

FFY 2020 State Plan

State Plan Assurances/ Regular CSBG Funding

Please respond to all items below:

- 1) DSS must assure CSBG funds are designed to assist low income families and individuals within the service area. Describe how utilization of the CSBG funding in the agency will be used to. (If an assurance is not applicable, please note "N/A")

a Remove obstacles and solve problems that block the achievement of self-sufficiency.

CSBG funds are used for the Intake, Assessment, and Referrals process for all families to determine their household demographics and eligibility for CSBG and other program funds. Eligible participants will receive family/individual-specific goals focused on their income, education, housing, and/or employment needs in order to break the cycle of poverty. Case management, life skills classes, parenting skills classes, and Healthy Homes education & home repair services are used. Families can also receive food assistance, non-emergency energy assistance, and be referred both internally and externally for ongoing services to address needs as they arise.

b Secure and retain meaningful employment.

CSBG funds are used for the Intake, Assessment, and Referrals process for all families to determine their household demographics and eligibility for CSBG and other program funds. We provide employment readiness classes, financial literacy, Hi-Set training, reentry services, substance abuse education, individualized job counseling/job recruitment, hiring events and job fairs. We conduct focus groups with employers to determine their needs and network with probation & parole officers to determine skill sets of ex-offenders. Participants learn interviewing skills, receive an up-to-date resume, and hiring notices from employers. Eligible participants will also receive clothing vouchers & hygiene kits for job interviews. Our individualized job counseling assists clients with a possible interview with one of our collaborative employers. We assess client abilities and try to match them up with an employer for the best employment opportunity.

c Attain an adequate education, with particular attention toward improving literacy skills of the low-income families in the community.

CSBG funds are used for the Intake, Assessment, and Referrals process for all families to determine their household demographics and eligibility for CSBG and other program funds. CSBG funds will be used to leverage community resources to expand, enhance and support education efforts including HiSet training, REALL - a dropout prevention simulation, STEM educational training, Substance Abuse and Anger Management education.

d Make better use of available income.

CSBG funds are used for the Intake, Assessment, and Referrals process for all families to determine their household demographics and eligibility for CSBG and other program funds. Asset development is a key component to lifting families out of poverty. We offer the IDA savings program, provide financial education, energy conservation, and work with resources throughout Metro St. Louis to assist families attain assets of home ownership, small business, post-secondary education, vehicles, home repairs and nonpredatory lending such as small dollar loans. We provide financial education including goal setting, maintaining a household budget, and credit counseling.

e Obtain and maintain adequate housing and a suitable living environment.

CSBG funds are used for the Intake, Assessment, and Referrals process for all families to determine their household demographics and eligibility for CSBG and other program funds. Households may be eligible to receive the following assistance: rent assistance, mortgage assistance, weatherization and AC units, Homebuyer education, Credit counseling, Down-payment assistance, Individual Development Accounts, Healthy Homes Education and home repair services are made available to households.

f Obtain emergency assistance through loans, grants or other means to meet immediate and urgent family and individual needs.

CSBG funds are used for the Intake, Assessment, and Referrals process for all families to determine their household demographics and eligibility for CSBG and other program funds. Income eligible families will receive disaster relief and emergency assistance when funding is available. Bills such as rent/mortgage, gas, electric, and water can be paid. In addition, families can receive assistance for AC window units and food as needed. Referrals will be made to outside agencies to help people meet their basic needs.

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Achieve greater participation in the affairs of the communities involved, including development of public and private grassroots partnerships with local law enforcement agencies, local housing authorities, private foundation and other public and private partners to i) document best practices based on successful grassroots interventions to develop methodologies for widespread replication and/or, ii) strengthen and improve relationships with local law enforcement agencies, which may include participation in activities such as neighborhood or community policing efforts.

We will continue to initiate, join and grow alliances for community action to ensure safety, community engaged policing, and to eradicate discrimination. Through our programs and community outreach, we will collaborate with governing and adjudicating bodies/criminal justice system around municipal fees and disproportionate impact on low-income communities and contribute to a dialogue and action that encompasses personal safety. Facilitate community members and police dialogue/interaction.

- 2) Describe how the agency will address the needs of youth in low-income communities through youth development programs that support the primary role of the family, give priority to the prevention of youth problems and crime and promote increased community coordination and collaboration in meeting the needs of youth, and support development and expansion of innovative community-based youth development programs that have demonstrated success in preventing or reducing youth crime (such as i) programs for the establishment of violence-free zones that would involve youth development and intervention models - i.e. youth mediation, mentoring, life skills training, job creation, and entrepreneurship programs, ii) after-school child care programs).

Our Youth Services program delivers intervention/prevention services to St. Louis County youth. Our program utilizes case management, school presentations, STEM educational training, REALL - a dropout prevention simulation, and career fairs. Children are referred for the following reasons: fighting, possible gang involvement, and discipline issues (either at home, school or community). A detailed action plan is established with parent/school support and tools such as Child Focused Goals and Family Focused Goals assist us in accomplishing the planned outcome for each participant. Our school curriculum focuses on the following topics: Conflict Resolution Skills, Violence Prevention, Gang Prevention, Communication, and Handling Peer Pressure. Each participant receives up-to-date information on these subjects, and surveys. Pre/post tests are used to measure the success of this program. CAASTLC's established collaborations with the following school districts continue: Hancock Place, Hazelwood, Ritenour, Jennings, Normandy and University City.

- 3) Describe how the agency will make more effective use of, and coordinate with, other programs related to the purposes of the Community Services Block Grant.

Partnerships are created with local businesses, youth services, educational services, employers, city and state government agencies, and non profit entities to develop and share programs for low income individuals and families. Through these partnerships services are created with the goal of family development and non-duplication and fill gaps of services throughout the area.

- 4) Provide a description of the service delivery system for services provided or coordinated with CSBG funds.

CAASTLC operates a Family, Intake, Assessment and Referral program whereby all persons seeking assistance are screened to determine eligibility and needs. All persons are screened for income and residency eligibility requirements, after which appropriate needs are determined in order to design service delivery. Referrals to services are then made and follow-up is conducted to determine if the services were rendered. Our Management Information System (MIS) tracks data for reporting purposes such as household demographics, income, referrals, client contacts, goals and outcomes. Documentation will be scanned and entered in the client MIS file. Outcomes for various programs like case management, youth, employment, weatherization, energy assistance and housing are tracked. MIS is used to increase accuracy and efficiency. We generate graduation certificates to clients who complete program requirements along with monitoring clients' progression within certain programs (i.e. missing groups, 90-day measures on employment, etc.). When clients return to the agency for any services, follow up is done through questions and entered into the MIS.

- 5) Describe how linkages will be developed to fill identified gaps in the services, through the provision of information, referrals, case management and follow-up consultation.

Community Organizing efforts include the development of formal and informal partnerships with community organizations and services that are critical to meeting the needs of low income families. In addition, a Community Resource Guide is maintained and made available to the entire community electronically. Case management must be supported and maintained by a partnership among the case management staff of the various organizations that make up the network of community service providers. Establishing and maintaining relationships with community service providers and organizations will help meet customers goals. The case manager must work within a network of community service providers and should make sure that customers and service providers are kept informed of each other's activities. Case managers mediate between network members and intervene on behalf of the customer when necessary.

- 6) Describe how CSBG funds will be coordinated with other public and private resources.

We link services & leverage funding with several organizations by providing Intake, Assessment, and Referrals, and offering several family development, educational, and employment programs to residents including: Missouri American Water, Ameren UE, Spare, Heat Up St. Louis, LIHEAP, DNR, Bethany Peace Church, St. Louis Area Food Bank, Ritenour School District, Jennings School District and other local school districts, Missouri Extension, Lively Stone Church, the City of Overland, the City of Hazelwood, St. Louis County, Beyond Housing, Salvation Army and the United Way. Since our last fiscal year, we have assisted People's Community Action Agency (PGAC) with program information, CSBG & MIS procedures, and coordinating services within our local community. This year we will leverage CSBG funding with USDA, EFSP, HUD, and the United Way.

- 7) Describe how the agency will use funds to support innovative community and neighborhood based initiatives with the goal of strengthening families and encouraging effective parenting.

Our Step Up to Leadership program will assist low-income individuals to acquire skills necessary to function, grow, and succeed as leaders in their community. Low-income individuals will engage in activities that support and promote personal and community growth. The program curriculum consist of three learning goals. The first goal is to provide content learning about specific topics a novice non-profit board member might need to know. The second goal is to provide a learning environment where participants can develop self-awareness and better understand human nature and relationships. The third goal is to understand the structure of City and State government where participants learn to make presentations to city councils and state legislators with concerns. In addition, we will offer mini-grants (small, potential community projects). Community involvement in the form of a service project builds community comradery and teamwork skills.

- 8) Describe how the agency will provide, on an emergency basis, for the provision of such supplies and services, nutritious foods and related services to counteract conditions of starvation and malnutrition among low income individuals.

St. Louis United Way has developed a group of St. Louis area organizations to collaborate on disaster relief within the St. Louis and East St. Louis area. Monthly our Associate Director of CSBG attends these meetings with other local nonprofit organizations, churches and local government officials to address any need that is centered on disaster situations within our area. Each partner at the meeting updates their services for disaster relief and the United Way provides updates on disasters or related issues. The group invites guest speakers affected by disasters to give an update on needs within the community. CAASTLC provides families emergency food through our food pantry, household items, and clothing through referrals to area agencies.

- 9) Describe how the agency will coordinate and establish linkages between governmental and other social services programs to assure the effective delivery of such services to low-income individuals and to avoid duplication of such services.

Our Reentry Employment program utilizes a specific curriculum and provides employment supports to each of the participants who attend classes or receive one-on-one consultation. We collaborate with the State of Missouri Probation and Parole, St. Louis offices to implement an employment readiness curriculum to ex-offenders. This program offers ex-offenders or persons on probation/parole another outlook on future opportunities. Through this training program, a participant receives an updated resume, employment leads, employment readiness training, and case management services.

- 10) Describe how the agency will coordinate the provision of employment and training activities in communities with entities providing activities through statewide and local workforce investment systems under the Workforce Investment Act.

CAASTLC's CEO serves on the St. Louis County Workforce Development Board and keeps us informed of programs and projects of which we should be aware. We post all of our hiring events, job fairs and employment class schedules with the workforce investment office. We also distribute their list of services and events to our clients.

- 11) Describe how the agency will ensure coordination between antipoverty programs in each community in the service area, and ensure, where appropriate, that emergency energy crisis intervention programs are conducted.

Staff attend many metropolitan collaborative groups that share programs, resources and data to prevent duplication of services. We utilize a computer based system with our utility program that uses the United Way website to determine if clients have gone to other agencies and received funding before we allocate funds on their behalf. Within our agency, staff coordinate activities with several partners and maintain a database of current stakeholders and their role within our service area. In addition, we maintain sign-in sheets of attendance and contact information for each stakeholder. One program which fits a need is our collaboration with Missouri American Water, known as "H2O Help". H2O Help assists low-income families in their effort to maintain water services at their homes. We leverage staff time to conduct the H2O Help program under CSBG. We also administer the water program to clients of two other Community Action Agencies which are Economic Security Corporation of Southwest Area and Central Missouri Counties Human Development Corporation. Our Family Development Case Manager Coordinator manages this program.

- 12) Describe how the agency will coordinate programs with and form partnerships with other organizations (i.e. religious, charitable and other community-based) serving low-income residents of the service area.

We collaborate with various groups on forums, local task forces, community meetings, job fairs, community initiatives on poverty, and community response teams. These groups assist us with communicating any program changes and up-to-date information about services we provide.

13)

Describe the agency's procedures under which a low-income individual, community organization, or religious organizations, or representative of low-income individuals that considers its organization, or low individuals, to be inadequately represented on the board to petition for adequate representation.

Stated in our agency By-laws (section 4.10) A low-income individual, community organization, or religious organization, or representative of low-income individuals that considers its organization, or low-income individuals, to be inadequately represented on the board may submit a petition for representation to the Board Chairperson, who shall present the petition to the Directors at the next Board meeting. The Board shall provide a written response to such petition within sixty (60) days after receipt of the same. Should it decide to provide representation to the petitioning organization or interest, the Board shall take any actions necessary to provide that representation while ensuring that the Board's composition meets the requirements of the federal Community Services Block Grant Act and any other applicable laws or regulations.

14)

Describe how the agency will assure participation in the Results Oriented Management and Accountability System

CAASTLC will continue utilizing all phases of the ROMA cycle in agency planning and implementation of all programs and services. We currently have 2 staff that are Certified ROMA Trainers and 3 staff that are Certified ROMA Implementers who all work with the entire agency to ensure that goals are realistic, measurable and reported accurately. We have monthly CSBG staff meeting to ensure constant quality program improvement which we follow the ROMA cycle of planning, implementing, reporting and evaluating program services, and outcomes.

Community Action Agency Name: **CAASTLC**
CARES Act Funding: \$ 2,787,057

FFY 2020 State Plan - Amendment

State Plan Assurances/CARES Act Funding

no updates submitted

FFY 2020 State Plan

State Plan Assurances/Regular CSBG Funding

Please respond to all items below:

- 1) DSS must assure CSBG funds are designed to assist low income families and individuals within the service area. Describe how utilization of the CSBG funding in the agency will be used to: (If an assurance is not applicable, please note "N/A").

- a. Remove obstacles and solve problems that block the achievement of self-sufficiency;

Customers for CSBG funded programs receive a needs assessment that assists in identifying barriers to self sufficiency. Funds are used to develop programs and services to remove those barriers such as transportation, education and employment. This can be either directly or through partnerships with other agency or community programs. If a CSBG program or activity cannot directly remove a barrier, the customer will be supported in their involvement with other agencies and programs in the community.

- b. Secure and retain meaningful employment;

CSBG funds are used to assess needs and set goals for program participant in the area of employment. CSBG funds can assist participants in pre-employment needs such as obtaining employment documents; job search, attainment and retention support; resume development and skills training. We partner with other agencies and businesses that may offer services such as job placement and further education. We achieve this through case management.

- c. Attain an adequate education, with particular attention toward improving literacy skills of the low income families in the community;

CSBG program participants who have been identified through needs assessment as having a need for increased literacy or further education may be referred to case management or another agency program. These participants will be supported directly or indirectly to meet education goals.

- d. Make better use of available income;

CSBG program participants are income eligible and as a part of intake and assessment, are assisted in creating a budget based on their income and current expenses. Case managers provide follow up and support as participants work toward better use of income. Ongoing support is offered as participants reach different income levels and face new barriers. Referrals to social service programs that offer housing and food assistance help customers make the best use of available income.

- e. Obtain and maintain adequate housing and a suitable living environment;

When it is determined that a CSBG participant has a need for safe and affordable housing, CSBG funds can be used to bring the participant to stability if there is risk of eviction or foreclosure. Participants are also referred to community partners that provide housing stability assistance programs. Customers are assisted in creating budgets that serve as a guide to the income that is available for housing needs. CAPSTJOE has knowledge of landlords and properties in the service area, as well as knowledge of other housing programs.

