

2017/2018 ANNUAL UPDATE REPORT

Update: Community Action Plan & Strategic Plan

PRESENTED BY:

Matt Pearson, Executive Director

CREATED BY:

Tricia Garcia, Director of Client Services

Our Vision:

"Our Customers embrace the challenge to rise above the perils of poverty, and discover within themselves the courage and strength to succeed."

REPORT SUMMARY

2017/2018 UPDATE

The purpose of this report is to provide Suwannee River Economic Council's Board of Directors with an update on the continuing efforts of the agency and staff to meet the needs of the community addressed in our 2016-2019 Community Action Plan. This report will allow a snapshot of the continued efforts to address the five major needs that were identified in our Community Needs Assessment.

This report will also provide a progress update on the progress towards the goals listed in our 2016-2019 Strategic Plan. Progress updates will be made based on each of the objectives and goals identified in our 2016-2019 Strategic Plan.

Our agency and staff are continuously working to deliver services that are focused towards our mission and our vision. At this time, we are not proposing any revisions and/or adjustments to the CAP or Strategic Plan strategies or goals.

COMMUNITY ACTION PLAN

2017/2018 UPDATE

Our 3-year Community Action Plan addresses five needs in the communities we serve. The CAP also outlines our activities and strategies to meet those needs. This section will give a brief recap of the five major needs addressed and a brief synopsis on ongoing activities.

ACTIVITIES UPDATE OF THE FIVE MAJOR NEEDS:

1. **Unemployment:** Our agency continues to strengthen partnerships with local Workforce agencies in collaborating to assist individuals with employment and education supports to help individuals obtain the skills and training to become employable and/or to increase job opportunities. The Program Director and Case Managers work with local education providers in the community to stay abreast of new and developing training programs, as well as participate in local outreach events.
2. **Job Skills/Education:** Agency has partnered with Saint Leo University to help provide internship hours and on the job training for enrolled students seeking to obtain degrees in the field of Social Services.

We continue to use the Client Surveys to address the need for job skills and education with clients who are seeking services from our agency. We also work with clients to help with enrollment and gather information needed to begin the enrollment process. We continue to work closely with education and training providers to ensure that individuals who are seeking job skill training or education assistance are referred to us for assistance.

3. **Transportation:** Staff continuously works to inform the community of the transportation services available. Transportation continued their services in the City of Starke to include areas in the county, as well as enacted a new route in both Dixie and Gilchrist County. Service Are included drop off and pickup at local businesses as well as the Wal-Mart located in Chiefland. Transportation services diligently work with client's seeking support services through our agency to ensure they are able to meet with the case manager located at their county service center.
4. **Safe and Affordable Housing:** The agency continues to operate the SHIP Program in seven counties and the Weatherization Program in ten counties. Program Directors, Case Managers and field staff throughout our agency continue to refer clients and families to our housing programs for weatherization, housing repairs and home ownership. In addition, outreach efforts are ongoing and partnerships are being strengthened with local law enforcement and community advocates to assist families in need of emergency temporary shelter.
5. **Nutritional Needs:** The agency continues to collaborate with nonprofit organizations, such as Catholic Charities to help identify families with nutritional needs to assist with food vouchers and referrals.

STRATEGIC PLAN

2017/2018 UPDATE

The 2016-2019 Strategic Plan outlined several goals that our agency has set to achieve over a three year period. Below is a summary of each goal, the number achieved and the percentage of the year two goal achieved, the following information should help to provide you with our agency's overall achievement for the second year.

Due to changes in our CSBG Annual Report, National Performance Indicators are no longer used, therefore some NPI's are no longer tracked by the agency. In these cases we have entered "N/A" for updates.

GOAL 1: LOW-INCOME PEOPLE BECOME MORE SELF-SUFFICIENT

REPORT PERIOD: OCTOBER 1, 2017 – SEPTEMBER 30, 2018

National Performance Indicator 1.1 Employment The number and percentage of low-income participants who get a job or become self-employed, as a result of community action assistance.	CAP 3 YEAR PROJECTIONS <i>Number of participants expected to achieve outcome (#)</i>	Year Two Goal	Number Achieved	Year Two % Achieved
A. Unemployed and obtained a job	40	10	10	100%
B. Employed and maintained a job for at least 90 days	30	8	8	100%
C. Employed and obtained an increase in employment income and/or benefits	9	3	1	33%
D. Achieved "living wage" employments and/or benefits	9	4	0	0%

GOAL 1: LOW-INCOME PEOPLE BECOME MORE SELF-SUFFICIENT

REPORT PERIOD: OCTOBER 1, 2017 – SEPTEMBER 30, 2018

(CONTINUED)

