOTAL	6	TOTAL	99/11
1b: More clients in our HIV program found employment than we had anticipated						

INDIVIDUAL AND FAMILY NPIS - FFY 2024
 CSBG Domain: EMPLOYMENT (continued)

Due Date:	With FFY 2024 CSBG application		November 10, 2023		April 30, 2024			November 15, 2024		(auto calculated)	
FFY 2024 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 FFY 2024 through agency programs and services.	Does your agency plan to set a target, track, and report on this NPI in FFY 2024?	What agency programs and services provide the outcomes data for this NPI?	How many INDIVIDUALS does your agency expect to assist in FFY 2024?	How many of the PROJECTED INDIVIDUALS does your agency expect will achieve the outcome in FFY 2024?	How many INDIVIDUALS did your agency assist from 10/1/2023 to 3/31/2024?	How many of the INDIVIDUALS your agency assisted from 10/1/2023 to 3/31/2024 achieved the outcome?	How many INDIVIDUALS does your agency expect will achieve the outcome in FFY 2024?	How many INDIVIDUALS did your agency assist from 10/1/2023 to 9/30/2024?	How many of the INDIVIDUALS your agency assisted from 10/1/2023 to 9/30/2024 achieved the outcome?	Percentage achieving the outcome in FFY 2024.	Performance TARGET accuracy at the end of FFY 2024.
FNPI	YES or NO										
1e The number of unemployed adults who obtained employment (with a living wage or higher).	YES	FaDSS, HIV	80	6	75	4	6	99	9	9%	150%
1f The number of unemployed adults who obtained employment and maintained employment for at least 90 days (with a living wage or higher).	NO									#DIV/0!	#DIV/0!
1g The number of unemployed adults who obtained employment and maintained employment for at least 180 days (with a living wage or higher).	NO									#DIV/0!	#DIV/0!

COMMENTS/NOTES:

Initial Targets	6 month #'s: 1e		Final Targets: 1e		Year End #'s: 1e	
1e: FaDSS 25/5	FaDSS	18/3	FaDSS	5	FaDSS	34/6
1e: HIV 55/1	HIV	57/1	HIV	1	HIV	65/3
1e: Total - 80/6	TOTAL	75/4	TOTAL	6	TOTAL	99/9

1e: Three of our HIV clients were able to find employment during the year with a living wage or higher. One lost their job during the year and was able to find a job once they received a work authorization,

INDIVIDUAL AND FAMILY NPIS - FFY 2024

INDIVIDUAL AND FAMILY NPIS - FFY 2024
 CSBG Domain: EMPLOYMENT (continued)

Due Date:	With FFY 2024 CSBG application		November 10, 2023		April 30, 2024			November 15, 2024		(auto calculated)	
FFY 2024 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 FFY 2024 through agency programs and services.	Does your agency plan to set a target, track, and report on this NPI in FFY 2024?	What agency programs and services provide the outcomes data for this NPI?	How many INDIVIDUALS does your agency expect to assist in FFY 2024?	How many of the PROJECTED INDIVIDUALS does your agency expect will achieve the outcome in FFY 2024?	How many INDIVIDUALS did your agency assist from 10/1/2023 to 3/31/2024?	How many of the INDIVIDUALS your agency assisted from 10/1/2023 to 3/31/2024 achieved the outcome?	How many INDIVIDUALS does your agency expect will achieve the outcome in FFY 2024?	How many INDIVIDUALS did your agency assist from 10/1/2023 to 9/30/2024?	How many of the INDIVIDUALS your agency assisted from 10/1/2023 to 9/30/2024 achieved the outcome?	Percentage achieving the outcome in FFY 2024.	Performance TARGET accuracy at the end of FFY 2024.
FNPI	YES or NO										
1h The number of employed participants in a career-advancement related program who entered or transitioned into a position that provided increased income and/or benefits.	YES	FaDSS	15	6	7	0	2	15	3	20%	150%
(1) Of the above, the number of employed participants who increased income from employment through wage or salary amount increase.	YES	FaDSS	15	5	7	0	2	15	2	13%	100%
(2) Of the above, the number of employed participants who increased income from employment through hours worked increase.	YES	FaDSS	15	3	7	0	3	15	3	20%	100%
(3) Of the above, the number of employed participants who increased benefits related to employment.	NO									#DIV/0!	#DIV/0!
1i Other Performance Indicator	NO									#DIV/0!	#DIV/0!
1j Other Performance Indicator	NO									#DIV/0!	#DIV/0!