Obtain emergency assistance through loans, grants or other means to meet immediate and urgent family and

- f. individual needs;

If there exists an emergency or a need for assistance outside of approved CSBG services, participants will be referred to existing programs in the community that provide the needed funding or assistance for the need. At times this will involve a combination of CSBG funds and other local grants or programs. As new types of emergencies and need are identified, CAPSTJOE can use that information to plan for future program or seek out additional resources or funds in the community.

9. Achieve greater participation in the affairs of the communities involved, including development of public and private grassroots partnerships with local law enforcement agencies, local housing authorities, private foundation and other public and private partners to i) document best practices based on successful grassroots interventions to develop methodologies for widespread replication and/or; ii) strengthen and improve relationships with local law enforcement agencies, which may include participation in activities such as neighborhood or community policing efforts;

CSBG staff work closely with the Board and key staff within other agencies, businesses and programs to create or support community partnerships and programs. Staff are currently involved in many community groups and efforts in the areas of homelessness and housing. Staff attend meetings and serve on committees related to community affairs.

- 2) Describe how the agency will address the needs of youth in low-income communities through youth development programs that support the primary role of the family, give priority to the prevention of youth problems and crime and promote increased community coordination and collaboration in meeting the needs of youth, and support development and expansion of innovative community-based youth development programs that have demonstrated success in preventing or reducing youth crime [such as i) programs for the establishment of violence-free zones that would involve youth development and intervention models -- i.e., youth mediation, mentoring, life skills training, job creation, and entrepreneurship programs; ii) after-school child care programs].

CAPSTJOE administers Head Start and Early Head Start (to all counties in service area), as well as the Early Head Start Child Care Partnership Programs (Buchanan County only). The agency's Head Start programs partner with CSBG to act as a referral source for families in need of assistance who are eligible for CSBG services, but also through our Back to School Fairs, Outreach and Education. This inter-agency collaboration offers the opportunity for CSBG dollars to impact children and families in a positive way.

CAPSTJOE also partners with The Youth Alliance, an organization that specifically targets youth and at risk youth by providing useful programming to aid them in furthering their education, and being successful members of the community. Staff assist parents in making sure their child is ready for school and that needs are met to best facilitate learning.

- 3) Describe how the agency will make more effective use of, and coordinate with, other programs related to the purposes of the Community Services Block Grant.

When determining CSBG eligibility, staff consider what other agency and community programs the participant may qualify for. This allows services to not be duplicated by other agencies but also determines how to best make use of all available funding sources. Many committees and groups exist for ease of collaboration. CAPSTJOE continues to seek out additional partnerships and programs that align with goals of CSBG.

- 4) Provide a description of the service delivery system, for services provided or coordinated with CSBG funds.

Potential CSBG participants participate in an intake and referral process. This may result from direct customer contact (walk in), internal program referral (Head Start) or community partner referral (Catholic Charities). Eligibility is determined and needs, resources and strengths are assessed. Participants are referred to any internal agency programs for which they qualify. Case management is provided throughout the CSBG service delivery period. Information on customer need and services is documented in MIS. CSBG program participants continue to work with staff to support them through the service delivery process.

- 5) Describe how linkages will be developed to fill identified gaps in the services, through the provision of information, referrals, case management and follow-up consultation.

Leadership and field staff currently partner with staff in other agencies and inter-agency departments to address service gaps. Case managers work with participants throughout the referral process and continuously follow up as participants needs are met and addressed. The CAPSTJOE leadership team seeks out programs and funding opportunities for identified gaps. Community agencies work together to find resources for hard to fit cases as needed.

- 6) Describe how CSBG funds will be coordinated with other public and private resources.

CSBG funds are used to collaborate services from other programs within the CAP agency: Head Start, SkillUP and LIHEAP. By doing this we are able to utilize funds from all sources to provide a more comprehensive, wrap around service to those who are enrolled in agency programs and receive follow up and ongoing support from CSBG and other program staff. This also mirrors the CAPSTJOE external collaboration practice in which one customer may receive a service from another agency which complements the service they are receiving with CSBG funds. We maintain the ability to do this by forming strong partnerships and community engagement.

- 7) Describe how the agency will use funds to support innovative community and neighborhood based initiatives with the goal of strengthening families and encouraging effective parenting.

CAPSTJOE utilizes many tools to continue to create and execute new and innovative uses of our CSBG funding. We depend on the results of our Community Needs Assessment, and data collection in our service area to ensure we are targeting the greatest needs of our communities. Using the ROMA cycle, we are able to take that data and form it into initiatives to take to the community. It is important to CAPSTJOE as a community agency to develop programs and services that not only meet the communities' needs but also strengthen the community.

A program that CAPSTJOE created is the Pop-Up CAPS, a mobile delivery of services. Transportation was identified in our community needs assessment as well as a barrier by our clients, so to address this barrier in an innovative way we took the services to the clients. The program is designed to target clients in very rural areas or clients with other transportation barriers. Intake workers go to a site in the neighborhood with low transportation services and provide the opportunity to learn about and enroll in all services provided from our office locations. By bringing the services to the clients we are helping them to overcome barriers and assisting them in a way that has not been done in our service area before. CAPSTJOE is also looking on expanding our Day Labor pilot program. This is a neighborhood based initiative to target the local downtown homeless population who have no income for basic needs.

- 8) Describe how the agency will provide, on an emergency basis, for the provision of such supplies and services, nutritious foods and related services to counteract conditions of starvation and malnutrition among low income individuals.

CAPSTJOE maintains an emergency resource room. Current items include food, clothing, hygiene items and diapers. CSBG participants can access the resource room supplies for unmet needs. We continue to form new partnerships to keep the resource room well stocked without relying solely on CSBG funds.

- 9) Describe how the agency will coordinate and establish linkages between, governmental and other social services programs to assure the effective delivery of such services to low-income individuals and to avoid duplication of such services.

CAPSTJOE staff serves on local collaborative groups throughout the service area and attends monthly and quarterly meetings with community partners to share information in an effort to identify and fill gaps in services. Resource information is regularly updated in the MIS system to assure that referrals are current and accurate with follow-up conducted monthly to determine what services were rendered and the result of service provision. As individuals and families navigate the service delivery system, they sometime encounter issues, conflicts in information and time constraints. CAPSTJOE staff, through the rapport they have established with other agencies, will facilitate access to services by helping individuals and families understand the processes or steps involved. Coordination is followed by regular attendance to meetings, minutes and face to face contact in community events. A newly established electronic network has also been established and CAPSTJOE along with several other social service agencies enter referral information in the system to track referrals, follow up with participants and effectively avoid duplication of efforts and services.

- 10) Describe how the agency will coordinate the provision of employment and training activities in communities with entities providing activities through statewide and local workforce investment systems under the Workforce Investment Act.

CAPSTJOE staff serve as a WIOA partner to provide employment services in our entire service area , referring clients to their local Career Center to complete necessary documentation, as well as to participate in beneficial course offerings to help clients overcome their employment barriers. CAPSTJOE serves as a referral entity to help reduce or eliminate barriers to employment. The agency partners with the local Workforce Investment Act Board career services in providing employment services to our service area.

- 11) Describe how the agency will ensure coordination between antipoverty programs in each community in the service area, and ensure, where appropriate, that emergency energy crisis intervention programs are conducted.

CAPSTJOE administers the LIHEAP program, as well as other utility assistance programs for heating, cooling, water and sewer. CAPSTJOE staff see that all programs participants also take advantage of LIHEAP and other energy assistance if available. In addition, we partner with other community emergency energy assistance programs to avoid duplication of services and also make the best use of available funds.

- 12) Describe how the agency will coordinate programs with and form partnerships with other organizations (ie religious, charitable and other community-based) serving low-income residents of the service area.

CAPSTJOE currently has numerous formal and informal partnerships with other organizations and agencies in the community. Partnership stakeholders meet regularly to develop procedures and plan programs and services. We will continue current partnerships and always be open to the development of new partnerships. We participate in community outreach events with partners and act as a referral network.

- 13) Describe the agency's procedures under which a low-income individual, community organization, or religious organizations, or representative of low-income individuals that considers its organization, or low individuals, to be inadequately represented on the board to petition for adequate representation.

Low-income representation for individuals and organizations is achieved in multiple ways. The Head Start Policy Council is responsible for appointing one representative, who then has dual representation on both the Policy Council and BOD. Other low-income representatives are nominated by existing BOD members, the public at-large or by low-income persons self-declaration; individuals are then voted on for appointment. In an effort promote adequate representation on the Board of Directors, when low-income vacancies occur, the agency accepts nominations and holds elections for the vacant board position. Individuals and/or entities that wish to challenge the composition or representation of the Board of Directors may submit their complaint in writing to the Board of Directors via the Executive Director. The board will consider the complaint and determine a course of action; the action taken depends largely on the board's composition at the time, to include vacancies, and compliance with the CSBG Organizational Standards for tri-partite board composition.

- 14) Describe how the agency will assure participation in the Results Oriented Management and Accountability System.

Two staff members of CAPSTJOE are currently in process to become ROMA Implementers: Family Services Director and Direct Client Services manager. When certification has been completed, participation in ROMA will be implemented within the agency. The Family Services Director has completed the ROMA portfolio and has taken the exam and is awaiting results. The Direct Client Services Manager is completing the remaining portfolio sections. Both will achieve certification by early Fall 2019 to align with the beginning of CSBG FFY20. In the meantime, all current program initiatives and services in the CAP and Agency Strategic Plan are developed following ROMA guidelines for the Logic Model. In addition, all ROMA Cycle components are incorporated into agency programs.

Community Action Agency Name: **CAPSTJOE**
CARES Act Funding: **\$685,337**

FFY 2020 State Plan - Amendment

State Plan Assurances/CARES Act Funding

6) Describe how CSBG funds will be coordinated with other public and private resources.

CAPSTJOE will need to secure additional funding and grant opportunities for The Community Action Emergency Shelter to continue operations on an on-going basis once CARES Act funds have been depleted.

FFY 2020 State Plan

State Plan Assurances/ Regular CSBG Funding

Please respond to all items below:

DSS must assure CSBG funds are designed to assist low income families and individuals within the service area.

- 1) Describe how utilization of the CSBG funding in the agency will be used to: (If an assurance is not applicable, please note "N/A").

- a. Remove obstacles and solve problems that block the achievement of self-sufficiency;

CMCA will utilize CSBG funds to implement Community Initiatives and provide one-on-one supportive services that are developed to address local causes and conditions of poverty throughout the service area.

- b. Secure and retain meaningful employment;

CSBG will be used to leverage other agency funding that focuses on employment supports, training, and education to assist individuals in obtaining and maintaining employment opportunities that meet the basic needs of the family.

- c. Attain an adequate education, with particular attention toward improving literacy skills of the low income families in the community;

CSBG funds will be used to leverage community resources to expand, enhance and support education efforts including HiSet and continuing education.

- d. Make better use of available income;

CSBG funds will be used to provide one-on-one supports and coaching services to families as needed/requested and to provide financial education opportunities through community partners.

- e. Obtain and maintain adequate housing and a suitable living environment;

CSBG funds will be utilized to continue community based initiatives that focus on housing development, rehabilitation and expand housing choice options and connect families to housing resources.

- f. Obtain emergency assistance through loans, grants or other means to meet immediate and urgent family and individual needs;

CMCA will utilize partnerships throughout the community to assist families with obtaining resources to meet immediate family needs.

- g. Achieve greater participation in the affairs of the communities involved, including development of public and private grassroots partnerships with local law enforcement agencies, local housing authorities, private foundation and other public and private partners to i) document best practices based on successful grassroots interventions to develop methodolgies for widespread replication and/or; ii) strengthen and improve relationships with local law enforcement agencies, which may include participation in activities such as neighborhood or community policing efforts;

CSBG funds will be utilized to support Community Organizing efforts that focus on the development of public and private partnerships that address all areas of this assurance.

- 2) Describe how the agency will address the needs of youth in low-income communities through youth development programs that support the primary role of the family, give priority to the prevention of youth problems and crime and promote increased community coordination and collaboration in meeting the needs of youth, and support development and expansion of innovative community-based youth development programs that have demonstrated success in preventing or reducing youth crime [such as i) programs for the establishment of violence-free zones that would involve youth development and intervention models -- i.e., youth mediation, mentoring, life skills training, job creation, and entrepreneurship programs; ii) after-school child care programs].

CSBG funds will be utilized to support REALL simulations and Lunch & Learns which are designed to support local community efforts to prepare youth for the future workforce needs and responsibilities.

- 3) Describe how the agency will make more effective use of, and coordinate with, other programs related to the purposes of the Community Services Block Grant.

Intentional innergration efforts between Head Start, Housing Choice Voucher program and CSBG, CMCA will continue to implement the Whole Family Approach. This 2-gen approach will focus on adult goal setting, support and services that will result in a sustainable household.

- 4) Provide a description of the service delivery system, for services provided or coordinated with CSBG funds.

CMCA's service delivery model is based on an internal or external referral to agency programs and services. All referrals are met with an Agency Intake that includes collection of demographic information, household income, area(s) of need and area(s) of strength. Once the intake is complete a CMCA Family Success Coach, or program specific staff, will determine program eligibility and options. If the family is determined to be eligible, the service is provided. If the family is not eligible, they are provided with community resources and referrals available to meet the family's need(s).

- 5) Describe how linkages will be developed to fill identified gaps in the services, through the provision of information, referrals, case management and follow-up consultation.

Community Organizing efforts include the development of formal and information partnerships with community organizations and services that are critical to meeting the needs of low income families. In addition, a Community Resource Guide is maintained and made available to the entire community electronically.

- 6) Describe how CSBG funds will be coordinated with other public and private resources.

CMCA has a long history of "braiding" agency funding to ensure that CSBG resources are leveraged to provide the most comprehensive and complete services possible for families. Families are encouraged to utilize public resources for emergency situations prior to CSBG funds being used.

- 7) Describe how the agency will use funds to support innovative community and neighborhood based initiatives with the goal of strengthening families and encouraging effective parenting.

CSBG funds will be utilized to support CMCA Community Organizing efforts in all eight counties of the region. These efforts are focused on developing and support innovative community based initiatives that strengthen families and the community. Partnership will continue with various community organizations dedicated to parenting support services.

- 8) Describe how the agency will provide, on an emergency basis, for the provision of such supplies and services, nutritious foods and related services to counteract conditions of starvation and malnutrition among low income individuals.

CSBG funds will be utilized to support CMCA partnerships throughout the community that focus on nutrition and food resources across the region including, but not limited to, farmers' markets, food pantries, state aid (SNAP), and community gardens.

- 9) Describe how the agency will coordinate and establish linkages between, governmental and other social services programs to assure the effective delivery of such services to low-income individuals and to avoid duplication of such services.