<p>National Performance Indicator 1.2</p> <p><i>Employment Supports</i></p> <p>The number of low-income participants for whom barriers to initial or continuous employment are reduced as a result of Community Action assistance.</p>	<p>CAP 3 YEAR PROJECTIONS</p> <p><i>Number of low-income participants who get jobs or become self-employed, as a result of agency assistance (#)</i></p>	<p>Year Two Goal</p>	<p>Number Achieved</p>	<p>Year Two % Achieved</p>
A. Obtained skills/competencies required for employment	30	10	8	80%
B. Completed ABE/GED and received certification or diploma	15	4	0	0%
C. Completed post-secondary education program and obtained certificate or diploma	30	10	6	60%
D. Enrolled children in before or after school programs	3	1	0	0%
E. Obtained care for child or other dependent	3	1	0	0%
F. Obtain access to reliable transportation and/or driver's license	120	43	43	100%
G. Obtained health care services for themselves or a family member	9	3	0	0%
H. Obtained and/or maintained safe and affordable housing	15	5	3	60%
I. Obtained food assistance	9	2	1	50%
J. Obtained non-emergency LIHEAP energy assistance	24	8	8	100%
K. Obtained non-emergency WX energy assistance	15	6	1	16%
L. Obtained other non-emergency energy assistance (State/local/private energy programs. Do not include LIHEAP or WX)	9	3	3	100%
Other: Obtained identification or work permit documentation for employment (social security card, work permit etc.)	5	1	0	0%

GOAL 2: THE CONDITIONS IN WHICH LOW-INCOME PEOPLE LIVE ARE IMPROVED

REPORT PERIOD: OCTOBER 1, 2017 – SEPTEMBER 30, 2018

<p>National Performance Indicator 2.1</p> <p><i>Community Improvement and Revitalization</i></p> <p>Increase in, or safeguarding of, threatened opportunities and community resources or services for low-income people in the community as a result of Community Action.</p>	<p>CAP 3 YEAR PROJECTIONS</p> <p>Number of projects and initiatives expected to achieve (#)</p>	<p>Year Two Goal</p>	<p>Number Achieved</p>	<p>Year Two % Achieved</p>
<p>D. Safe, affordable housing units in the community preserved or improves through Community Action or advocacy</p>	<p>Projects: 8 Initiatives: 480</p>	<p>Projects: 8 Initiatives: 160</p>	<p>Projects: 8 Initiatives: 111</p>	<p>Projects: 100% Initiatives: 69%</p>

GOAL 2: THE CONDITIONS IN WHICH LOW-INCOME PEOPLE LIVE ARE IMPROVED

REPORT PERIOD: OCTOBER 1, 2017 – SEPTEMBER 30, 2018

(CONTINUED)

National Performance Indicator 2.3 <i>Community Engagement</i>	CAP 3 YEAR PROJECTIONS	Year Two Goal	Number Achieved	Year Two % Achieved
	<i>Number of community members mobilized to participate in CAA initiatives expected to achieve (#)</i>			
The number of community members working with the Community Action to improve conditions in the community.				
A .Community members mobilized to participate in community revitalization and anti-poverty initiatives	720	250	204	81%
Hours donated	<i>Total number of hours contributed by the community expected to achieve (#)</i>	Year Two Goal	Number Achieved	Year Two % Achieved
B1d. Serve on other CAA Advisory Boards, councils, or committees	300	105	110	104%
B1i. Other CAA clients or low-income persons volunteer with the agency	45,000	15,000	13,209	88%
B2b. CAA non-low-income board members	750	250	110	73%

GOAL 3: LOW-INCOME PEOPLE OWN A STAKE IN THEIR COMMUNITY

REPORT PERIOD: OCTOBER 1, 2017 – SEPTEMBER 30, 2018

National Performance Indicator 3.1 <i>Community Enhancement Through Maximum Feasible Participation</i> <i>The number of volunteer hours donated to Community Action</i>	CAP 3 YEAR PROJECTIONS	Year Two Goal	Number Achieved	Year Two % Achieved
	<i>Total number of volunteer hours expected to receive (#)</i>			
A. Total number of volunteer hours donated by low-income individuals only to Community Action	46,200	15,500	12,109	78%

National Performance Indicator 3.2 <i>Community Empowerment through Maximum Feasible Participation</i> <i>The number of low-income people mobilized as a direct result of community action initiative to engage in activities that support and promote their well-being and that of their community</i>	CAP 3 YEAR PROJECTIONS	Year Two Goal	Number Achieved	Year Two % Achieved
	<i>Number of low-income people expected to achieve (#)</i>			
A. Low-income people in formal, decision-making, community organizations, government, boards or councils	180	N/A	N/A	N/A
C. Number of low-income people purchasing their own home in their community as a result of Community Action	105	35	63	180%
D. Low-income people in non-governance community activities/groups created/supported by Community Action	1,200	425	425	100%