COMMENTS/NOTES:

Initial Targets	6 month #s: FaDSS	Final Targets: FaDSS	Year End #s: FaDSS
1h: FaDSS - 15/6	1h 7/0	2	1h 15/3
1h(1): FaDSS - 15/5	1h1 7/0	2	1h1 15/2
1h(2): FaDSS - 15/3	1h2 7/0	3	1h2 15/3
1h: More FaDSS clients exited the program meeting this goal than we had anticipated.			

INDIVIDUAL AND FAMILY NPIs - FFY 2024

CSBG Domain: EDUCATION AND COGNITIVE DEVELOPMENT

Due Date:	With FFY 2024 CSBG application		November 10, 2023		April 30, 2024			November 15, 2024		(auto calculated)		
FFY 2024 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	
EDUCATION AND COGNITIVE DEVELOPMENT NPIs that capture the individual and family outcomes your agency plans to achieve during FFY 2024 through agency programs and services.	Does your agency plan to set a target, track, and report on this NPI in FFY 2024?	What agency programs and services provide the outcomes data for this NPI?	How many INDIVIDUALS does your agency expect to assist in FFY 2024?	How many of the PROJECTED INDIVIDUALS does your agency expect will achieve the outcome in FFY 2024?	How many INDIVIDUALS did your agency assist from 10/1/2023 to 3/31/2024?	How many of the INDIVIDUALS your agency assisted from 10/1/2023 to 3/31/2024 achieved the outcome?	How many INDIVIDUALS does your agency expect will achieve the outcome in FFY 2024?	How many INDIVIDUALS did your agency assist from 10/1/2023 to 9/30/2024?	How many of the INDIVIDUALS your agency assisted from 10/1/2023 to 9/30/2024 achieved the outcome?	Percentage achieving the outcome in FFY 2024.	Performance TARGET accuracy at the end of FFY 2024.	
FNPI	YES or NO											
2a The number of children (ages 0-5) who demonstrated improved emergent literacy skills.	YES	HS, EHS, EHS State Project	245	218			200	228	202	89%	101%	
2b The number of children (ages 0-5) who demonstrated skills for school readiness.	YES	HS, EHS, EHS State Project	245	220			215	228	223	98%	104%	
2c The number of children and youth who demonstrated improved positive approaches toward learning, including improved attention skills.												
	(1) Early Childhood Education (ages 0-5)	YES	HS, EHS, EHS State Project	245	227			200	228	211	93%	106%
	(2) 1st grade - 8th grade	NO								#DIV/0!	#DIV/0!	
	(3) 9th grade - 12th grade	NO								#DIV/0!	#DIV/0!	

COMMENTS/NOTES:

Initial Targets	6 month #'s HS/EHS/EHSSt	Final Targets: HS/EHS/EHSSt	Year End #'s HS/EHS/EHS State
2a: HS/EHS/State EHS - 245/218	2a 217/178	200	2a 228/202
2b: HS/EHS/State EHS - 245/220	2b 217/205	215	2b 228/223
2c1: HS/EHS/State EHS - 245/227	2c1 217/189	200	2c1 228/211

INDIVIDUAL AND FAMILY NPIs - FFY 2024

CSBG Domain: EDUCATION AND COGNITIVE DEVELOPMENT (continued)