CMCA will connect families to all governmental social service programs available including SNAP, TANF, Medicaid, Medicare, child care assistance, as well as to other human service resources such as University Extension, Salvation Army and emergency intervention programs. Through partnerships, duplication of services will be minimal if at all.

- 10) Describe how the agency will coordinate the provision of employment and training activities in communities with entities providing activities through statewide and local workforce investment systems under the Workforce Investment Act.

CMCA has a long history of partnership with the WIOA provider and will continue to utilize that partnership to provide referrals to the Central Missouri Job Center.

- 11) Describe how the agency will ensure coordination between antipoverty programs in each community in the service area, and ensure, where appropriate, that emergency energy crisis intervention programs are conducted.

Through partnerships, outreach, education and community organizing efforts, CMCA promotes the availability of agency services that are provided in a manner that includes emergency energy intervention.

- 12) Describe how the agency will coordinate programs with and form partnerships with other organizations (ie religious, charitable and other community-based) serving low-income residents of the service area.

CSBG funds will be utilized to support community organizing efforts which focus on the development and maintenance of partnerships with all types of community based organizations. These partnerships ensure that direct service staff have the contacts and resources to refer families in need.

- 13) Describe the agency's procedures under which a low-income individual, community organization, or religious organizations, or representative of low-income individuals that considers its organization, or low individuals, to be inadequately represented on the board to petition for adequate representation.

In the event that any of the above identified groups feel that representation on CMCA's Board of Directors is inadequate, a letter may be sent to the agency Executive Director and/or the agency Board President with a request to address the perceived inadequacy. The complaint may be heard before the entire board if such a request is made. The Board of Directors will then determine if any changes to the board need to be made in light of the complaint.

- 14) Describe how the agency will assure participation in the Results Oriented Management and Accountability System.

CMCA has utilized all phases of the ROMA cycle in agency planning for more than 15 years. Two CMCA staff are Certified ROMA Trainers and Implementers who work with the entire agency to ensure that goals are realistic, measurable and reported accurately. The agency Chief Program Officer has extensive experience in the ROMA cycle and utilizes the cycle of planning, implementing, reporting and evaluating on a regular basis to ensure constant quality program improvement.

FFY 2020 State Plan - Amendment

State Plan Assurances/CARES Act Funding

1a) Remove obstacles and solve problems that block the achievement of self-sufficiency;

CMCA will utilize CARES Act funds to implement direct service opportunities and provide one-on-one supportive services that are developed to address conditions of poverty for individuals and families including access to resources and financial education. CARES Act funds will be used to establish the a Financial Opportunity Center.

1d) Make better use of available income;

CARES Act funds will be used to provide one-on-one supports and financial coaching services to families.

1e) Obtain and maintain adequate housing and a suitable living environment;

CARES Act funds will be used to assist families in emergency situations obtain or maintain adequate housing.

1f) Obtain emergency assistance through loans, grants or other means to meet immediate and urgent family and individual needs;

CMCA will utilize CARES Act funding to enhance partnerships throughout the community to assist families with obtaining resources to meet immediate family needs.

1g) Achieve greater participation in the affairs of the communities involved, including development of public and private grassroots partnerships with local law enforcement agencies, local housing authorities, private foundation and other public and private partners to i) document best practices based on successful grassroots interventions to develop methodologies for widespread replication and/or; ii) strengthen and improve relationships with local law enforcement agencies, which may include participation in activities such as neighborhood or community policing efforts;

CARES Act funds will be used to provide innovative grassroots interventions through financial education, resource coordination and emergency assistance services.

2) Describe how the agency will address the needs of youth in low-income communities through youth development programs that support the primary role of the family, give priority to the prevention of youth problems and crime and promote increased community coordination and collaboration in meeting the needs of youth, and support development and expansion of innovative community-based youth development programs that have demonstrated success in preventing or reducing youth crime [such as i) programs for the establishment of violence-free zones that would involve youth development and intervention models -- i.e., youth mediation, mentoring, life skills training, job creation, and entrepreneurship programs; ii) after-school child care programs].

CARES Act funds will support local community efforts to support the needs of youth and support community-based youth development programs through community partnerships.

3) Describe how the agency will make more effective use of, and coordinate with, other programs related to the purposes of the Community Services Block Grant.

CARES Act funds will expand the Whole Family Approach methodology to families outside of CMCA's existing programs. This 2-gen approach will focus on adult goal setting, support and services that will result in a

sustainable household. The implementation of the FRIENDS project will also provide opportunities for coordination and collaboration with other agency programs.

5) Describe how linkages will be developed to fill identified gaps in the services, through the provision of information, referrals, case management and follow-up consultation.

Resource Coordination efforts include the development of formal and information partnerships with community organizations and services that are critical to meeting the needs of low income families.

7) Describe how the agency will use funds to support innovative community and neighbor-hood based initiatives with the goal of strengthening families and encouraging effective parenting.

CARES Act funding will provide services and opportunities that focus on the fiscal health of families as well as the development of social connections and networks that will provide on-going support to individuals and families leading to stronger families and stronger communities.

8) Describe how the agency will provide, on an emergency basis, for the provision of such supplies and services, nutritious foods and related services to counteract conditions of starvation and malnutrition among low income individuals.

CARES Act funds will be utilized to support CMCA Resource Coordinators who will focus on ensuring that families have access to resources that meet all of their basic needs.

12) Describe how the agency will coordinate programs with and form partnerships with other organizations (ie religious, charitable and other community-based) serving low-income residents of the service area.

CARES Act funds will be utilized to support community partnerships which focus on the provision of basic and emergency needs. These partnerships ensure that direct service staff have the contacts and resources to refer families in need.

FFY 2020 State Plan

State Plan Assurances/Regular CSBG Funding

Please respond to all items below:

- 1) DSS must assure CSBG funds are designed to assist low income families and individuals within the service area. Describe how utilization of the CSBG funding in the agency will be used to (if an assurance is not applicable, please note "N/A")

- a Remove obstacles and solve problems that block the achievement of self-sufficiency.

CSBG funds will be used to provide one-on-one supportive services that are developed to address local causes and conditions of poverty in our service area.

- b Secure and retain meaningful employment.

CSBG funds will be used on employment support, training and education to assist clients in obtaining and maintaining employment opportunities to meet basic needs of the family.

- c Attain an adequate education, with particular attention toward improving literacy skills of the low income families in the community.

N/A

- d Make better use of available income.

CSBG funds will be used to provide one-on-one supports and coaching services to families as needed/requested and to provide financial education opportunities through community partners.

- e Obtain and maintain adequate housing and a suitable living environment.

CSBG funds will be used to do assessments and make referrals to HUD and Weatherization.

- f Obtain emergency assistance through loans, grants or other means to meet immediate and urgent family and individual needs.

CSI will utilize partnerships throughout the community to assist families with obtaining financial resources to meet immediate family needs.

- g Achieve greater participation in the affairs of the communities involved, including development of public and private grassroots partnerships with local law enforcement agencies, local housing authorities, private foundation and other public and private partners to 1) document best practices based on successful grassroots interventions to develop methodologies for widespread replication and/or 2) strengthen and improve relationships with local law enforcement agencies, which may include participation in activities such as neighborhood or community policing efforts.

CSBG funds will be utilized to support Community Organizing efforts that focus on the development of public and private partnerships that address all areas of this assurance.

- Describe how the agency will address the needs of youth in low-income communities through youth development programs that support the primary role of the family, give priority to the prevention of youth problems and crime and promote increased community coordination and collaboration in meeting the needs of youth, and support development and expansion of innovative community-based youth development programs that have demonstrated success in preventing or reducing youth crime (such as i) programs for the establishment of violence-free zones that would involve youth development and intervention models – i.e., youth mediation, mentoring, life skills training, job creation, and entrepreneurship programs; ii) after-school child care programs)

CSBG funds will be used to go into the schools and talk with school districts about the REALL simulations in hopes of setting up opportunities to conduct the simulation

- 3) Describe how the agency will make more effective use of, and coordinate with, other programs related to the purposes of the Community Services Block Grant

We will continue to work with Head Start, HUD and Weatherization to help our clients on with all aspects of their needs. Offering as many programs to our clients as we can to promote a sustainable household.

- 4) Provide a description of the service delivery system, for services provided or coordinated with CSBG funds.

All clients do an intake that includes collection of demographic information, household income, area(s) of need and area(s) of strength. We then do an internal or external referral to agency programs and services. If the client/family is eligible for services they meet with staff, discuss option and service is provided. If the family is not eligible, they are provided with community resources and referrals available to meet the family's need(s)

- 5) Describe how linkages will be developed to fill identified gaps in the services, through the provision of information, referrals, case management and follow-up consultation

Community Organizing efforts include the development of formal and informal partnerships with community organizations and services that are critical to meeting the needs of low income families.

- 6) Describe how CSBG funds will be coordinated with other public and private resources

CSBG resources are leveraged to provide the most comprehensive and complete services possible for families. Families are encouraged to utilize public resources for emergency situations prior to CSBG funds being used.

- 7) Describe how the agency will use funds to support innovative community and neighborhood based initiatives with the goal of strengthening families and encouraging effective parenting.

CSBG funds will be utilized to support Community efforts in all of our five counties. These efforts will be directed at strengthening families in our community. Partnership will continue with various community organizations dedicated to parenting support services

- 8) Describe how the agency will provide, on an emergency basis, for the provision of such supplies and services, nutritious foods and related services to counteract conditions of starvation and malnutrition among low income individuals

CSBG funds will be utilized to support our partnerships throughout the community that focus on nutrition and food resources across the 5 county area including, but not limited to, food pantries, Back Pack Buddies, state aid (SNAP), and community gardens

- 9) Describe how the agency will coordinate and establish linkages between, governmental and other social services programs to assure the effective delivery of such services to low-income individuals and to avoid duplication of such services

We will help connect clients with governmental and social service programs. Through our partnerships duplication is minimal if at all.

- 10) Describe how the agency will coordinate the provision of employment and training activities in communities with entities providing activities through statewide and local workforce investment systems under the Workforce Investment Act

We partner with the local Career Center and Technical School that cover our 5 county area to help train and then find jobs for our families.

- 11) Describe how the agency will ensure coordination between antipoverty programs in each community in the service area, and ensure, where appropriate, that emergency energy crisis intervention programs are conducted

CSI offers emergency energy crisis intervention (EPIP) in all 5 county outreach offices. We also ensure coordination between antipoverty programs.

- 12) Describe how the agency will coordinate programs with and form partnerships with other organizations (ie religious, charitable and other community-based) serving low-income residents of the service area.

We look at our needs assessment and look at the top needs. We look at what services are provided by other entities, so we can make the best use of our CSBG funds by partnering with those religious, charitable and other community based organizations. We also check to make sure we are not duplicating services. By partnering with others we can coordinate programs / services. We attend several community based meetings.

- 13) Describe the agency's procedures under which a low-income individual, community organization, or religious organizations, or representative of low-income individuals that considers its organization, or low individuals, to be inadequately represented on the board to petition for adequate representation

In the event that someone feels that representation on CSI's Board of Directors is inadequate, they may petition the board by filing a petition with the President of the board. Upon receipt of the petition, the board of the petition. The board will ensure that the board's composition meets the requirements of the federal CSBG act committee will meet with the petitioner. The board will vote to approve or disapprove.

- 14) Describe how the agency will assure participation in the Results Oriented Management and Accountability System

CSI has staff that are Certified ROMA Trainers and Implementers who works with the agency to ensure that goals are realistic, measurable and reported accurately. CSI uses the cycle of planning, implementing, reporting and evaluating to ensure quality program improvement.

FFY 2020 State Plan - Amendment

State Plan Assurances/CARES Act Funding

1a) Remove obstacles and solve problems that block the achievement of self-sufficiency;

CSBG funds will be used to provide one-on-one supportive services that are developed to address local causes and conditions of poverty in our service area. One on one services may include on line services and phone services.

1b) Secure and retain meaningful employment;

CSBG funds will be used on employment support, training and education to assist clients in obtaining and maintaining employment opportunities to meet basic needs of the family. Referrals to the Career Center will be made when needed.

1d) Make better use of available income;

CSBG funds will be used to provide one-on-one support and coaching services to families as needed/requested and to provide financial education opportunities through community partners. These services can be done on line and over the phone when needed.

1e) Obtain and maintain adequate housing and a suitable living environment;

CSBG funds will be used to do assessments and make referrals to HUD and Weatherization. CSBG funds will also be available to assistance with deposits, utilities, rent and mortgage.

2) Describe how the agency will address the needs of youth in low-income communities through youth development programs that support the primary role of the family, give priority to the prevention of youth problems and crime and promote increased community coordination and collaboration in meeting the needs of youth, and support development and expansion of innovative community-based youth development programs that have demonstrated success in preventing or reducing youth crime [such as i) programs for the establishment of violence-free zones that would involve youth development and intervention models -- i.e., youth mediation, mentoring, life skills training, job creation, and entrepreneurship programs; ii) after-school child care programs].

CSBG funds will be used to help clients in need of internet for their school age children. We will also work closely with schools to offer support to students and their families.

7) Describe how the agency will use funds to support innovative community and neighbor-hood based initiatives with the goal of strengthening families and encouraging effective parenting.

CSBG funds will be utilized to support Community efforts in all of our five counties. These efforts will be directed at strengthening families in our community. Partnership will continue with various community organizations dedicated to parenting support services. We will offer support to clients in need of child care at licensed day care facilities.

10) Describe how the agency will coordinate the provision of employment and training activities in communities with entities providing activities through statewide and local workforce investment systems under the Workforce Investment Act.

We partner with the local Career Center and Technical School that cover our 5 county area to help train and then find jobs for our families. We will continue to refer clients to the Career Center.

14) Describe how the agency will assure participation in the Results Oriented Management and Accountability System.

CSI has staff that are Certified ROMA Implementers who works with the agency to ensure that goals are realistic, measurable and reported accurately. CSI uses the cycle of assessment, planning, implementing, reporting and evalutating to ensure quality program improvement.

FFY 2020 State Plan

State Plan Assurances/Regular CSBG Funding

Please respond to all items below:

- DSS must assure CSBG funds are designed to assist low income families and individuals within the
- 1) service area. Describe how utilization of the CSBG funding in the agency will be used to: (If an assurance is not applicable, please note "N/A").

- a. Remove obstacles and solve problems that block the achievement of self-sufficiency;

Delta Area Economic Opportunity Corporation will utilize CSBG funds to implement programs and services such as Emergency Assistance to keep basic needs met in all domains. Funds are also used to provide case management through our Family Support Strategy. Funds are utilized to provide life skills workshops to help break the barriers to self-sufficiency.

- b. Secure and retain meaningful employment;

CSBG funds will be used for our Stand up Step out of Poverty employment readiness program as well as employment readiness life skills workshops. The program works to assist clients in need of job readiness skills such as soft skills, technical skills, resume writing, and interviewing skills.

- c. Attain an adequate education, with particular attention toward improving literacy skills of the low income families in the community;

- d. Make better use of available income;

CSBG funds are utilized for life skill workshop on financial literacy.

