



CSBG: Meeting Requirements

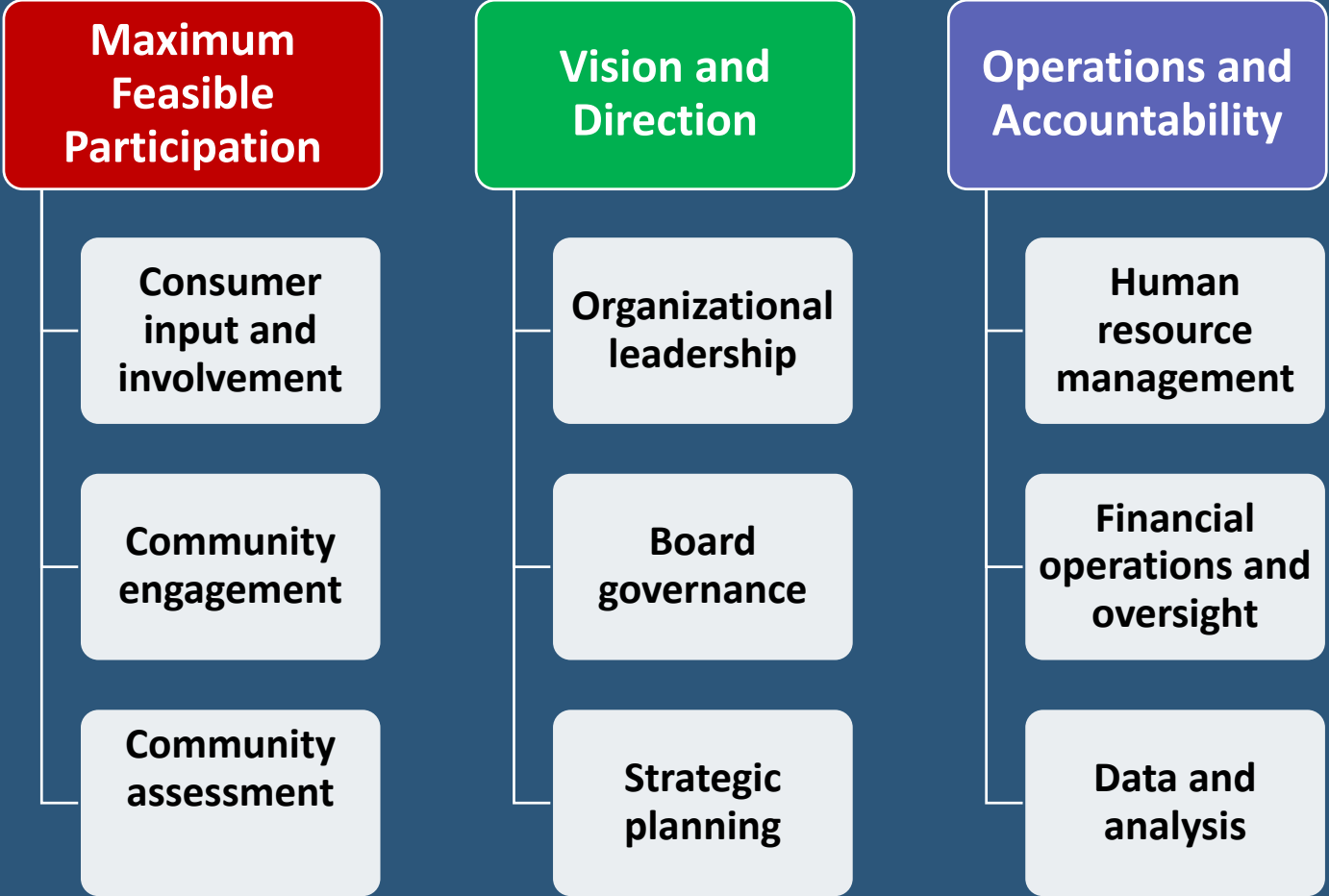
December 9, 2020

Requirements

- Organizational Standards
- Community Needs Assessment
- Community Action Plan
- Strategic Plan
- Monthly Performance Report



Organizational Standards



OS Results

Organizational Category	2019 Score	2020 Score
1. Consumer Input and Involvement	86.67%	85%
2. Community Engagement	85.63%	92%
3. Community Assessment	93%	94%
4. Organizational Leadership	81.67%	88%
5. Board Governance	85%	91%
6. Strategic Planning	81%	87%
7. Human Resource Management	87.50%	93%
8. Financial Operations and Oversight	89.85%	93%
9. Data and Analysis	88.75%	89%