Due Date:	With FFY 2024 CSBG application		November 10, 2023		April 30, 2024			November 15, 2024		(auto calculated)	
FFY 2024 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
EDUCATION AND COGNITIVE DEVELOPMENT NPIs that capture the individual and family outcomes your agency plans to achieve during FFY 2024 through agency programs and services.	Does your agency plan to set a target, track, and report on this NPI in FFY 2024?	What agency programs and services provide the outcomes data for this NPI?	How many INDIVIDUALS does your agency expect to assist in FFY 2024?	How many of the PROJECTED INDIVIDUALS does your agency expect will achieve the outcome in FFY 2024?	How many INDIVIDUALS did your agency assist from 10/1/2023 to 3/31/2024?	How many of the INDIVIDUALS your agency assisted from 10/1/2023 to 3/31/2024 achieved the outcome?	How many INDIVIDUALS does your agency expect will achieve the outcome in FFY 2024?	How many INDIVIDUALS did your agency assist from 10/1/2023 to 9/30/2024?	How many of the INDIVIDUALS your agency assisted from 10/1/2023 to 9/30/2024 achieved the outcome?	Percentage achieving the outcome in FFY 2024.	Performance TARGET accuracy at the end of FFY 2024.
FNPI	YES or NO										
2d The number of children and youth who are achieving at basic grade level (academic, social, and other school success skills).											
(1) Early Childhood Education (ages 0-5)	YES	HS, EHS, EHS State Project	245	220			215	228	223	98%	104%
(2) 1st grade - 8th grade	YES	CoPa	40	35	24	24	28	28	28	100%	100%
(3) 9th grade - 12th grade	NO									#DIV/0!	#DIV/0!
2e The number of parents/caregivers who improved their home environments.	YES	CoPa	40	35	21	21	25	25	24	96%	96%
2f The number of adults who demonstrated improved basic education.	YES	FaDSS	1	1	2	0	1	5	0	0%	0%

COMMENTS/NOTES:

Initial Targets	6 month #'s		Final Targets		Year End #'s	
2d(1): HS/EHS/State EHS - 245/220	2d1 HS	217/205	2d1 HS	215	2d1 HS	228/223
2d(2): CoPa - 40/35	2d2 CoPa	24/24	2d2 CoPa	28	2d2 CoPa	28/28
2e: CoPa - 40/35	2e CoPa	21/21	2e CoPa	25	2e CoPa	25/24
2f: FaDSS - 1/1	2f FaDSS	2/0	2f FaDSS	1	2f FaDSS	5/0
2f: The individual was unable to pay for their last test, and had to postpone testing						

INDIVIDUAL AND FAMILY NPIS - FFY 2024

CSBG Domain: EDUCATION AND COGNITIVE DEVELOPMENT (continued)

FFY 2024 CSBG Application (ROMA Planning, Implementation, and Results)	Due Date:		November 10, 2023		April 30, 2024			November 15, 2024		(auto calculated)	
	With FFY 2024 CSBG application		PROJECTED INDIVIDUALS	INITIAL TARGET	6-MONTH INDIVIDUALS	6-MONTH OUTCOME	FINAL TARGET	YEAR-END INDIVIDUALS	YEAR-END OUTCOME	ACHIEVED OUTCOME	TARGET ACCURACY
	PLANNED NPIS	PROGRAMS AND SERVICES									
EDUCATION AND COGNITIVE DEVELOPMENT NPIS that capture the individual and family outcomes your agency plans to achieve during FFY 2024 through agency programs and services.	Does your agency plan to set a target, track, and report on this NPI in FFY 2024?	What agency programs and services provide the outcomes data for this NPI?	How many INDIVIDUALS does your agency expect to assist in FFY 2024?	How many of the PROJECTED INDIVIDUALS does your agency expect will achieve the outcome in FFY 2024?	How many INDIVIDUALS did your agency assist from 10/1/2023 to 3/31/2024?	How many of the INDIVIDUALS your agency assisted from 10/1/2023 to 3/31/2024 achieved the outcome?	How many INDIVIDUALS does your agency expect will achieve the outcome in FFY 2024?	How many INDIVIDUALS did your agency assist from 10/1/2023 to 9/30/2024?	How many of the INDIVIDUALS your agency assisted from 10/1/2023 to 9/30/2024 achieved the outcome?	Percentage achieving the outcome in FFY 2024.	Performance TARGET accuracy at the end of FFY 2024.
FNPI	YES or NO										
2g The number of individuals who obtained a high school diploma and/or obtained an equivalency certificate or diploma.	YES	FaDSS, CoPa	3	2	5	0	2	8	0	0%	0%
2h The number of individuals who obtained a recognized credential, certificate, or degree relating to the achievement of educational or vocational skills.	YES	FaDSS, CoPa	2	2	8	0	2	14	1	7%	50%
2i The number of individuals who obtained an Associate's degree.	YES	FaDSS, CoPa	2	2	7	1	2	13	1	8%	50%
2j The number of individuals who obtained a Bachelor's degree.	YES	FaDSS, CoPa	2	2	7	0	2	13	0	0%	0%
2k Other Performance Indicator	NO									#DIV/0!	#DIV/0!
2l Other Performance Indicator	NO									#DIV/0!	#DIV/0!