- e. Obtain and maintain adequate housing and a suitable living environment;

CSBG funds will be utilized to connect families to housing resources. CSBG funds are provided for Intake, Assessments, and Referrals to programs/partners who provide housing and suitable living environment.

- f. Obtain emergency assistance through loans, grants or other means to meet immediate and urgent family and individual needs;

Delta Area Economic Opportunity Corporation will utilize partnerships throughout the community to assist families with obtaining financial resources to meet immediate family needs. Delta Area Economic Opportunity Corporation uses CSBG funds for an emergency assistance program that helps meet needs in all domains. These Emergency Assistance funds allow CSBG dollars to be spent on needs that may be restricted in other funding sources.

- g. Achieve greater participation in the affairs of the communities involved, including development of public and private grassroots partnerships with local law enforcement agencies, local housing authorities, private foundation and other public and private partners to i) document best practices based on successful grassroots interventions to develop methodologies for widespread replication and/or; ii) strengthen and improve relationships with local law enforcement agencies, which may include participation in activities such as neighborhood or community policing efforts;

CSBG funds will be utilized to support community organizing efforts that focus on the development of public and private partnerships that address all areas of this assurance.

- 2) Describe how the agency will address the needs of youth in low-income communities through youth development programs that support the primary role of the family, give priority to the prevention of youth problems and crime and promote increased community coordination and collaboration in meeting the needs of youth, and support development and expansion of innovative community-based youth development programs that have demonstrated success in preventing or reducing youth crime [such as i) programs for the establishment of violence-free zones that would involve youth development and intervention models -- i.e., youth mediation, mentoring, life skills training, job creation, and entrepreneurship programs; ii) after-school child care programs].

CSBG funds will be utilized to support REALL simulations which are designed to support local community efforts to prepare youth for the future workforce needs and responsibilities.

- 3) Describe how the agency will make more effective use of, and coordinate with, other programs related to the purposes of the Community Services Block Grant.

Delta Area Economic Opportunity Corporation is making an intentional effort to strengthen relationship with partners in our communities such as housing authorities, health departments, school districts, and other antipoverty organizations. CSBG is also the core resource of programs agency-wide working with Head Start/Early Head Start, Housing, and Weatherization to provide bundled services to our clients.

- 4) Provide a description of the service delivery system, for services provided or coordinated with CSBG funds.

Delta Area Economic Opportunity Corporation's service delivery model is based on an internal or external referral to agency programs and services. All referrals are met with an Agency Intake that includes collection of demographic information, household income, area(s) of need and area(s) of strength. Once the intake is complete a Delta Area Economic Opportunity Corporation program specific staff, will determine program eligibility and options. If the family is determined to be eligible, the service is provided. If the family is not eligible, they are provided with community resources and referrals available to meet the family's need(s).

- 5) Describe how linkages will be developed to fill identified gaps in the services, through the provision of information, referrals, case management and follow-up consultation.

These linkages are developed through community outreach efforts resulting in the development of formal partnerships with community organizations as well as sharing information of services that are critical to meeting the needs of low-income families. In addition, a Community Resource Directory is maintained and made available to the entire community via our website.

- 6) Describe how CSBG funds will be coordinated with other public and private resources.

Delta Area Economic Opportunity Corporation coordinates with other public and private resources to ensure CSBG funds are leveraged to provide the most comprehensive and complete services possible for families. Families are encouraged to utilize available public resources for emergency situations prior to CSBG funds being used.

- 7) Describe how the agency will use funds to support innovative community and neighborhood based initiatives with the goal of strengthening families and encouraging effective parenting.

CSBG funds will be utilized to support Delta Area Economic Opportunity Corporation community organizing efforts in all six counties of the region. These efforts are focused on developing and support innovative community based initiatives that strengthen families and the community. Partnerships will continue with various community organizations dedicated to parenting support services.

- 8) Describe how the agency will provide, on an emergency basis, for the provision of such supplies and services, nutritious foods and related services to counteract conditions of starvation and malnutrition among low income individuals.

CSBG funds will be utilized to support Delta Area Economic Opportunity Corporation's partnerships throughout the community that focus on nutrition and food resources across the region including, but not limited to, farmers' markets, food pantries, state aid (SNAP), and community gardens.

- 9) Describe how the agency will coordinate and establish linkages between, governmental and other social services programs to assure the effective delivery of such services to low-income individuals and to avoid duplication of such services.

Delta Area Economic Opportunity Corporation will connect families to all governmental social service programs available including SNAP, TANF, Medicaid, Medicare, child care assistance, as well as to other human service resources such as University Extension, Salvation Army and other emergency intervention programs. Through partnerships, duplication of services will be minimal if at all.

- 10) Describe how the agency will coordinate the provision of employment and training activities in communities with entities providing activities through statewide and local workforce investment systems under the Workforce Investment Act.

Delta Area Economic Opportunity Corporation will coordinate the provision of employment and training activities through our SkillUp Program. Our SkillUP Contract Specialist works closely with the Missouri Job Center as well as possible employment sites.

- 11) Describe how the agency will ensure coordination between antipoverty programs in each community in the service area, and ensure, where appropriate, that emergency energy crisis intervention programs are conducted.

Through partnerships, outreach, education and community organizing efforts, Delta Area Economic Opportunity Corporation promotes the availability of agency services that are provided in a manner that includes emergency energy intervention.

- 12) Describe how the agency will coordinate programs with and form partnerships with other organizations (ie religious, charitable and other community-based) serving low-income residents of the service area.

CSBG funds will be utilized to support community organizing efforts which focus on the development and maintenance of partnerships with all types of community based organizations. These partnerships ensure that direct service staff have the contacts and resources to refer families in need.

- Describe the agency's procedures under which a low-income individual, community organization, or religious organizations, or representative of low-income individuals that considers its organization, or low individuals, to be inadequately represented on the board to petition for adequate representation.

According to Article III Section V of Delta Area Economic Opportunity Corporation's By Laws: Petition Procedures - any private community group, representative group of the poor or religious organization that feels itself inadequately represented on the Board may petition for adequate representation. Any such petition must be signed by (50) fifty members of the petitioning group or by (50%) fifty percent of the bona fide members of that group. The group presenting such a petition shall be promptly afforded an informal open hearing before the Board to present their request. If the majority of the membership of the Board determines that the petitioning group shall be entitled to representation, the Board shall admit to membership an official or member of that group of interest and afford them all rights and privileges of any other member of the Board. Low-income individuals may petition the Board to become a member of the Board. The individual presenting such a petition shall be promptly afforded an informal open hearing before the board to present his/her request. If the majority of the membership of the board determines that the petitioning individual shall be entitled to representation, the Board shall admit that individual and afford the individual all rights and privileges of any other member of the Board. A written statement of the Board's action on such petitions shall be submitted to the petitioning group or individual, as the case might be, and a copy of that statement sent to the appropriate funding source(s) offices. The Board must assure that, should new members be approved, the board composition remains tripartite to insure compliance at all times with legislative requirements.

- 14) Describe how the agency will assure participation in the Results Oriented Management and Accountability System.

Delta Area Economic Opportunity Corporation utilizes all phases of the ROMA cycle in agency planning. Two Delta Area Economic Opportunity Corporation staff are Certified ROMA Trainers who work with the entire agency to ensure that goals are realistic, measurable and reported accurately.

FFY 2020 State Plan - Amendment

State Plan Assurances/CARES Act Funding

1b) Secure and retain meaningful employment;

CSBG funds will be used for our Stand up Step out of Poverty employment readiness program as well as employment readiness life skills workshops. This program works to assist clients in need of job readiness skills such as soft skills, technical skills, resume writing, and interviewing skills. CSBG funds will potentially be used to leverage funding with a new program opportunity funded through Delta Regional Authority. With this program, participants can be placed for on the job training or apprenticeships.

1d) Make better use of available income;

CSBG funds are utilized for life skill workshop on financial literacy. An Individual Development Account program will be used as an asset building tool to enable low-income families to save money. CSBG funds will potentially be used to leverage funding with a new program opportunity funded through Delta Regional Authority. With this program participants can choose to take a financial class called Life 101.

1f) Obtain emergency assistance through loans, grants or other means to meet immediate and urgent family and individual needs;

Delta Area Economic Opportunity Corporation will utilize partnerships throughout the community to assist families with obtaining financial resources to meet immediate family needs. Delta Area Economic Opportunity Corporation uses CSBG funds for an emergency assistance program that helps meet needs in all domains. These Emergency Assistance funds allow CSBG dollars to be spent on needs that may be

restricted in other funding sources. Low-income individuals will have the opportunity to apply for a short term loan for emergency needs and to prevent using pay day loans.

10) Describe how the agency will coordinate the provision of employment and training activities in communities with entities providing activities through statewide and local workforce investment systems under the Workforce Investment Act.

Delta Area Economic Opportunity Corporation will coordinate the provision of employment and training activities through our SkillUp Program. Our SkillUP Contract Specialist works closely with the Missouri Job Center as well as possible employment sites. CSBG funds will potentially be used to leverage funding with a new program opportunity funded through Delta Regional Authority. With this program, participants can be placed for on the job training or apprenticeships.

FFY 2020 State Plan

State Plan Assurances/Regular CSBG Funding

Please respond to all items below:

- 1) DSS must assure CSBG funds are designed to assist low income families and individuals within the service area. Describe how utilization of the CSBG funding in the agency will be used to: (If an assurance is not applicable, please note "N/A").
 - a. Remove obstacles and solve problems that block the achievement of self-sufficiency:

EMAA will utilize CSBG funds to implement Community Initiatives and provide one-on-one supportive services that are developed to address local causes and conditions of poverty throughout the service area.
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 - b. Secure and retain meaningful employment;

CSBG will be used to leverage other agency funding that focuses on employment supports, training, and education to assist individuals in obtaining and maintaining employment opportunities that meet the basic needs of the family.
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 - c. Attain an adequate education, with particular attention toward improving literacy skills of the low income families in the community;

CSBG funds will be used to leverage community resources to expand, enhance and support education efforts including HiSet and continuing education.
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 - d. Make better use of available income;

CSBG funds will be used to provide one-on-one supports and coaching services to families as needed/requested and to provide financial education opportunities through agency programs and community partners.

 - e. Obtain and maintain adequate housing and a suitable living environment;

CSBG funds will be utilized to continue community based initiatives that focus on housing development, rehabilitation and expand housing choice options and connect families to housing resources.
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 - f. Obtain emergency assistance through loans, grants or other means to meet immediate and urgent family and individual needs;

EMAA will utilize partnerships throughout the community to assist families with obtaining financial resources to meet

 - g. Achieve greater participation in the affairs of the communities involved, including development of public and private grassroots partnerships with local law enforcement agencies, local housing authorities, private foundation and other public and private partners to i) document best practices based on successful grassroots interventions to develop methodologies for widespread replication and/or; ii) strengthen and improve relationships with local law enforcement agencies, which may include participation in activities such as neighborhood or community policing efforts;

CSBG funds will be utilized to support Community Organizing efforts that focus on the development of public and private partnerships that address all areas of this assurance.
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- 2) Describe how the agency will address the needs of youth in low-income communities through youth development programs that support the primary role of the family, give priority to the prevention of youth problems and crime and promote increased community coordination and collaboration in meeting the needs of youth, and support development and expansion of innovative community-based youth development programs that have demonstrated success in preventing or reducing youth crime [such as i) programs for the establishment of violence-free zones that would involve youth development and intervention models – i.e., youth mediation, mentoring, life skills training, job creation, and entrepreneurship programs; ii) after-school child care programs].

CSBG funds will be utilized to support summer feeding program, REALL simulations, financial aid workshops for post-secondary education and leadership training, which are designed to support local community efforts to prepare youth for the future workforce needs and responsibilities.

- 3) Describe how the agency will make more effective use of, and coordinate with, other programs related to the purposes of the Community Services Block Grant.

Intentional integration efforts between Head Start, Housing Choice Voucher program and CSBG, EMAA will continue to implement the Whole Family Approach. This 2-gen approach will focus on adult goal setting, support and services that will result in a sustainable household.

- 4) Provide a description of the service delivery system, for services provided or coordinated with CSBG funds.

EMAA's service delivery model is based on an internal or external referral to agency/partner programs and services. All referrals are made based on an agency intake that includes collection of demographic information, household income, area(s) of need and area(s) of strength. Once the intake is complete an EMAA staff member, will determine program eligibility and options. If the family is determined to be eligible, the service is provided. If the family is not eligible, they are provided with community resources and referrals available to

- 5) Describe how linkages will be developed to fill identified gaps in the services, through the provision of information, referrals, case management and follow-up consultation.

Community Organizing efforts include the development of formal and informal partnerships with community organizations and services that are critical to meeting the needs of low income families.

- 6) Describe how CSBG funds will be coordinated with other public and private resources.

EMAA has a long history of "braiding" agency funding to ensure that CSBG resources are leveraged to provide the most comprehensive and complete services possible for families. Families are encouraged to utilize public resources for emergency situations prior to CSBG funds being used.

- 7) Describe how the agency will use funds to support innovative community and neighbor-hood based initiatives with the goal of strengthening families and encouraging effective parenting.

CSBG funds will be utilized to support EMAA Community Organizing efforts in all eight counties of the region. These efforts are focused on developing and supporting innovative community based initiatives that strengthen families and the community. Partnerships will continue with various community organizations dedicated to parenting support services.

- 8) Describe how the agency will provide, on an emergency basis, for the provision of such supplies and services, nutritious foods and related services to counteract conditions of starvation and malnutrition among low income individuals.

CSBG funds will be utilized to support EMAA partnerships throughout the community that focus on nutrition and food resources across the region including, but not limited to, farmers' markets, food pantries, state aid (SNAP), and community gardens.

- 9) Describe how the agency will coordinate and establish linkages between, governmental and other social services programs to assure the effective delivery of such services to low-income individuals and to avoid duplication of such services.

EMAA will connect families to all governmental social service programs available including SNAP, TANF, Medicaid, Medicare, child care assistance, as well as to other human service resources such as University Extension, Salvation Army and emergency intervention programs. Through our partnerships and referrals, duplication of services will be minimal, if at all.

- 10) Describe how the agency will coordinate the provision of employment and training activities in communities with entities providing activities through statewide and local workforce investment systems under the Workforce Investment Act.

EMAA has a long history of a partnership with the WIA provider and will continue to utilize that partnership to provide referrals to the Park Hills, Potosi and Cape Girardeau Job Centers.

- 11) Describe how the agency will ensure coordination between antipoverty programs in each community in the service area, and ensure, where appropriate, that emergency energy crisis intervention programs are conducted.

Through partnerships, outreach, education and community organizing efforts, EMAA promotes the availability of agency services that are provided in a manner that includes emergency energy crisis intervention.

- 12) Describe how the agency will coordinate programs with and form partnerships with other organizations (ie religious, charitable and other community-based) serving low-income residents of the service area.