**GOAL 4: PARTNERSHIPS AMOUNT SUPPORTERS AND PROVIDERS OF SERVICE TO
 LOW-INCOME PEOPLE ARE ACHIEVED**

REPORT PERIOD: OCTOBER 1, 2017 – SEPTEMBER 30, 2018

<p>National Performance Indicator 4.1</p> <p><i>Expanding Opportunities Through Community-Wide Partnerships</i></p> <p><i>The number of organizations, both public and private, that community action actively works with to expand resources and opportunities for individuals or families, or to achieve community improvement outcomes.</i></p>	<p>CAP 3 YEAR PROJECTIONS</p> <p><i>Number of organizations and partnerships to achieve (#)</i></p>	<p>Year Two Goal</p>	<p>Number Achieved</p>	<p>Year Two % Achieved</p>
<p>N. Total unduplicated number of organizations agency actively works with to expand resources and opportunities</p>	<p>Organizations: 241 Partnerships: 200</p>	<p>Organizations: 241 Partnerships: 200</p>	<p>Organizations : 241 Partnerships: 200</p>	<p>Organizations 241 Partnerships: 200</p>

GOAL 5: AGENCIES INCREASE THEIR CAPACITY TO ACHIEVE RESULTS

REPORT PERIOD: OCTOBER 1, 2017 – SEPTEMBER 30, 2018

National Performance Indicator 5.1 <i>Agency Development</i>	CAP 3 YEAR PROJECTIONS	Year Two Goal	Number Achieved	Year Two % Achieved
	<i>Number of training hours and staff attending expected to achieve (#)</i>			
<i>The number of human capital resources available to Community Action that increases agency capacity to achieve family and community outcome.</i>				
B. Number of Nationally Certified ROMA Trainers	1	1	1	100%
E. Number of staff attending trainings	360	N/A	N/A	N/A
F. Number of board members attending trainings	72	N/A	N/A	N/A
G. Hours of staff in trainings	2,280	740	311	42%
H. Hours of board members in training	88	N/A	N/A	N/A

**GOAL 6: LOW-INCOME PEOPLE, ESPECIALLY VULNERABLE POPULATIONS,
 ACHIEVE THEIR POTENTIAL BY STRENGTHENING FAMIL AND OTHER
 SUPPORTIVE SYSTEMS**

REPORT PERIOD: OCTOBER 1, 2017 – SEPTEMBER 30, 2018

National Performance Indicator 6.1 <i>Independent Living</i>	CAP 3 YEAR PROJECTIONS	Year Two Goal	Number Achieved	Year Two % Achieved
	<i>The number of vulnerable individuals receiving services from community Action who maintain an independent living situation as a result of those services.</i>			
A. Senior Citizens (55 years or older)	20,700	6,900	2,983	43%
B. Individuals with Disabilities	18,900	6,400	4,369	68%
B3. Ages 55 and over (with disabilities)	7,500	N/A	N/A	N/A
B4. Age Unknown (with disabilities)	11,400	N/A	N/A	N/A

National Performance Indicator 6.2 <i>Emergency Assistance</i>	CAP 3 YEAR PROJECTIONS	Year Two Goal	Number Achieved	Year Two % Achieved
	<i>The number of low income individuals serves by Community Action who sought emergency assistance and the number of those individuals for whom assistance was provided.</i>			
A. Emergency Food	120	40	0	0%
B. Emergency Fuel or Utility payments (including LIHEAP or private funding source)	7,500	2,500	3,915	156%
C. Emergency Rent or Mortgage Assistance	425	150	84	56%
D. Emergency Car or Home Repair (i.e.. Structural, appliance, heating system, etc.)	225	75	78	104%
E. Emergency Temporary Shelter	120	40	41	102%
F. Emergency Medical Care	9	3	0	0%
J. Emergency Disaster Relief	15	5	0	0%
K. Emergency Clothing	15	5	1	20%

**GOAL 6: LOW-INCOME PEOPLE, ESPECIALLY VULNERABLE POPULATIONS,
 ACHIEVE THEIR POTENTIAL BY STRENGTHENING FAMILY AND OTHER
 SUPPORTIVE SYSTEMS**

REPORT PERIOD: OCTOBER 1, 2017 – SEPTEMBER 30, 2018

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National Performance Indicator 6.4 <i>Family Supports (Seniors, Disabled and Caregivers)</i> <i>Low-income people who are unable to work, especially seniors, adults with disabilities, and caregivers, for whom barriers to family stability are reduced or eliminated</i>	CAP 3 YEAR PROJECTION	Year Two Goal	Number Achieved	Year Two % Achieved
	<i>Number of participants expected to achieve outcome (#)</i>			
B. Obtained care for child or other dependent	7,500	2,500	2357	92%
C. Obtained Access to reliable transportation and/or driver's license	4,200	1,375	2556	125%
D. Obtained health care services for themselves or a family member	1	1	0	0%
E. Obtained safe and affordable housing	180	60	130	217%
F. Obtained food assistance	4,500	1,500	1085	146%
G. Obtained non-emergency LIHEAP energy assistance	4,500	N/A	N/A	N/A