COMMENTS/NOTES:

Initial Targets	6 month #'s			Final Targets	Year End #'s			Justifications:
2g: FaDSS - 2/1	2g	FaDSS	5/0	1	2g	FaDSS	6/0	2g: Nobody exited the FaDSS program that was working on this goal, CoPa did not have anyone working towards this
2g: CoPa - 1/1	2g	CoPa	0/0	1	2g	CoPa	2/0	
				2g TOTAL: 2			8/0	
2h: FaDSS - 1/1	2h	FaDSS	7/0	1	2h	FaDSS	11/1	2h, i, j - Individuals working towards this goal are still enrolled in their program.
2h: CoPa - 1/1	2h	CoPa	1/0	1	2h	CoPa	3/0	
				2h TOTAL: 2			14/1	
2i: FaDSS - 1/1	2i	FaDSS	7/1	1	2i	FaDSS	11/1	
2i: CoPa - 1/1	2i	CoPa	0/0	1	2i	CoPa	2/0	
				2i TOTAL: 2			13/1	
2j: FaDSS - 1/1	2j	FaDSS	7/0	1	2j	FaDSS	11/0	
2j: CoPa - 1/1	2j	CoPa	0/0	1	2j	CoPa	2/0	
				2j TOTAL: 2			13/0	

INDIVIDUAL AND FAMILY NPIS - FFY 2024
 CSBG Domain: INCOME AND ASSET BUILDING

Due Date:	With FFY 2024 CSBG application		November 10, 2023		April 30, 2024			November 15, 2024		(auto calculated)	
FFY 2024 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 FFY 2024 through agency programs and services. FNPI	Does your agency plan to set a target, track, and report on this NPI in FFY 2024? YES or NO	What agency programs and services provide the outcomes data for this NPI?	How many INDIVIDUALS does your agency expect to assist in FFY 2024?	How many of the PROJECTED INDIVIDUALS does your agency expect will achieve the outcome in FFY 2024?	How many INDIVIDUALS did your agency assist from 10/1/2023 to 3/31/2024?	How many of the INDIVIDUALS your agency assisted from 10/1/2023 to 3/31/2024 achieved the outcome?	How many INDIVIDUALS does your agency expect will achieve the outcome in FFY 2024?	How many INDIVIDUALS did your agency assist from 10/1/2023 to 9/30/2024?	How many of the INDIVIDUALS your agency assisted from 10/1/2023 to 9/30/2024 achieved the outcome?	Percentage achieving the outcome in FFY 2024.	Performance TARGET accuracy at the end of FFY 2024.
3a The number of individuals who achieved and maintained capacity to meet basic needs for 90 days.	YES	CoPa	50	45	27	27	35	34	34	100%	97%
3b The number of individuals who achieved and maintained capacity to meet basic needs for 180 days.	NO									#DIV/0!	#DIV/0!
3c The number of individuals who opened a savings account or IDA.	YES	United Way Housing	10	5	4	2	4	4	2	50%	50%
3d The number of individuals who increased their savings.	YES	United Way Housing	5	4	7	5	5	7	5	71%	100%
3e The number of individuals who used their savings to purchase an asset.	NO									#DIV/0!	#DIV/0!
(1) Of the above, the number of individuals who purchased a home.	NO									#DIV/0!	#DIV/0!

COMMENTS/NOTES:

Initial Targets	6 month #'s		Final Targets		Year End #'s	
3a: CoPa - 50/45	3a CoPa	27/27	3a CoPa	35	3a: CoPa	34/34
3c: UWH - 10/5	3c UWH	4/2	3c UWH	4	3c: UWH	4/2
3d: UWH - 5/4	3d UWH	7/5	3d UWH	5	3d: UWH	7/5
3c: No additional clients completed this in the last 6 months of the year - some were due to the requirements and not being able to obtain a birth certificate to open the accounts						

INDIVIDUAL AND FAMILY NPIS - FFY 2024

CSBG Domain: INCOME AND ASSET BUILDING (continued)