CSBG funds will be utilized to support community organizing efforts which focus on the development and maintenance of partnerships with all types of community based organizations. These partnerships ensure that direct service staff have the contacts and resources needed to refer families in need.

- 13) Describe the agency's procedures under which a low-income individual, community organization, or religious organizations, or representative of low-income individuals that considers its organization, or low individuals, to be inadequately represented on the board to petition for adequate representation.

In the event that any of the above identified groups feel that representation on EMAA's Board of Directors is inadequate, a letter may be sent to the agency Executive Director and/or the agency Board Chairperson with a request to address the perceived inadequacy. The complaint may be heard before the entire board if such a request is made. The Board of Directors will then determine if any changes to the board needs to be made in light of the complaint.

- 14) Describe how the agency will assure participation in the Results Oriented Management and Accountability System.

EMAA has utilized all phases of the ROMA cycle in agency planning for more than 15 years. The Executive Director and Community Services Director both have extensive experience in the ROMA cycle and utilizes the cycle of planning, implementing, reporting and evaluating on a regular basis to ensure constant quality program improvement. Also, one EMAA staff member, Shanna Yount, is in the process of obtaining her certification as a ROMA Implementer. But, until she reaches that certification, Mary Mullins and Brian Valentine from the Missouri CAN office will act as interim ROMA consultants when services and, or guidance are needed.

Community Action Agency Name: **EMAA**
CARES Act Funding: **\$1,177,005**

FFY 2020 State Plan - Amendment

State Plan Assurances/CARES Act Funding

no updates submitted

FFY 2020 State Plan

State Plan Assurances/Regular CSBG Funding

Please respond to all items below:

- 1) DSS must assure CSBG funds are designed to assist low income families and individuals within the service area. Describe how utilization of the CSBG funding in the agency will be used to: (If an assurance is not applicable, please note "N/A").

- a. Remove obstacles and solve problems that block the achievement of self-sufficiency;

Many people are ready to make a positive change in their lives but are not sure where to start. Through Economic Security Corporation's **Intensive Case Management** program families are paired with professional staff who work one on one with them, assisting them in setting realistic goals and a plan to begin working towards achieving those goals. Typical goals include obtaining employment, finding a better job, increasing household income, increasing their education, and obtaining housing. Case managers also link people with community resources to help meet their needs. The success of this program revolves around the experience of the staff, their knowledge of community resources and our comprehensive approach. **Intake Assessment and Referral** is a basic service that we do with customers to collect information in order to give good referrals.

- b. Secure and retain meaningful employment;

Many people are ready to make a positive change in their lives but are not sure where to start. Through Economic Security Corporation's **Intensive Case Management** program families are paired with professional staff who work one on one with them, assisting them in setting realistic goals and a plan to begin working towards achieving those goals. Typical goals include obtaining employment, finding a better job, increasing household income, increasing their education, and obtaining housing. Case managers also link people with community resources to help meet their needs. The success of this program revolves around the experience of the staff, their knowledge of community resources and our comprehensive approach. The **CHANCE program** is also a strategy used to assist people experiencing homelessness become gainfully employed and permanently housed. The program provides an 80 hour life skills workshop, one on one case management and support services to help people become employed. Intake Assessment and Referral is a basic service that we do with customers to collect information in order to give good referrals.

- c. Attain an adequate education, with particular attention toward improving literacy skills of the low income families in the community;

Many people are ready to make a positive change in their lives but are not sure where to start. Through Economic Security Corporation's **Intensive Case Management program** families are paired with professional staff who work one on one with them, assisting them in setting realistic goals and a plan to begin working towards achieving those goals. Typical goals include obtaining employment, finding a better job, increasing household income, creating and maintaining a budget, increasing their education, and obtaining housing. Case managers also link people with community resources to help meet their needs. The success of this program revolves around the experience of the staff, their knowledge of community resources and our comprehensive approach. **The REALL Simulation** is a strategy used with youth (middle school through High School).

d. Make better use of available income;

Many people are ready to make a positive change in their lives but are not sure where to start. Through Economic Security Corporation's **Intensive Case Management** program families are paired with professional staff who work one on one with them, assisting them in setting realistic goals and a plan to begin working towards achieving those goals. Typical goals include obtaining employment, finding a better job, increasing household income, creating and maintaining a budget, increasing their education, and obtaining housing. Case managers also link people with community resources to help meet their needs. The success of this program revolves around the experience of the staff, their knowledge of community resources and our comprehensive approach. **The property Tax and Rent Rebate program** helps elderly and disabled persons increase their available income. This program is operated during tax season. **Intake Assessment and Referral** is a basic service that we do with customers to collect information in order to give good referrals.

e. Obtain and maintain adequate housing and a suitable living environment;

ESC operates a number of **housing programs** for people who are experiencing homelessness. In the Community Development Department we operate four Rapid Rehousing programs and one Transitional Housing Program. All of the people in our housing programs participate with Intensive Case Management. Families are paired with professional staff who work one on one with them, assisting them in setting realistic goals and a plan to begin working towards achieving those goals. Typical goals include obtaining employment, finding a better job, increasing household income, creating and maintaining a budget, increasing their education, and obtaining housing. Case managers also link people with community resources to help meet their needs. The success of this program revolves around the experience of the staff, their knowledge of community resources and our comprehensive approach. Once housed staff provide stabilization services. An Intake, Assessment, and Referral is a basic service that we do with customers to collect information in order to give good referrals.

f. Obtain emergency assistance through loans, grants or other means to meet immediate and urgent family and individual needs;

Our agency operates a variety of emergency assistance programs. Those programs include a number of utility assistance programs; Energy Assistance, Energy Crisis Intervention Program, Dollar Help, MGE Red Tag Program and two programs that are coordinated with Liberty Utilities. Other emergency programs include: MHTF Disaster Assistance, and other rental assistance programs. CSBG funds are also budgeted to help with support services for case management customers. Help can consist of transportation, day care fees, employment related items, deposits, rent and utilities. Each program operates differently and has it's own set of eligibility guidelines.

g.

Achieve greater participation in the affairs of the communities involved, including development of public and private grassroots partnerships with local law enforcement agencies, local housing authorities, private foundation and other public and private partners to i) document best practices based on successful grassroots interventions to develop methodologies for widespread replication and/or; ii) strengthen and improve relationships with local law enforcement agencies, which may include participation in activities such as neighborhood or community policing efforts;

ESC is active in multiple community organizing efforts. A few examples include One Joplin and The Homeless Coalition. One Joplin is a movement of people representing 73 organizations and growing, who have committed to work together for the long haul. We partner with organizations to tackle big issues and with neighborhood connectors who have a desire to create change in their neighborhoods. The Focus Teams are: Poverty, Health, Human Services, Literacy, and Transportation. One Joplin has hosted a Hunger Breakfast and an Opioid Summit to education policy makers and the community. The Homeless Coalition coordinates efforts on Homelessness in Jasper and Newton Counties. Coalition members include: law enforcement, social service agencies, Legal Aid, Chamber of Commerce, both Housing Authorities, and the Community Clinic to name a few. ESC is the collaborative applicant for Continuum of Care funds. Our agency takes the lead on putting the consolidated application together each year and coordinates a number of tasks throughout the year. Some of that work includes planning and hosting the annual Point In Time Count and Project Homeless Connect event.

2)

Describe how the agency will address the needs of youth in low-income communities through youth development programs that support the primary role of the family, give priority to the prevention of youth problems and crime and promote increased community coordination and collaboration in meeting the needs of youth, and support development and expansion of innovative community-based youth development programs that have demonstrated success in preventing or reducing youth crime [such as i) programs for the establishment of violence-free zones that would involve youth development and intervention models -- i.e., youth mediation, mentoring, life skills training, job creation, and entrepreneurship programs; ii) after-school child care programs].

The REALL Simulation is a strategy used with youth (middle school through High School). This simulation helps youth see the benefit of making good decisions and staying in school. We do also service youth through some of our housing programs for people experiencing homelessness. Youth is defined up to the age of 24. The McDonald County Teen Project is a community project focusing on reducing the teen pregnancy rate in McDonald County. We are partnering with the Pineville Health Department and the Alliance of SW Missouri on this project.

3)

Describe how the agency will make more effective use of, and coordinate with, other programs related to the purposes of the Community Services Block Grant.

ESC's biggest strength is our diversity and the variety of programs all developed to help us fulfill our Mission of helping people find a way out of poverty. ESC uses their management information system and expertise of employees to identify gaps in services for individuals and families who are seeking information, referrals to resources and then follow-up with those resources. These services often include emergency assistance such as help with utility bills, rent or referrals for food. Families or individuals who feel they want to help themselves out of poverty can be referred to more intensive programs. These include a variety of approaches: Transitional Housing, Rapid Rehousing, Permanent Housing, Head Start, Early Head Start, Weatherization and Intensive Case Management. Although we do have a great number of services available within our own agency we link families to other services and programs within the community. ESC partners with numerous agencies in the community to help meet the needs of low income families. Community projects that are supported by CSBG funds always have local partners. For example, the McDonald County Teen project has local partners that include The Alliance of Southwest Missouri and The Pineville Health Department.

Provide a description of the service delivery system, for services provided or coordinated with CSBG funds.

4)

ESC uses the statewide Management Information System (MIS). Intake Assessment and Referral is an excellent way to gather information about a person's situation so that appropriate referrals can be given. Referrals for programs that ESC offers and referrals within the community are given to meet the needs of the family. A few examples of services funded by CSBG include: Case Management, REALL Simulation, Property Tax Credit/Rent Rebate, CHANCE, and Transitional Housing. Any family who is interested in an assessment can access one at any of our outreach locations or through a home visit if the customer is homebound. All customers participating in CSBG funded programs will be entered into the MIS except for students participating in REALL Simulations. Follow up is an important piece of the intake and assessment process. As an agency we want to ensure that customers are getting the services that they are being referred to. A follow up report can be generated for staff to send to all the resources in the community where referrals were made. Responses back from the resources are recorded in the MIS. As customers return for additional services the staff will review any referrals that were previously made and record whether or not that service was received. All other departments within the agency will provide intake information on their customers on a shell intake form or provide the data from their departments' management information system. This information will then be sent to the Community Development department for entry into the MIS. This will allow our agency to provide an unduplicated count of customers.

5)

Describe how linkages will be developed to fill identified gaps in the services, through the provision of information, referrals, case management and follow-up consultation.

Linkages are developed all year round by staff when they do resource days. Staff do regular resource visits to providers to learn of new services that might help fill a service gap. These referrals are updated in the MIS (Management Information System) so that all staff within the department have access when they are conducting an Intake Assessment and Referral. Linkages and services are also discovered during the agency's Community Needs Assessment process. Linkages are also made while working with families through case management. Because everyone's needs are different case managers must be knowledgeable in regards to community resources. The worker will make appropriate referrals based on a family's needs and desires. Follow-up is conducted with families once referrals are given to ensure that they were served. This is also a way to find possible gaps in services within the community.

6) Describe how CSBG funds will be coordinated with other public and private resources.

Funding Source	Program	City/County	Program/Target group
HUD Continuum of Care	ESC Rapid Rehousing	Jasper/Newton	Homeless
HUD Continuum of Care	Rapid Rehousing	Jasper/Newton	Homeless
Emergency Solutions Grant	CHANCE	Jasper	Homeless/employment
HUD Continuum of Care	Planning Grant	Jasper/Newton	Homeless
Missouri Housing Trust Fund	Rental Assistance	Four counties	Homeless
Missouri Housing Trust Fund	Operating support	Four counties	Homeless
CDBG	Housing Connect	Jasper/Newton	Homeless
Missouri Housing Innovation Program	Housing Connect	Jasper/Newton	Homeless/case management
Missouri Housing Innovation Program	Rental Assistance/Case Management	Jasper/Newton	Homeless/case management

CSBG funds are coordinated with the above grants to provide services to low income families.

7) Describe how the agency will use funds to support innovative community and neighbor-hood based initiatives with the goal of strengthening families and encouraging effective parenting.

CSBG funds are used to support a variety of programs. Many low income people have barriers to finding work. When a person is homeless those barriers can be even greater. Economic Security Corporation's CHANCE program offers a comprehensive approach to helping homeless individuals overcome some of these barriers and attain full time employment and permanent housing. The first part of the CHANCE (Comprehensive Homeless Assistance for New Career Employment) program is an 80-hour life skills workshop that covers all aspects of obtaining work; from correctly completing job applications and building a resume to working on interviewing skills. The CHANCE program case manager works with several companies and individuals in the community to come in and work with the class covering areas such as success in the workplace and mental health awareness to how to access services available to them in the community. Once participants have completed the workshop a dedicated case manager continues to work with them at least twice per month helping them find full time employment. One strategy called Job Squad is used to find employment. The case manager checks out an agency van and drives participants around town to fill out applications. The case manager will continue to work with them on employment for up to six months after a full time job begins. ESC can help with other supportive services such as interview and work clothes and shoes, transportation cost assistance, and low cost cell phones and phone cards. The CHANCE case manager also works with each program participant in helping them find permanent housing and work on other goals such as obtaining their HiSET or accessing parenting resources. All families with children under the age of 5 years old are referred to either Early Head Start or Head Start for services.

- 8) Describe how the agency will provide, on an emergency basis, for the provision of such supplies and services, nutritious foods and related services to counteract conditions of starvation and malnutrition among low income individuals.

ESC has a great deal of experience in responding to emergency situations after multiple tornados and floods. ESC has experience with intake, assessment, and referral. We are also able to conduct safety checks and home visits. In the past we have also mobilized our resources to offer childcare and transportation during disasters. ESC also continues to be active in the COAD (Community Organizations Active in Disasters) in both Jasper and Newton Counties. Currently ESC holds the office of Secretary on the Jasper County COAD. ESC works closely with all the local food pantries and meal programs in Jasper, Barton, Newton and McDonald Counties. There is a resource for food in each of the Counties that ESC covers. Outreach staff respond to emergency situations for food by providing information about the food resources, helping the customer to contact the agency for services, providing a referral form to obtain services from an agency and in extreme situations when a customer is homebound due to health, staff have worked with the local agencies to get food delivered. ESC is also active with One Joplin. One Joplin is a movement of people representing 73 organizations and growing, who have committed to work together for the long haul. We partner with organizations to tackle big issues and with neighborhood connectors who have a desire to create change in their neighborhoods. The Focus Teams are: Poverty, Health, Human Services, Literacy, and Transportation. One Joplin hosted a Hunger Breakfast to education policy makers and the community on food insecurity and ESC played an important role in planning this event.

- 9) Describe how the agency will coordinate and establish linkages between, governmental and other social services programs to assure the effective delivery of such services to low-income individuals and to avoid duplication of such services.