2020 OS Analysis

Standard	Score	Issues
1.3 The organization has a systematic approach for collecting, analyzing, and reporting customer satisfaction data to the governing board.	67.50%	<ul style="list-style-type: none">• No documentation• No analysis or report to board
6.5 The governing board has received an update(s) on progress meeting the goals of the strategic plan within the past 12 months.	62.50%	<ul style="list-style-type: none">• No documentation• CAP update but not SP goals
9.3 The organization has presented to the governing board for review or action, at least within the past 12 months, an analysis of the agency's outcomes and any operational or strategic program adjustments and improvements identified as necessary.	58.97%	<ul style="list-style-type: none">• No analysis or identified areas of improvement• No packet of materials presented• If meet 9.3 you get 6.5!
OVERALL	90.69%	<ul style="list-style-type: none">• 8/9 categories improved• Each year there has been improvement• OS 6.5 low across years

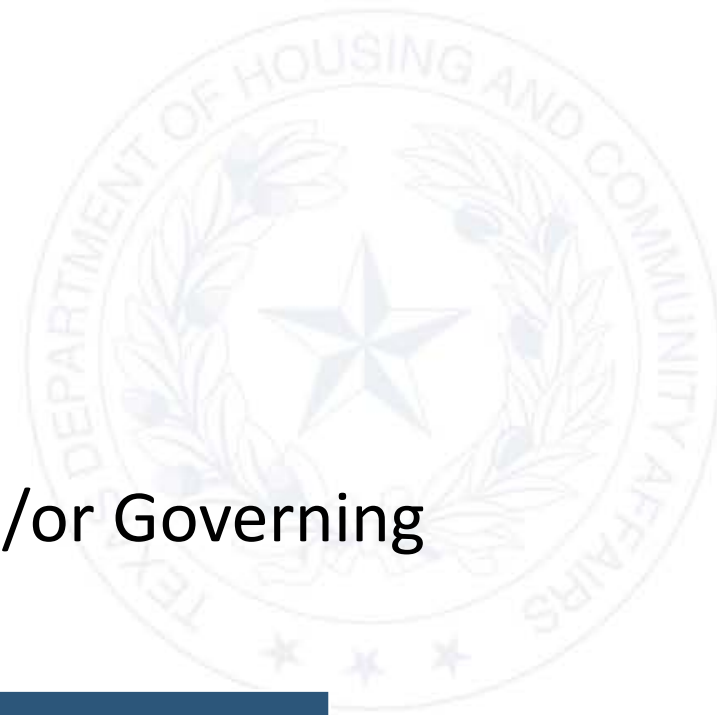
Organizational Standards Tools

- New Guide
- Board Meeting Minutes Cover Sheet
- Board Vacancy Tool
- New Hire Orientation Tool
- OS 4.3 Checklist
- Board Roster will be requested every August

NOTE: Naming convention, highlight, provide page number(s), submit in upright orientation

DUE DATE: September 30, 2021 for period 10/1/2020 thru 9/30/2021





Public Entity Boards

- Most standards are for the Advisory Board
- These standards fall under local government rules and/or Governing Board

O.S.