Due Date:	With FFY 2024 CSBG application		November 10, 2023		April 30, 2024			November 15, 2024		(auto calculated)	
FFY 2024 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 FFY 2024 through agency programs and services.	Does your agency plan to set a target, track, and report on this NPI in FFY 2024? YES or NO	What agency programs and services provide the outcomes data for this NPI?	How many INDIVIDUALS does your agency expect to assist in FFY 2024?	How many of the PROJECTED INDIVIDUALS does your agency expect will achieve the outcome in FFY 2024?	How many INDIVIDUALS did your agency assist from 10/1/2023 to 3/31/2024?	How many of the INDIVIDUALS your agency assisted from 10/1/2023 to 3/31/2024 achieved the outcome?	How many INDIVIDUALS does your agency expect will achieve the outcome in FFY 2024?	How many INDIVIDUALS did your agency assist from 10/1/2023 to 9/30/2024?	How many of the INDIVIDUALS your agency assisted from 10/1/2023 to 9/30/2024 achieved the outcome?	Percentage achieving the outcome in FFY 2024.	Performance TARGET accuracy at the end of FFY 2024.
FNPI											
3f The number of individuals who improved their credit scores.	NO									#DIV/0!	#DIV/0!
3g The number of individuals who increased their net worth.	YES	VITA	725	725	615	615	765	787	787	100%	103%
3h The number of individuals engaged with the community action agency who report improved financial well-being.	NO									#DIV/0!	#DIV/0!
3i Other Performance Indicator	NO									#DIV/0!	#DIV/0!
3j Other Performance Indicator	NO									#DIV/0!	#DIV/0!

COMMENTS/NOTES:

Initial Targets	6 month #'s		Final Target		Year End #'s	
3g: VITA - 725/725	3g: VITA	615/615	3g: VITA	765	3g: VITA	787/787

INDIVIDUAL AND FAMILY NPIs - FFY 2024
CSBG Domain: HOUSING

FFY 2024 CSBG Application (ROMA Planning, Implementation, and Results)	Due Date:	With FFY 2024 CSBG application		November 10, 2023		April 30, 2024			November 15, 2024		(auto calculated)	
		PLANNED NPIs	PROGRAMS AND SERVICES	PROJECTED HOUSEHOLDS	INITIAL TARGET	6-MONTH HOUSEHOLDS	6-MONTH OUTCOME	FINAL TARGET	YEAR-END HOUSEHOLDS	YEAR-END OUTCOME	ACHIEVED OUTCOME	TARGET ACCURACY
HOUSING NPIs that capture the individual and family outcomes your agency plans to achieve during FFY 2024 through agency programs and services.		Does your agency plan to set a target, track, and report on this NPI in FFY 2024?	What agency programs and services provide the outcomes data for this NPI?	How many HOUSEHOLDS does your agency expect to assist in FFY 2024?	How many of the PROJECTED HOUSEHOLDS does your agency expect will achieve the outcome in FFY 2024?	How many HOUSEHOLDS did your agency assist from 10/1/2023 to 3/31/2024?	How many of the HOUSEHOLDS your agency assisted from 10/1/2023 to 3/31/2024 achieved the outcome?	How many HOUSEHOLDS does your agency expect will achieve the outcome in FFY 2024?	How many HOUSEHOLDS did your agency assist from 10/1/2023 to 9/30/2024?	How many of the HOUSEHOLDS your agency assisted from 10/1/2023 to 9/30/2024 achieved the outcome?	Percentage achieving the outcome in FFY 2024.	Performance TARGET accuracy at the end of FFY 2024.
FNPI		YES or NO										
4a The number of households experiencing homelessness who obtained safe temporary shelter.		YES	FaDSS, United Way Housing	12	7	12	7	9	14	8	57%	89%
4b The number of households who obtained safe and affordable housing.		YES	FaDSS, United Way Housing	24	19	15	5	10	21	7	33%	70%
4c The number of households who maintained safe and affordable housing for 90 days.		YES	United Way Housing	14	13	16	16	20	16	16	100%	80%
4d The number of households who maintained safe and affordable housing for 180 days.		NO									#DIV/0!	#DIV/0!
4e The number of households who avoided eviction.		YES	United Way Housing	5	3	6	4	6	6	4	67%	67%
4f The number of households who avoided foreclosure.		NO									#DIV/0!	#DIV/0!