ESC's biggest strength is our diversity and the variety of programs all developed to help us fulfill our Mission of helping people find a way out of poverty. ESC uses their management information system and expertise of employees to identify gaps in services for individuals and families who are seeking information, referrals to resources and then follow-up with those resources. These services often include emergency assistance such as help with utility bills, rent or referrals for food. Families or individuals who feel they want to help themselves out of poverty can be referred to more intensive programs. These include a variety of approaches: Transitional Housing, Rapid Rehousing, Permanent Housing, Head Start, Early Head Start, Weatherization and Intensive Case Management. Although we do have a great number of services available within our own agency we link families to other services and programs within the community. ESC partners with numerous agencies to help meet the needs of low income families. Examples of area agencies where we regularly refer customers: MO Career Center, Family Support Division, Salvation Army, local homeless shelters, local food pantries, Social Security, Health Department and Child Support Enforcement to name only a few.

- 10) Describe how the agency will coordinate the provision of employment and training activities in communities with entities providing activities through statewide and local workforce investment systems under the Workforce Investment Act.

ESC is an active partner on the Regional Workforce Partner group that was organized by the Workforce Investment Board. This group meets monthly to coordinate and collaborate in the areas of employment and training. ESC also operates a case management program that offers an 80 hour employment life skills workshop. The CHANCE program targets homeless individuals who need assistance getting back into the workforce. The first component of the program provides participants with an 80 hour job readiness workshop. It covers a wide variety of topics that help a person get ready to job seek as well as how to retain a job. Each participant works with a case manager to help them find and then retain employment. Although there are other employment and training programs available in the community this particular program caters to a very specific population and there is no other program like it.

11)

Describe how the agency will ensure coordination between antipoverty programs in each community in the service area, and ensure, where appropriate, that emergency energy crisis intervention programs are conducted.

ESC regularly coordinates with other local antipoverty programs. Staff are very knowledgeable in regards to what services local agencies provide. In the case of our utility programs we regularly communicate with other agencies when we have funds in our programs. This allows other agencies to refer people in need to our agency first for assistance since we are the largest utility assistance provider in the area. When a customer needs more assistance than we are able to provide, staff reach out to other providers to coordinate assistance. When our programs are out of funds other local providers will begin offering assistance. This allows all agencies to stretch funds.

12)

Describe how the agency will coordinate programs with and form partnerships with other organizations (ie religious, charitable and other community-based) serving low-income residents of the service area.

ESC has developed many partnerships over the years. Division Directors and staff regularly attend meetings with other service providers and this allows for networking, coordination of programs and services for the low income people in our communities. Below are a few meetings that are attended on a regular basis:

- Community Organizations Active in Disasters (Newton and Jasper counties)
- The Homeless Coalition (Jasper and Newton Counties)
- One Joplin
- Emergency Food and Shelter Board (Jasper/Newton, McDonald and Barton Counties)
- Salvation Army Newton and McDonald County Boards
- Regional Workforce partnership
- Joplin Area Consortium
- Outreach Managers Professional Alliance
- Finance Professional Alliance
- Resource Development Professional Alliance
- Energy and Housing Professional Alliance
- Human Resources Professional Alliance
- Regional Child Care Collaborative
- MO Head Start Directors Association
- Parents As Teachers Advisory Board
- MCADA
- Community Housing Resource Board
- NAHRO
- Missouri NAHRO
- Joplin School District
- McDonald County Coalition
- Newton County Coalition
- Barton County Food Council

- 13) Describe the agency's procedures under which a low-income individual, community organization, or religious organizations, or representative of low-income individuals that considers its organization, or low individuals, to be inadequately represented on the board to petition for adequate representation.

Low Income Board Member Recruitment and Election Process

Recruitment

Staff within the Community Development Department is assigned yearly goals around how many low income board members they must recruit for the board pool. Goals are based on the size of the board pools. There is a standardized Board of Directors Applicant form that is used to collect basic information about the person interested in serving. Completed forms are forwarded to the Director of Community Development. All applications are logged on a spreadsheet by worker and county. A letter, packet of information and RSVP form is sent to the interested person regarding the board and our agency. If the person wishes to be placed into the board pool then they must send back the RSVP form.

Board Pool

This is a group of low income people willing and able to serve on Economic Security Corporation's Board of Directors if there is a vacancy.

A folder system for each county is set up to keep all applications received and sorted.

- . Board pool folder- responded that they wish to be in pool.
- . Not interested in serving on the board folder.
- . Sent packet and RSVP – awaiting response.

Election Process

Candidates: Potential candidates will be interviewed by the Community Development Director or Assistant Community Development Director. During the interview the candidate will complete the ballot information and sign a release of information.

Ballots: Each ballot will contain the following information.

- Name, City and County
- Short Bio about them.
- Why they want to serve on ESC's Board of Directors.
- Why they are the best candidate to represent their county.
- A picture of the candidates could be included but not required.

Each ballot will contain 2 to 3 candidates to vote on.

Ballot Boxes: Ballot boxes will be placed in each outreach location in the waiting rooms when voting is taking place. Ballot boxes will be emptied each night and all ballots placed in an envelope.

Voting: Voting will take place for one week in the county that has an open seat. Voting will take place at all ESC Outreach locations. Voting incentives could include giveaway items like bags, pens and magnets.

Petitioning Process for a Representative of the Poor

This particular selection process is enacted when a low-income person feels that they are not being adequately represented by their current County Board Members. When this happens this is the procedure that ESC follows:

- A. A low-income person can ask for a Low-Income Representative Selection Pool application form.
- B. Upon its return it is marked as a petitioning member.
- C. This is reviewed by the Community Involvement Committee Chair at the next ESC Board of Director's meeting.
 1. The Chair will then review the request.
 2. If there are no vacancies at this time, a letter will be sent to the applicant that there are no current vacancies, but their application will be retained until they tell us they are not interested or a vacancy opens up in the County in which they reside.
 3. However, if there is a vacancy, this is the procedure that our agency follows:
 - a. We contact those applicants who have marked petitioning member by certified letter.
 - b. Request that they come to the next Board meeting, where we will be filling this vacancy.
 - c. Each petitioning member may have five minutes to explain to the Community Involvement Committee (CIC) why they feel their county is not being adequately represented.
 - d. After each petitioning member has spoken, the petitioning members will be excused.
 - e. The CIC committee will review all other applications for the vacancy.
 - f. The committee will discuss the demographic make-up of the current board.
 - g. The committee will then discuss their top three choices.
 - h. The committee will then recommend to the full Board their top choice.
 - D. During the full Board meeting, the CIC committee will give their report which will include their recommendation to the full Board as to their choice to fill the Board of Director's vacancy.
 - E. The full Board will have discussion.
 - F. The full Board will vote.

Upon completion of this process, ESC's Secretary will send a certified letter to each of the petitioning members as to the results of the filling of the vacancy(ies). There is no other recourse for the petitioning members if they have not been chosen, other than to remain in the eligible selection pool for Representatives of the Poor.

14) Describe how the agency will assure participation in the Results Oriented Management and Accountability System

ESC has one certified ROMA trainer and one certified ROMA implementor. All aspects of the ROMA cycle are important as they affect all aspects of management of a CAA. You must evaluate your mission and vision in order to set the direction of the agency. This helps set the tone and direction for staff. A community needs assessment is very important if you are going to discover what the needs and gaps are in your service area. Obtaining both qualitative and quantitative data around employment, education, income, housing, nutrition, health, and emergency services will tell you where the needs are in your community. All levels of management, board, customers and partners are involved in this phase of the ROMA cycle. This step is vital if you are going to develop a plan around the identified needs. The planning Stage is important as this is where many important decisions are made. (Carter's Seven Questions) If staff do not know or understand what is expected of them and what we want to achieve this can equal bad outcomes. It is important to involve staff in the planning stage in my opinion as they are usually the ones doing the work. They can have valuable insight on what may or may not work for a project. Reporting is also key as more funders as the level of reporting and accountability has only increased. Funders want to see real outcomes and change verses service counts. Evaluation is the last stop on the ROMA cycle. Staff and the board are involved in looking at the data in an attempt to figure out why a project either did really well or poorly. This phase helps us improve our projects, our outcomes, and our service to our customers. One way I want to improve my agency's overall ROMA knowledge is to introduce and remind staff using a visual aid. I will use the ROMA Cycle handout on page 11 in the manual. I think a visual aid will help along with giving examples of when we have worked on a particular phase. Each time my department does something that is part of the ROMA cycle I will remind them. My department will be easier than other departments as most of my more seasoned staff are pretty familiar with the whole cycle but I do have several new staff. Other departments might do this whole ROMA cycle but they don't refer to it as that or even recognize that they are already doing ROMA. Another way I can improve my agency's acceptance of ROMA is to learn more about what other departments are doing and in some case show them that they are already doing all the phases of the ROMA cycle.

FFY 2020 State Plan - Amendment

State Plan Assurances/CARES Act Funding

1b) Secure and retain meaningful employment;

On The Job Training will be available for customers enrolled in Case Management services. Staff will work to recruit employment sites to place job seekers. Scholarships for summer childcare spots at the Boys and Girls club will support employed families. Transportation assistance will be available through a vehicle repair program for employed families and individuals. A tuition assistance program will be available for families to increase their skills and education in order to become employed.

1c) Attain and adequate education, with particular attention toward improving literacy skills of the low-income families in the community.

A tuition assistance program will be available for families to increase their skills and education in order to become employed.

1e) Obtain and maintain adequate housing and suitable living environment.

We will implement a minor home repair program and Furnace/AC replacement program in order to keep homeowners safely and stably housed. Coordination with the MGE Red Tag Program and LIHEAP funds will take place on furnace replacements. Funds will be increased for rental assistance to prevent evictions and rehouse persons experiencing homelessness.

1f) Obtain emergency assistance through loans, grants or other means to meet immediate and urgent family and individual needs.

Assistance will be available to help pay water bills and non-narcotic prescription medications.

2) Describe how the agency will address the needs of youth in low-income communities through youth development programs that support the primary role of the family, give priority to the prevention of youth problems and crime and promote increased community coordination and collaboration in meeting the needs of youth, and support development and expansion of innovative community-based youth development programs that have demonstrated success in preventing or reducing youth crime [such as i) programs for the establishment of violence-free zones that would involve youth development and intervention models -- i.e., youth mediation, mentoring, life skills training, job creation, and entrepreneurship programs; ii) after-school child care programs].

ESC will have a partnership with Joplin Schools to place an ESC Case Manager at the school. They will work one on one with At-Risk Students through a variety of programs. Those programs are the JAG program, HiSET, and FLEX.

8) Describe how the agency will provide, on an emergency basis, for the provision of such supplies and services, nutritious foods and related services to counteract conditions of starvation and malnutrition among low-income individuals.

Through a partnership with Area Agency on Aging ESC will support their homebound meals program for seniors. This partnership will ensure low income seniors have access to nutritious food and be able to continue to live independently. A partnership with local farmers markets will be sought to help low-income families on SNAP increase their benefits at the market. We will support the program by helping to double food stamp benefits.

FFY 2020 State Plan

State Plan Assurances/Regular CSBG Funding

Please respond to all items below:

- 1) DSS must assure CSBG funds are designed to assist low income families and individuals within the service area. Describe how utilization of the CSBG funding in the agency will be used to: (If an assurance is not applicable, please note "N/A").
 - a. Remove obstacles and solve problems that block the achievement of self-sufficiency;
their problem. We help with utility and rent deposits, rent, perscriptions, glasses, etc. If there is something that we cannot help with we try to find an organizations that can help them with the problem. When we do find an organization that can help we will refer the client to them.
 - b. Secure and retain meaningful employment;
Part of GHCAA's Offender Empowerment helps clients get established with an employer through the subsidized employment. We will pay the clients wages up to six (6) months. At the end of the six (6) months we hope that the client has done well enough that the employer will hire them.
 - c. Attain an adequate education, with particular attention toward improving literacy skills of the low income families in the community;
Set classes.
 - d. Make better use of available income;
GHCAA staff will council clients on spending habits if staff feels that they could use some help with money management. Periodically GHCAA holds a budgeting class.
 - e. Obtain and maintain adequate housing and a suitable living environment;
house needs some type of home repair CSBG staff will help with a portion of the repair cost. GHCAA does have other funding to help with repair costs. The clients can utilize these services as many times as needed until they reach a cap that we have set internally.
 - f. Obtain emergency assistance through loans, grants or other means to meet immediate and urgent family and individual needs;
N/A
9. Achieve greater participation in the affairs of the communities involved, including development of public and private grassroots partnerships with local law enforcement agencies, local housing authorities, private foundation and other public and private partners to i) document best practices based on successful grassroots interventions to develop methodolgies for widespread replication and/or; ii) strengthen and improve relationships with local law enforcement agencies, which may include participation in activities such as neighborhood or community policing efforts;
GHCAA has a project called Community Partnership Funds. The Community Partnerhsip Funds provides funds to organizations that provide a service to low income families. These services could be back to school supplies, rent for food pantries, equipment for food pantries, Health Departments to buy supplies,
- 2) Describe how the agency will address the needs of youth in low-income communities through youth development programs that support the primary role of the family, give priority to the prevention of youth problems and crime and promote increased community coordination and collaboration in meeting the needs of youth, and support development and expansion of innovative community-based youth development programs that have demonstrated success in preventing or reducing youth crime [such as i) programs for the establishment of violence-free zones that would involve youth development and intervention models -- i.e., youth mediation, mentoring, life skills training, job creation, and entrepreneurship programs; ii) after-school child care programs].

Opportunity Act (WIOA) Youth Program, Summer Park Youth Corp (SPYC), and Temporary Assistance for Needy Families (TANF) Summer Jobs. However, CSBG does have a program/activity, "Youth Leadership Day", which is designed to motivate and inform our youth about the importance of being a leader. During this program/activity they will be provided with classroom type sessions, group activities, and motivational speakers. We believe that it is imperative to provide our youth with the tools and knowledge to possess distinguished leadership skills. We currently have the REALL simulation and Voice activities. Each one of these activities give youth the opportunity to experience what life has to offer and what life is like. We also have a successful partnership with the organization that currently has the WIOA Youth Program.

- 3) Describe how the agency will make more effective use of, and coordinate with, other programs related to the purposes of the Community Services Block Grant.

GHCAA partners with many agencies to link services. We have a partnership with the Missouri Extension Office, mental health agencies when workshops are offered, with the police departments on community activities, probation and parole for referrals to our Offender Empowerment Program.

GHCAA makes referrals to Missouri Job Center, GED program, Vocational Rehabilitation, county health departments, county food pantries, Missouri Legal Aid, Operation Help, Missouri Division of Workforce Development, Green Hills Regional Planning Commission, Missouri Division of Employment Security, Community Resource Center, USDA- Rural Development, Family Services Division, Social Security Administration, Preferred Family Health Care, Salvation Army, North Central Missouri Mental Health Center, Northwest Health Services, and Northeast Missouri Dental Clinic.