4.5 – policy/procedures

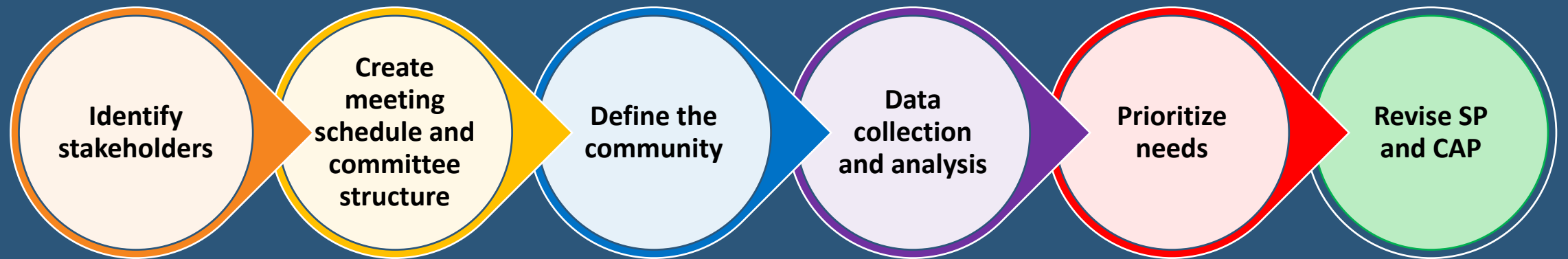
4.6 – policy/procedures

7.4 – performance appraisal sign-off

7.5 – where salary info is posted

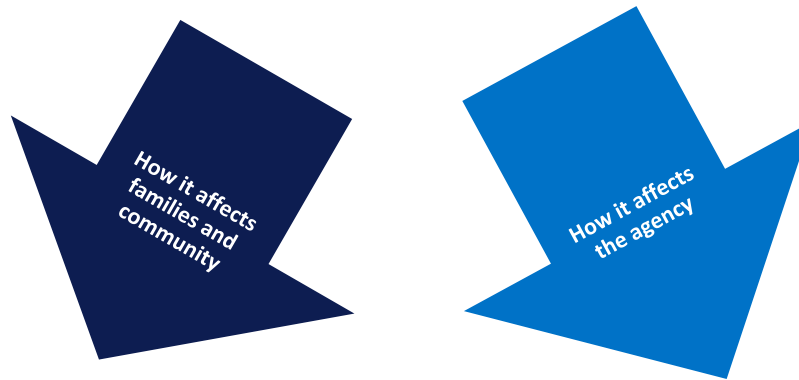
8.2 – confirmation that process to address findings is complete

Community Needs Assessment (CNA)



Why is it Important?

Community Needs Assessment (CNA)



Community Action Plan (CAP)

- Does it address the prioritized needs?
- What services and programs will we use to meet needs and achieve outcomes?
- Does staff know our mission and the set goals?
- How we will track progress?

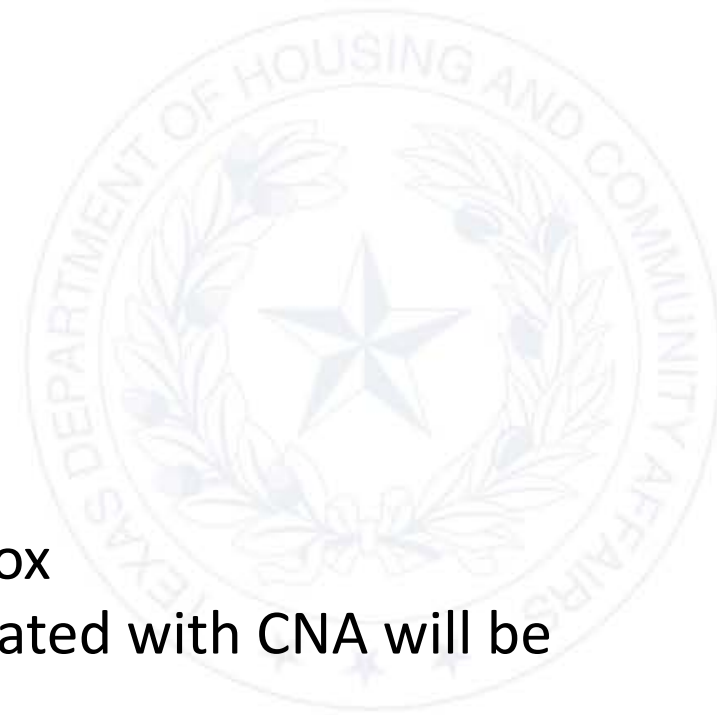


Strategic Plan (SP)

- Are the identified needs aligned with our mission?
- What programs and services are available?
- Do we have the right partners/funding?
- Do we have the capacity or do we need to increase capacity to make an impact?
- What changes need to be made?
- What do we need to strengthen or abandon?
- How will we know we are successful?