COMMENTS/NOTES:

Initial Targets	6 month #s		Final Targets		Year End #s		
4a: FaDSS - 6/3	4a	FaDSS	3/0	4a FaDSS	1	4a FaDSS	5/1
4a: UWH - 6/4	4a	UWH	9/7	4a UWH	8	4a UWH	9/7
			12/7	4a TOTAL:	9		14/8
4b: FaDSS - 20/15	4b	FaDSS	6/2	4b FaDSS	5	4b FaDSS	12/4
4b: UWH - 4/4	4b	UWH	9/3	4b UWH	5	4b UWH	9/3
			15/5	4b TOTAL:	10		21/7
4c: UWH - 14/13	4c	UWH	16/16	4c UWH	20	4c UWH	16/16
4e: UWH - 5/3	4e	UWH	6/4	4e UWH	6	4e UWH	6/4
4b: Clients were in safe homes, however they were not affordable - therefore could not be counted							
4c: Same as 4b - some of the home were not affordable; others had not hit their 90 days by the end of FY 2024							
4e: Some clients were able to avoid eviction on their own - so they were not evicted, however we did not assist them with this and did not count it towards a service we provided							

INDIVIDUAL AND FAMILY NPIs - FFY 2024
 CSBG Domain: HOUSING (continued)

Due Date:	With FFY 2024 CSBG application		November 10, 2023		April 30, 2024			November 15, 2024		(auto calculated)	
FFY 2024 CSBG Application (ROMA Planning, Implementation, and Results)	PLANNED NPIs	PROGRAMS AND SERVICES	PROJECTED HOUSEHOLDS	INITIAL TARGET	6-MONTH HOUSEHOLDS	6-MONTH OUTCOME	FINAL TARGET	YEAR-END HOUSEHOLDS	YEAR-END OUTCOME	ACHIEVED OUTCOME	TARGET ACCURACY
HOUSING NPIs that capture the individual and family outcomes your agency plans to achieve during FFY 2024 through agency programs and services.	Does your agency plan to set a target, track, and report on this NPI in FFY 2024? FNPI	What agency programs and services provide the outcomes data for this NPI?	How many HOUSEHOLDS does your agency expect to assist in FFY 2024?	How many of the PROJECTED HOUSEHOLDS does your agency expect will achieve the outcome in FFY 2024?	How many HOUSEHOLDS did your agency assist from 10/1/2023 to 3/31/2024?	How many of the HOUSEHOLDS your agency assisted from 10/1/2023 to 3/31/2024 achieved the outcome?	How many HOUSEHOLDS does your agency expect will achieve the outcome in FFY 2024?	How many HOUSEHOLDS did your agency assist from 10/1/2023 to 9/30/2024?	How many of the HOUSEHOLDS your agency assisted from 10/1/2023 to 9/30/2024 achieved the outcome?	Percentage achieving the outcome in FFY 2024.	Performance TARGET accuracy at the end of FFY 2024.
4g The number of households who experienced improved health and safety due to improvements within their home. (e.g. reduction or elimination of lead, radon, carbon monoxide, and/or fire hazards or electrical issues)	YES	ECIP - Furnace repair/replacement and Emergency Cooling	45	45	44	44	75	86	86	100%	115%
4h The number of households with improved energy efficiency and/or energy burden reduction in their homes.	YES	CCP - Customer Contribution Program	8	8	4	4	6	5	5	100%	83%
4i Other: Number of households applied for LIHEAP - approved and denied	YES	LIHEAP	5,200	5,200	4,518	4,518	4,615	4,745	4,745	100%	103%
4j Other Performance Indicator	NO									#DIV/0!	#DIV/0!

COMMENTS/NOTES:

Initial Targets	6 month #'s		Final Targets		Year End #'s	
4g: ECIP 45/45	4g	44/44	4g	75	4g ECIP	
4h: CCP 8/8	4h	4/4	4h	6	4h CCP	
4i: LIHEAP 5200/5200	4i	4518/4518	4i	4615	4i LIHEAP	