- 4) Provide a description of the service delivery system, for services provided or coordinated with CSBG funds.

telephone, mail, and other electronic means. GHCAA provides client intake/assessment/referral services in each of the nine (9) counties (Harrison, Daviess, Caldwell, Mercer, Grundy, Livingston, Putnam, Sullivan and Linn). Community Services staff is trained to assess needs of individuals/households through a holistic approach with individualized attention and accommodations made for clients in need of intensive services. Upon completion of the intake assessment for each individual/family, staff is able to make appropriate referrals to a comprehensive mix of programs both within the agency and also in the communities. GHCAA provides access to agency information through various means, including phone, agency website, Facebook, Twitter, Pinterest, agency blogs, local radio stations, newspapers, and by contact with our office personnel. Intake/assessment/referral must be able to deal with unexpected situations, program changes and addition. The basic system must be able to expand and handle additional programs incorporated into the system. GHCAA operates over 9 programs. Agency staff is informed of various programs during orientation and also receives program specific training. In addition, agency staff is involved in cross trainings and projects. The cross departmental training is on-going and allows staff the opportunities to keep up to date on program requirements and changes. Through the family intake/assessment/referral system that is Management Information System (MIS) individuals/families members are assessed and appropriate linkages of referrals are made. The agency currently has all departments reporting to MIS. This allows inter-agency sharing of information and referral resources. Intake/assessment/referral must present a comprehensive range of services and established linkages of services. A Community Action Agency must ensure that a comprehensive mix of services will be available to eligible clients and that these services will be tailored to the clients individual needs and coordinated with other service providers and community organizations. The system will provide means for the low income population of the target area to achieve greater participation in the affairs of the community. MIS will be utilized to assist workers in making appropriate inner and outer referrals along with staff knowledge of program services offered within the agency and community. This will assist agency staff in customizing referral resources to the client's individual identified need. Intake/assessment information as well as responses, will be returned for program referrals and development of new programs and resources. Follow-up is an ongoing process that ensures client progress. After a referral, it is necessary to ascertain whether the client has been accepted for the desired service. The objective of the follow-up is to ensure a completed action. If an initial referral is determined to be unsuccessful or incomplete, then follow through can initiate supplemental action or alternate action. Documentation for outcomes will be provided through MIS. After the referral is made, clients may participate in an in person/telephone post referral interview. Inner agency

- 5) Describe how linkages will be developed to fill identified gaps in the services, through the provision of information, referrals, case management and follow-up consultation.

meetings she make contacts with different organizations and the services they provide. The organizer will come back to our agency and let's us know if she has made a new contact and what kind of service they are providing. When clients come in and we do not have the type of service that they are needing we will refer them to the appropriate agency that can help them. If the client has multiple issue that they need help with we will start to do case management with them. We will contact the client at least once a month to see how they are getting along and if there is anything else that we need to help them with. The case manager will go over their goals that they had set and if they have acheived their goals then they will decide if they have any new goals that they want to acheive.

- 6) Describe how CSBG funds will be coordinated with other public and private resources.

GHCAA receives Senior Tax Funds from the following counties: Livingston, Putnum, Harrison, Grundy, and Mercer. These funds are to be used specifically for individuals that are 60 and over and reside within the county the funds are from. We also receive Church Women United monies for Grundy County and Linn County Commissioner Funds.

- 7) Describe how the agency will use funds to support innovative community and neighborhood based initiatives with the goal of strengthening families and encouraging effective parenting.

GHCAA uses funds to bring schools on to start a Bright Futures program. We currently are involved with three school's that have Bright Futures. There will be a fourth school in the coming year. Through out the year we work together to help raise money to help kids. We work with them on project different projects through out the year.

- 8) Describe how the agency will provide, on an emergency basis, for the provision of such supplies and services, nutritious foods and related services to counteract conditions of starvation and malnutrition among low income individuals.

Our agency maintains emergency funds and donations, which allow our Community Services staff to easily assist clients in an emergency situation. These funds are unrestricted in nature, and can therefore be adapted to almost any need.

- 9) Describe how the agency will coordinate and establish linkages between, governmental and other social services programs to assure the effective delivery of such services to low-income individuals and to avoid duplication of such services.

Green Hills Community Action Agency works closely with our local job centers. In our region we have two centers that we refer individuals to. Every couple of months we have a resource meeting that includes all the resources in our nine (9) county region plus a few organizations that are not in our region. We discuss what each of us has to offer, what is new within our agency and any issues that an agency may be having or seeing with individuals and families.

- 10) Describe how the agency will coordinate the provision of employment and training activities in communities with entities providing activities through statewide and local workforce investment systems under the Workforce Investment Act.

organizations that are not in our region. They discuss what each organization has to offer, what is new within each agency and any issues that an agency may be having or seeing with individuals and families. We also refer individuals to the Job Centers for employment.

- 11) Describe how the agency will ensure coordination between antipoverty programs in each community in the service area, and ensure, where appropriate, that emergency energy crisis intervention programs are conducted.

GHCAA provides literature to the public about the emergency energy crisis intervention program (ECIP). To ensure that the public is aware of the energy program we attend fairs, back to school programs, attend meetings, open line on the radio station, Facebook, Twitter, new press releases and our web site.

- 12) Describe how the agency will coordinate programs with and form partnerships with other organizations (ie religious, charitable and other community-based) serving low-income residents of the service area.

organization has been doing in the community. Agencies and organizations will talk about what activities they have coming up and we determine if the activity is something that we want to help with. During these meetings we get the chance to meet new agencies or organizations. We try to learn as much as possible about the agency or organization to see if they would be a good fit for what we are trying to achieve. We try to develop as many partnerships as possible so that as a group we can help the low income families.

- 13) Describe the agency's procedures under which a low-income individual, community organization, or religious organizations, or representative of low-income individuals that considers its organization, or low individuals, to be inadequately represented on the board to petition for adequate representation.

GHCAA has a Tri Par Board and it ensures that 1/3 of the board is low income individual. When we have a vacancy on our board that is low income we ask other board members for help in filling the low income position. We will contact departments within our agency to see if they know of anyone that would like to sit on our Board of Directors. Once someone has been identified our Executive Director will contact them to see if they are interested in the position. If they are interested they will fill out an application and then there will be an election with the Board of Directors to see if the board approves the application. If the board approves the application then a date and time will be established with the low income person for orientation. Please see By Laws page 4 for description of the board.

- 14) Describe how the agency will assure participation in the Results Oriented Management and Accountability System.

GHCAA has two (2) ROMA certified implemetors on staff. The two (2) implemetors will continually strive to ensure that ROMA

Community Action Agency Name: **GHCAA**
CARES Act Funding: **\$508,084**

FFY 2020 State Plan - Amendment

State Plan Assurances/CARES Act Funding

no updates submitted

Request for Proposal FFY 2020 State Plan

State Plan Assurances/Regular CSBG Funding

Please respond to all items below:

- 1) DSS must assure CSBG funds are designed to assist low income families and individuals within the service area. Describe how utilization of the CSBG funding in the agency will be used to: (If an assurance is not applicable, please note "N/A").

- a. Remove obstacles and solve problems that block the achievement of self-sufficiency;

JFCAC assists families and individuals to overcome barriers to self sufficiency by utilizing CSBG funding for Empowerment Coaching. Through the coaching process strengths and opportunities are identified. Internal and External referrals are provided to increase resources to reach goals.

- b. Secure and retain meaningful employment;

Community Services Specialists will use CSBG funding to offer Empowerment Coaching and as individuals identify employment goals they will be referred to JFCAC's Skill Up Program. Once employment is secured CSBG funds will assist individuals with maintaining employment by offering supportive services and other agency services such as LIHEAP, Head Start, and/or Housing.

- c. Attain an adequate education, with particular attention toward improving literacy skills of the low income families in the community;

Community Services staff will partner with the local colleges to ensure education opportunities are available for low income individuals. CSBG staff will refer individuals to the Skill Up Program to attain further education including HiSet and Continuing Ed certifications. Also, JFCAC will offer Read from the Start in local communities in partnership with Head Start, Early Head Start, and PAT.

- d. Make better use of available income;

Community Service Specialists will provide internal referrals for LIHEAP and Weatherization while providing cost saving tips for energy usage. The Keeping Current program will be offered to income eligible families to save on their monthly Ameren electric bills. Referrals to food pantries, food stamps and WIC will be given to those struggling with food costs.

- e. Obtain and maintain adequate housing and a suitable living environment;

Community Services staff will maintain partnerships with local subsidized complexes and participate in Housing Expansion and Project Homeless events. Referrals will be provided to affordable housing and applications for the Housing Choice Voucher program will be completed with families.

- f. Obtain emergency assistance through loans, grants or other means to meet immediate and urgent family and individual needs;

CSBG Coordinator will participate in local COADs to ensure families are aware of loans, grants, and other resources for emergency assistance in natural disasters or life changing events. CSBG funds through Emergency Assistance/Disaster Relief will be used to leverage funds for other needs. Partnerships will be maintained with local St. Vincent DePaul members so that JFCAC can address urgent needs of families in our communities.

9. Achieve greater participation in the affairs of the communities involved, including development of public and private grassroots partnerships with local law enforcement agencies, local housing authorities, private foundation and other public and private partners to i) document best practices based on successful grassroots interventions to develop methodologies for widespread replication and/or; ii) strengthen and improve relationships with local law enforcement agencies, which may include participation in activities such as neighborhood or community policing efforts;

Community Services Staff are engaged in community collaborations in both counties with local housing complexes, school districts, food pantries, and local law enforcement. The Senior Resource Committee brings together the police chief, Aging Ahead, JFCAC, and other organizations to strengthen the support system for senior citizens in Franklin County. In the future, we plan to partner with local officers during the Summer Feeding Program to build relationships with low income youth. In addition, JFCAC partners with a school district that is participating in the Bright Futures Project to remove barriers for low income families.

- 2) Describe how the agency will address the needs of youth in low-income communities through youth development programs that support the primary role of the family, give priority to the prevention of youth problems and crime and promote increased community coordination and collaboration in meeting the needs of youth, and support development and expansion of innovative community-based youth development programs that have demonstrated success in preventing or reducing youth crime [such as i) programs for the establishment of violence-free zones that would involve youth development and intervention models -- i.e., youth mediation, mentoring, life skills training, job creation, and

JFCAC partners with high school students in the JAG program to offer Cyber Seniors. At risk youth teach senior citizens how to utilize technology and social media. This program promotes youth development and provides a dual mentoring program for both youth and seniors. Also, the Summer Feeding Program partners youth with local community members for nutritious food and socialization.

- 3) Describe how the agency will make more effective use of, and coordinate with, other programs related to the purposes of the Community Services Block Grant.

JFCAC coordinates Leadership Team meetings monthly for Program Directors to share information of activities and services available for families and individuals. CSBG staff will also participate in community meetings and service provider forums.

- 4) Provide a description of the service delivery system, for services provided or coordinated with CSBG funds.

Intake, Assessment, & Referral is a process that will be completed by all Community Service Specialists with families seeking assistance from the agency. Families will participate in a basic intake and assessment; and referrals will be made and documented through the MIS system. Referrals will be made based on family need and available community resources. Follow-up will be conducted on all referrals; and information on the referral status will be documented in MIS.

- 5) Describe how linkages will be developed to fill identified gaps in the services, through the provision of information, referrals, case management and follow-up consultation.

Through formal and informal partnerships with community organizations linkages will be developed to fill gaps in services. In addition, JFCAC will collaborate with other organizations to write grants that address the needs identified through CNA and coaching with families.

- 6) Describe how CSBG funds will be coordinated with other public and private resources.

JFCAC partners with public and private organizations to coordinate services for families. Public and private resources are used to assist families with needs not covered by Empowerment Coaching. This includes resources from St. Vincent DePaul and other churches to pay for prescriptions, legal fees, etc.

- 7) Describe how the agency will use funds to support innovative community and neighborhood based initiatives with the goal of strengthening families and encouraging effective parenting.

The Resiliency project is an innovative initiative with the goal of strengthening families and improving parenting skills. CSBG funds are used to provide tools and training for Head Start families to encourage effective parenting. Also, Read from the Start provides books and activities for parents to do with their children.

- 8) Describe how the agency will provide, on an emergency basis, for the provision of such supplies and services, nutritious foods and related services to counteract conditions of starvation and malnutrition among low income individuals.

JFCAC established the Hunger Task Force in both counties. Members of the Task Force share food resources at local pantries with low income families to prevent starvation and malnutrition. CSBG staff also lead the Summer Feeding Program when summer school is not in session to ensure children have nutritious foods. Also, our agency operates the WIC program in Jefferson County.

- 9) Describe how the agency will coordinate and establish linkages between, governmental and other social services programs to assure the effective delivery of such services to low-income individuals and to avoid duplication of such services.

CSBG staff facilitate presentations to Aging Ahead, the Children's Division, Probation and Parole, Family Support Division, ALIVE, and other organizations that provide services to low income individuals. Also, our agency hosts an advocacy event that brings local government, first responders, social service providers, and non profit organizations together to share resources and services they provide.

- 10) Describe how the agency will coordinate the provision of employment and training activities in communities with entities providing activities through statewide and local workforce investment systems under the Workforce Investment Act.

JFCAC staff serve on the Jefferson Franklin WIB and Youth Council that provides WIOA services in our counties. Our agency partners with the local Job Centers to offer on the job training for individuals seeking employment. Also, our agency offers the Skill Up program and attends statewide trainings with our regional Workforce staff.

- 11) Describe how the agency will ensure coordination between antipoverty programs in each community in the service area, and ensure, where appropriate, that emergency energy crisis intervention programs are conducted.

CSBG staff work closely with other antipoverty programs to ensure that volunteers and staff have access to Energy Crisis applications to provide to families they contact. Local food pantries and social service organizations partner with our agency to leverage funding through Dollar More, Dollar Help, and private donations.

- 12) Describe how the agency will coordinate programs with and form partnerships with other organizations (ie religious, charitable and other community-based) serving low-income residents of the service area.

JFCAC over the next year will develop a Partnership Plan to identify gaps in services and organizations needed to provide services to our communities. CSBG staff serve on many community committees and have formal and informal partnerships with local churches, pantries, health departments, schools, etc.

- 13)

Describe the agency's procedures under which a low-income individual, community organization, or religious organizations, or representative of low-income individuals that considers its organization, or low individuals, to be inadequately represented on the board to petition for adequate representation.

Jefferson and/or Franklin County organizations or groups who would like to be represented on the Board of Directors may petition for representation by filing a petition with the Board. Within 60 days of the receipt of the petition, the Board shall grant the petitioners an opportunity to present their petition at the next regularly scheduled Board meeting. If the majority of the Board votes to approve the petition, the Board shall make the necessary provisions to fill the next available Board Director opening in either the Community or At-large Representative Groups, whichever is most appropriate, with an appropriate individual.

- 14) Describe how the agency will assure participation in the Results Oriented Management and Accountability System.

The Chief Community Development Officer and the Chief Innovation Officer are both certified in ROMA. The agency follows the ROMA system and has staff, clients, and Board members participate in the Community Needs Assessment, Strategic Planning, Grant Management, and Evaluation of Outcomes. CNAs, Strategic Plans, and Annual Reports are shared with all stakeholders.