INDIVIDUAL AND FAMILY NPIS - FFY 2024

CSBG Domain: HEALTH AND SOCIAL/BEHAVIORAL DEVELOPMENT

Due Date:	With FFY 2024 CSBG application	November 10, 2023		April 30, 2024			November 15, 2024		(auto calculated)		
FFY 2024 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 FFY 2024 through agency programs and services.	Does your agency plan to set a target, track, and report on this NPI in FFY 2024?	What agency programs and services provide the outcomes data for this NPI?	How many INDIVIDUALS does your agency expect to assist in FFY 2024?	How many of the PROJECTED INDIVIDUALS does your agency expect will achieve the outcome in FFY 2024?	How many INDIVIDUALS did your agency assist from 10/1/2023 to 3/31/2024?	How many of the INDIVIDUALS your agency assisted from 10/1/2023 to 3/31/2024 achieved the outcome?	How many INDIVIDUALS does your agency expect will achieve the outcome in FFY 2024?	How many INDIVIDUALS did your agency assist from 10/1/2023 to 9/30/2024?	How many of the INDIVIDUALS your agency assisted from 10/1/2023 to 9/30/2024 achieved the outcome?	Percentage achieving the outcome in FFY 2024.	Performance TARGET accuracy at the end of FFY 2024.
FNPI	YES or NO										
5a The number of individuals who demonstrated increased nutrition skills. (e.g. cooking, shopping, and growing food)	YES	CoPa	45	40	21	21	32	27	27	100%	84%
5b The number of individuals who demonstrated improved physical health and well-being.	YES	FaDSS, CoPa, MH, FP, HIV	1,635	1,623	789	780	1,491	1,481	1,457	98%	98%
5c The number of individuals who demonstrated improved mental and behavioral health and well-being.	YES	FaDSS, CoPa	55	40	36	32	40	50	40	80%	100%
5d The number of individuals who improved skills related to the adult role of parents/caregivers.	YES	FaDSS, CoPa	35	25	24	22	31	31	24	77%	77%
5e The number of parents/caregivers who demonstrated increased sensitivity and responsiveness in their interactions with their children.	YES	FaDSS, CoPa	40	36	20	19	30	26	21	81%	70%
5f The number of seniors (ages 65+) who maintained an independent living situation.	YES	CoPa	7	7	2	2	7	4	4	100%	57%

COMMENTS/NOTES:

Initial Targets	Initial Targets	6 month #'s		Final Targets	Year End #'s	
5a: CoPa - 45/40	5d: FaDSS - 15/10	5a: CoPa	21/21	5d FaDSS	7/5	5a: 32
	5d: CoPa - 20/15			5d CoPa	17/17	5a CoPa
5b: FaDSS - 15/10		5b FaDSS	5/4	5d TOTAL	24/22	5b:1491
5b: CoPa - 45/40	5e: FaDSS - 10/8	5b CoPa	29/29			5b CoPa
5b: Maternal Health - 220/220	5e: CoPa - 30/28	5b MH	102/102	5e FaDSS	1/1	5c: 40
5b: Family Planning - 1300/1300		5b FP	596/596	5e CoPa	19/18	5bMH
5b: HIV - 55/53	5f: CoPa - 7/7	5b HIV	57/49			230/230
TOTAL: 1635/1623		5b TOTAL	789/780	5f CoPa	2/2	5b FP
						1144/1144
						5b HIV
						65/44
						5b TOTAL
						1481/1457
5c: CoPa - 40/30		5c CoPa	26/26	5c TOTAL	36/32	5c F/C
5c: FaDSS - 15/10		5c FaDSS	10/6			50/40
						5f: 7
						5d F/C
						31/24

5d&e: FaDSS individuals had not exited the program yet - family make-up can also impact this number and how they are counted

5f: Two individuals went into nursing homes due to illness - more fell under 5h (chronic illness because they didn't meet the 65+ requirement.

INDIVIDUAL AND FAMILY NPIS - FFY 2024

CSBG Domain: HEALTH AND SOCIAL/BEHAVIORAL DEVELOPMENT (continued)

Due Date:	With FFY 2024 CSBG application		November 10, 2023		April 30, 2024			November 15, 2024		(auto calculated)	
FFY 2024 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 FFY 2024 through agency programs and services. FNPI	Does your agency plan to set a target, track, and report on this NPI in FFY 2024? YES or NO	What agency programs and services provide the outcomes data for this NPI?	How many INDIVIDUALS does your agency expect to assist in FFY 2024?	How many of the PROJECTED INDIVIDUALS does your agency expect will achieve the outcome in FFY 2024?	How many INDIVIDUALS did your agency assist from 10/1/2023 to 3/31/2024?	How many of the INDIVIDUALS your agency assisted from 10/1/2023 to 3/31/2024 achieved the outcome?	How many INDIVIDUALS does your agency expect will achieve the outcome in FFY 2024?	How many INDIVIDUALS did your agency assist from 10/1/2023 to 9/30/2024?	How many of the INDIVIDUALS your agency assisted from 10/1/2023 to 9/30/2024 achieved the outcome?	Percentage achieving the outcome in FFY 2024.	Performance TARGET accuracy at the end of FFY 2024.
5g The number of individuals with disabilities who maintained an independent living situation.	YES	CoPa	20	19	8	7	12	11	10	91%	83%
5h The number of individuals with chronic illness who maintained an independent living situation.	YES	CoPa	20	19	13	12	19	15	14	93%	74%
5i The number of individuals with no recidivating event for six months.											
(1) Youth (ages 14-17)	NO									#DIV/0!	#DIV/0!
(2) Adults (ages 18+)	NO									#DIV/0!	#DIV/0!
5j Other Performance Indicator	NO									#DIV/0!	#DIV/0!
5k Other Performance Indicator	NO									#DIV/0!	#DIV/0!

COMMENTS/NOTES:

Initial Targets	6 month #'s		Final Targets		Year End #'s	
5g: CoPa - 20/19	5g CoPa	8/7	5g CoPa	12	5g CoPa	11/10
5h: CoPa - 20/19	5h CoPa	13/12	5h CoPa	19	5h CoPa	15/14
5h: Less people were enrolled with a "chronic illness" - definition of chronic illness can vary						

INDIVIDUAL AND FAMILY NPIS - FFY 2024

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

Due Date:	With FFY 2024 CSBG application		November 10, 2023		April 30, 2024			November 15, 2024		(auto calculated)	
	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
FFY 2024 CSBG Application (ROMA Planning, Implementation, and Results)	Does your agency plan to set a target, track, and report on this NPI in FFY 2024?	What agency programs and services provide the outcomes data for this NPI?	How many INDIVIDUALS does your agency expect to assist in FFY 2024?	How many of the PROJECTED INDIVIDUALS does your agency expect will achieve the outcome in FFY 2024?	How many INDIVIDUALS did your agency assist from 10/1/2023 to 3/31/2024?	How many of the INDIVIDUALS your agency assisted from 10/1/2023 to 3/31/2024 achieved the outcome?	How many INDIVIDUALS does your agency expect will achieve the outcome in FFY 2024?	How many INDIVIDUALS did your agency assist from 10/1/2023 to 9/30/2024?	How many of the INDIVIDUALS your agency assisted from 10/1/2023 to 9/30/2024 achieved the outcome?	Percentage achieving the outcome in FFY 2024.	Performance TARGET accuracy at the end of FFY 2024.
FNPI	YES or NO										
6a The number of Community Action program participants who increased skills, knowledge, and abilities to enable them to work with Community Action to improve conditions in the community.	YES	Governing Board & Policy Council	13	11	16	11	12	16	11	69%	92%
(1) Of the above, the number of Community Action program participants who improved their leadership skills.	YES	Governing Board & Policy Council	4	4	2	2	2	2	2	100%	100%
(2) Of the above, the number of Community Action program participants who improved their social networks.	YES	Governing Board & Policy Council	13	11	16	11	12	16	11	69%	92%
(3) Of the above, the number of Community Action program participants who gained other skills, knowledge, and abilities to enhance their ability to engage.	YES	Governing Board & Policy Council	13	11	16	11	12	16	11	69%	92%
6b Other Performance Indicator	NO									#DIV/0!	#DIV/0!
7a The number of individuals who achieved one or more outcomes as identified by the NPIS in various domains.	NO									#DIV/0!	#DIV/0!
7b Other Performance Indicator	NO									#DIV/0!	#DIV/0!

COMMENTS/NOTES:

Initial Targets	Initial Targets	6 month #'s			Final Targets	Year End #'s	
6a: GB - 3/2	6a(2): GB - 3/2	6a GB	2/1	6a2 GB	2/1	6a: 12	6a total 16/11
6a: PC - 10/9	6a(2): PC - 10/9	6a PC	14/10	6a2 PC	14/10	6a1: 2	6a1 total 2/2
						6a2: 12	6a2 total 16/11
6a(1): GB - 0/0	6a(3): GB - 3/2	6a1 GB	0/0	6a3 GB	2/1	6a3: 12	6a3 total 16/11
6a(1): PC - 4/4	6a(3): PC - 10/9	6a1 PC	2/2	6a3pc	14/10		