Community Action Agency Name: **JFCAC**
CARES Act Funding: **\$1,111,590**

FFY 2020 State Plan - Amendment

State Plan Assurances/CARES Act Funding

no updates submitted

FFY 2020 State Plan

State Plan Assurances/Regular CSBG Funding

Please respond to all items below:

1) DSS must assure CSBG funds are designed to assist low income families and Individuals within the service area. Describe how utilization of the CSBG funding in the agency will be used to: (if an assurance is not applicable, please note "N/A").

a. Remove obstacles and solve problems that block the achievement of self-sufficiency.

CSBG funds are provided for Auto Repair to ensure transportation for employment, education, health care and multiple domains within self-sufficiency. Employment and Education supports through Family Development Counseling and continuing education supports. Health and Wellness programs to support overall health and wellbeing for low-income families and the community. Life Skills classes are provided to support employment and employment retention, re-entry of incarcerated individuals, teens entering the workforce, family functioning skills for adults and teens, budgeting and financial management for adults and teens. HiSo/GED and Literacy council partnerships support low-income individuals in gaining basic education.

b. Secure and retain meaningful employment;

CSBG funds are provided for Family Development Counseling (Case Management) is utilized with families/individuals who are in need of employment supports. Resuma writing, job searches, interview assistance, employment supplies, and other supports are provided to promote gaining employment and retaining employment for individuals participating.

c. Attain an adequate education, with particular attention toward improving literacy skills of the low income families in the community;

CSBG funds are provided for continuing education supports are utilized with families/individuals who are in need of continuing education supports. Tuition supports, classroom materials, and ongoing supports through Family Development Counseling are provided to enable participant to have success in completing their certification. The agency also partners heavily with local Literacy council (one staff is a board member) and provide testing fees for participants through these partnerships.

d. Make better use of available income;

CSBG funds are provided for Life Skills classes in budgeting are provided to families throughout the communities we serve. Classes available include: Budgeting 101, Your Money Your Goals, Money Smart, Record Keeping 101, and Budgeting your Food Stamps. Three Community Empowerment Coordinators are Certified Financial Education Instructors.

e. Obtain and maintain adequate housing and a suitable living environment;

CSBG funds are provided for intake, assessment, and referrals to programs/partners who provide housing and suitable living environment supports, such as: Section 8 Housing, Missouri Housing Development Commission, United States Department of Agriculture, Senior Housing facilities, Lighthouse Mission, Habitat for Humanity, Meremac Regional Planning Commission, CSBG funds are utilized for direct client services if available. CSBG funds may be utilized for emergency rent assistance, utilities, deposits, temporary housing/shelter.

f. Obtain emergency assistance through loans, grants or other means to meet immediate and urgent family and individual needs;

CSBG funds are provided for intake, assessment, and referrals to programs/partners who provide emergency supports, such as: local food pantries, legal aid, local churches and ministerial alliances, crisis centers, and CSBG funds are utilized for direct client services if available. CSBG funds may be utilized for food, blankets, hotel stays, relocation costs (bus passes), or fuel assistance.

Achieve greater participation in the affairs of the communities involved, including development of public and private grassroots

g. i) document best practices based on successful grassroots interventions to develop methodologies for widespread replication and/or; ii) strengthen and improve relationships with local law enforcement agencies, which may include participation in activities such as neighborhood or community policing efforts;

First
 Monday: Homeless Youth Task Force -9am
 Wednesday: Cuba Chamber -12pm
 Thursday: Crawford County Coalition -9am
 Friday: Eldon Chamber -7am
 Second
 Tuesday: Macon County Community Involvement & Advocacy -9am
 Wednesday: Hermann Cares -9am
 Waynesville/St. Robert Chamber -11:45am
 Phelps County Child Advocacy Network -12pm
 Thursday: Owensville Cares -9am
 Friday: Lebanon Chamber -12pm
 Miller County Cares (Bi-Monthly) -10am
 Third
 Tuesday: Steelville Chamber -12pm
 Owensville Chamber -12pm
 MCS (Bi-Monthly) -9:30am
 Wednesday: Rolla Chamber -11:30am
 Last
 Thursday: Pulaski County Community Network -8:30am

CSBG funds are provided for Community Outreach Days, team members set up office at local food pantries, community organizations, health department/WIC offices, and faith based facilities to reach families or individuals who are seeking assistance or utilizing services. CSBG funds are also provided for Poverty Simulations to be held with local school districts, churches, law enforcement, or other community involvement groups.

- 8) Describe how the agency will provide, on an emergency basis, for the provision of such supplies and services, nutritious foods and related services to counteract conditions of starvation and malnutrition among low income individuals.

MOCA has developed close working relationships with major emergency service providers across the area. In FFY19 we partnered with the Lebanon Laclede County Interagency Food Enrichment Pantry, Cuba Ministerial Alliance Food Pantry, Visions Unlimited Food Pantry, Helping Hands Outreach Food Pantry, Helping Hands Homeless Shelter, Maries County Women's Crisis Center, Good Samaritan Food Pantry, Loaves & Fishes Food Pantry, Crocker Food Pantry, Helping Hands of Central Missouri (St. Elizabeth), and Phillipsburg Food Pantry; by providing administration or needed supply funding to help offset the costs of the pantries. This has resulted in an expansion of services. The agency also partners with Greater Rolla Area Charitable Enterprise (GRACE), Share the Harvest, Good Samaritan - Waynesville, C.A.S. (Called, Anointed, and Sent) Projects, Lamb House, Eldon Food Pantry, and Hope House. These partners are available for emergency response when customers come into the agency. If a family or individual is referred or walks in with an emergency need, they are the first focus of attention.

- 9) Describe how the agency will coordinate and establish linkages between, governmental and other social services programs to assure the effective delivery of such services to low-income individuals and to avoid duplication of such services.

Coordination with like programs and partners through coalition meetings, community boards, and in-person meetings ensures knowledge of which programs provide which services in regards to creating outcomes for individuals and families needing employment and/or training services. This connection between agencies ensures the capacity to fully cover participant's needs while also eliminating duplication of services. Program requirements and/or qualifications vary between programs and keeping up to date with such requirements for partnering agencies and in sharing CSBG requirements with partners allows agencies to mutually refer participants to the program that would be the best match for the participants needs. Close partnerships are held with the local Career Centers, Continuous Education Facilities, and Outreach Centers who provide supports for employment and education, keeping the communication current and relevant for customer needs. Allowing MOCA to provide programs that help reduce or eliminate barriers to initial or continuous employment for low income persons:

Educational Support Services work with participants who have identified a technical career path and are needing assistance in pursuit of their goals. Participants are enrolled in local technical schools, tuition is paid from CSBG funds on their behalf, and they are set up with the Case Manager to set goals and manage individual barriers; this program enables them to receive certification in their field. Career/Technical fields may be (but not limited to) Certified Nurse's Assistant, Certified Medical Technician, Welding Certification, Heating Ventilation and Air Conditioning Certification, Transportation Certification among other viable technical fields dependent upon individual case. Family Development/ Case Managers assist participants in searching for and identifying any resources that may also support or extend services; such as Pell Grants, Missouri Access Grants, etc.

Supportive programs in this Initiative support individuals who are working toward their General Education Diploma (GED) or High School Equivalency (HiSET), participants are enrolled either through the MOCA Resource Center or another school in the eight county area. Employment/Education Support provides support for individuals who are employed or are actively attending technical training/school and have barriers in retaining their employment or education, such as; gas, specialized clothing needs, and/or fees relevant to employment or education. Fiscal Supports can be made from CSBG funds up to but not over \$500 per individual. The Employment/Education Support helps employers retain employees who are otherwise successful.

Life Skills Supports is interactive learning opportunities where participants learn strategies for:

- o Tackling the Tough Skills (Soft Skills for Employment)
- o Resume Writing
- o Job Interview skills
- o Budgeting
- o Energy Saving
- o The R Rules
- o Getting Ahead, Getting By

Through the Life Skills Supports CSBG staff coordinate and facilitate Jail School programs in which inmates at local county correctional facilities attend Tackling the Tough Skills employment readiness classes. This increases their employment viability upon release from

Case managers meet with the individuals or families in a comfortable safe environment. Sessions are scheduled on an as needed basis, ranging from weekly to monthly. Contact must be made at least once per month. Goal sheets are used to break down the necessary steps for achieving individual goals. A case file is established and maintained at the main office and monthly paperwork is submitted by the case manager. The case file contains goal sheets, self-sufficiency scales, and other necessary documents demonstrating progress and employment.

The Automotive Repair Program enables low income individuals and families to set appointments through County Project Coordinators with local Technical Schools or Automotive Repair Shops and have their vehicle serviced through the program at no or minimal cost to the customer. CSBG funds can be leveraged up to but not exceeding \$500. Participants in the Automotive Repair Program are employed, attending technical training/school, or have health barriers. The participant is able to take their vehicle to the service location and repairs are done to the vehicle so they may retain their employment, continue their education, or attend to their health care needs.

Through the Community Empowerment Coordination staff members attend Coalition Meetings and Chamber Meetings connecting and partnering with employers throughout the eight counties gathering employment opportunities to share with program participants and through the agency communications, such as social media. Connections are also made on behalf of participants of Family Support/Case Management and those participating in the Educational Support Services, General Education Diploma (GED) or High School Equivalency (HiSET), Employment/Education Support, Life Skills Supports or any other programs promoting their availability for employment.

- 10) Describe how the agency will coordinate the provision of employment and training activities in communities with entities providing activities through statewide and local workforce investment systems under the Workforce Investment Act.

Coordination with like programs and partners through coalition meetings, community boards, and in-person meetings ensures knowledge of which programs provide which services in regards to creating outcomes for individuals and families needing employment and/or training services. This connection between agencies ensures the capacity to fully cover participant's needs while also eliminating duplication of services. Program requirements and/or qualifications vary between programs and keeping up to date with such requirements for partnering agencies and in sharing CSBG requirements with partners allows agencies to mutually refer participants to the program that would be the best match for the participants needs. Close partnerships are held with the local Career Centers, Continuous Education Facilities, and Outreach Centers who provide supports for employment and education, keeping the communication current and relevant for customer needs. Allowing MOCA to provide programs that help reduce or eliminate barriers to initial or continuous employment for low income persons:

Educational Support Services work with participants who have identified a technical career path and are needing assistance in pursuit of their goals. Participants are enrolled in local technical schools, tuition is paid from CSBG funds on their behalf, and they are set up with the Case Manager to set goals and manage individual barriers; this program enables them to receive certification in their field. Career/Technical fields may be (but not limited to) Certified Nurse's Assistant, Certified Medical Technician, Welding Certification, Heating Ventilation and Air Conditioning Certification, Transportation Certification among other viable technical fields dependent upon individual case. Family Development/ Case Managers assist participants in searching for and identifying any resources that may also support or extend services; such as Pell Grants, Missouri Access Grants, etc.

Supportive programs in this initiative support individuals who are working toward their General Education Diploma (GED) or High School Equivalency (HISET). Participants are enrolled either through the MOCA Resource Center or another school in the eight county

Employment/Education Support provides support for individuals who are employed or are actively attending technical training/school and have barriers in retaining their employment or education, such as; gas, specialized clothing needs, and/or fees relevant to employment or education. Fiscal Supports can be made from CSBG funds up to but not over \$500 per individual. The Employment/Education Support helps employers retain employees who are otherwise successful.

Life Skills Supports is interactive learning opportunities where participants learn strategies for

- o Tackling the Tough Skills (Soft Skills for Employment)
- o Resume Writing
- o Job Interview skills
- o Budgeting
- o Energy Saving
- o The R Rules
- o Getting Ahead, Getting By

Through the Life Skills Supports CSBG staff coordinate and facilitate Jail School programs in which inmates at local county correctional facilities attend Tackling the Tough Skills employment readiness classes. This increases their employment viability upon release from the correctional facility and in turn reduces their chance of recidivism. All of the Life Skills classes are offered and held in the Career Centers (Workforce Investment Act Programs), the remaining open centers are in Lebanon and Rolla.

Case managers meet with the individuals or families in a comfortable safe environment. Sessions are scheduled on an as needed basis, ranging from weekly to monthly. Contact must be made at least once per month. Goal sheets are used to break down the necessary steps for achieving individual goals. A case file is established and maintained at the main office and monthly paperwork is submitted by the case manager. The case file contains goal sheets, self-sufficiency scales, and other necessary documents demonstrating progress and employment.

The Automotive Repair Program enables low income individuals and families to set appointments through County Project Coordinators with local Technical Schools or Automotive Repair Shops and have their vehicle serviced through the program at no or minimal cost to the customer. CSBG funds can be leveraged up to but not exceeding \$500. Participants in the Automotive Repair Program are employed.

Through the Community Empowerment Coordination staff members attend Coalition Meetings and Chamber Meetings connecting and partnering with employers throughout the eight counties gathering employment opportunities to share with program participants and through the agency communications, such as social media. Connections are also made on behalf of participants of Family Support/Case Management and those participating in the Educational Support Services, General Education Diploma (GED) or High School Equivalency (HISET), Employment/Education Support, Life Skills Supports or any other programs promoting their availability for employment.

- 11) Describe how the agency will ensure coordination between antipoverty programs in each community in the service area, and ensure, where appropriate, that emergency energy crisis intervention programs are conducted.

The agency provides outreach and education services to promote the availability of the program. Outreach and Education activities are provided in a manner that incorporates activities that access other educational funding sources from state and federal agencies and private energy suppliers.

- 12) Describe how the agency will coordinate programs with and form partnerships with other organizations (ie religious, charitable and other community-based) serving low-income residents of the service area.

Through the community coalition meetings, contact with new providers may be made. These opportunities also allow for continuing or shifting priorities through the partnerships depending upon the needs of the community. The agency has partnerships with multiple community based organizations that offer space for meeting with families or individuals, coordination of services, and community outreach to ensure maximum participation in CSBG programs.

- 13) Describe the agency's procedures under which a low-income individual, community organization, or religious organizations, or representative of low-income individuals that considers its organization, or low individuals, to be inadequately represented on the board to petition for adequate representation.

Board of Directors By-Laws (Page 9/10): Any low-income individual or representative of low-income individuals who considers that low-income individuals who considers that low-income individuals are inadequately represented on the Board of Directors may petition for adequate representation by presenting a written petition to the Board of Directors signed by eight individuals who are from the community to be represented. The Board of Directors will respond in writing to the petition not more than 60 days from the date it is received by the Board of Directors. Should it decide to provide representation to the petitioning organization or interest, the Board of Directors shall take any actions necessary to provide that representation while ensuring that the Board of Directors' composition meets the requirements of the federal Community Services Block Grant Act and any other applicable laws or regulations.

- 14) Describe how the agency will assure participation in the Results Oriented Management and Accountability System.

Two certified ROMA trainers and one certified ROMA implementor are in the CSBG team and future plans are to have all CSBG team members attain their ROMA implementor certification.