CNA Checklist and Tool

- New CNA Checklist
 - Created from National CNA Monitoring Tool
 - Evaluation for meeting requirements indicated with a red box
 - Other standards noted within the document that are associated with CNA will be evaluated during OS Review
- CNA Tool
 - Old CNA Guide (XLS) revised to be used as a resource
 - State Requirements tab is removed
 - OS Requirements tab remains, as these standards are to be met
- Resources for conducting a CNA in a virtual world (handout)
- **DUE DATE: June 1, 2021**



Organizational Standards to Meet in CNA Submissions

O.S.	
1.2	Analyzes information collected directly from low-income individuals as part of community assessment
2.2	Utilizes information gathered from key sectors of the community in assessing needs and resources...at minimum: community-based organizations, faith-based organizations, private sector, public sector, and educational institutions.
3.2	Uses current poverty data and its prevalence related to gender, age, and race/ethnicity
3.3	Collects and analyzes both qualitative and quantitative data
3.4	Key findings on the causes and conditions of poverty and the assessed needs

Strategic Plan (SP)



Strategic Plan

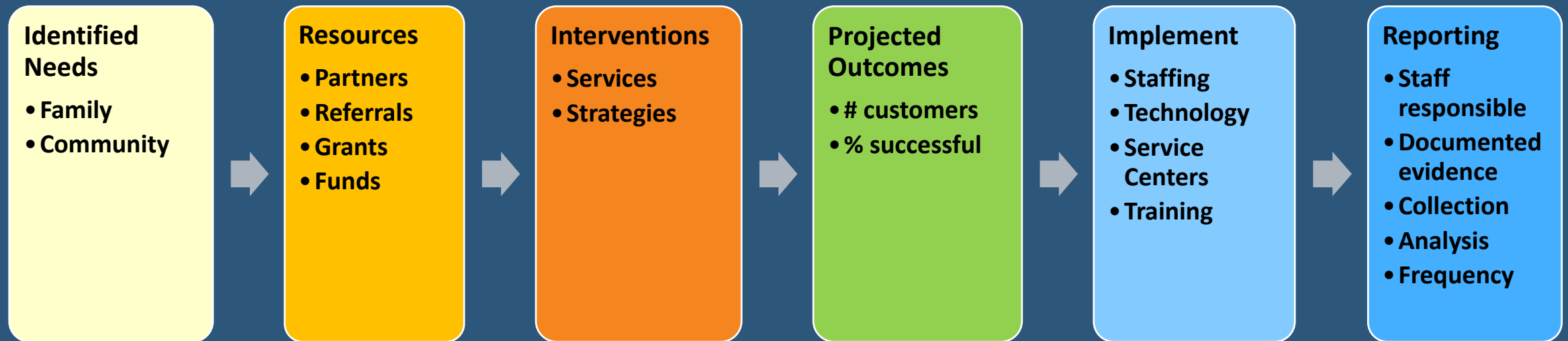
When it is next due, it will be reviewed during Organizational Standard annual reviews.

O.S.	Requirements that must be met
6.1	Strategic Plan is completed within 5 years of last board approved SP
6.2	Addresses reduction of poverty, revitalization of communities, and empowerment of people to become more self-sufficient.
6.3	Contains family, agency and/or community goals
6.4	Customer satisfaction data and customer input collected through CNA is included in SP process

Strategic Plan Associated Standards

O.S.	Coordinated assessment of related requirements
6.5 and 9.3	That the governing board has received an update(s) on progress meeting the goals of the SP within the past 12 months, and an analysis of outcomes and any operational or strategic adjustments and improvements identified as necessary. (Board minutes)
1.2	Analyzed information collected from low-income individuals as part of CNA
1.3	A systematic approach for collecting, analyzing, and reporting customer satisfaction data to governing board. (Board minutes)
4.1	Governing board has reviewed mission statement within past 5 years. Mission addresses poverty, and programs and services align with mission.
4.3	SP documents continuous use of Full ROMA Cycle

Community Action Plan (CAP)



2022 CAP

- Full Community Action Plan
- [2022 CAP Workbook](#)
- Budget no changes
- Aligns with Top 5 needs identified in current CNA
- Referrals and Partners: MOUs or Working Partnership organizations provides documentation towards OS 2.1
- Outcomes and Services tie to CNA (OS 4.2)
- **DUE DATE: September 1, 2021**

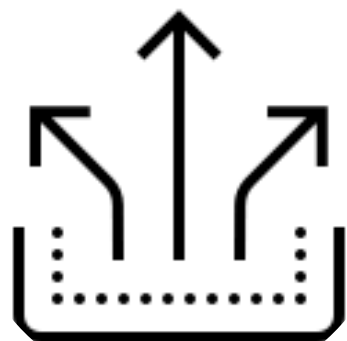


Monthly Performance Reports (MPRs)





Services and Outcomes



Outputs

SRVs



Outcomes

FNPIs

Counting People NOT Services

The NASCSP Guide states:

For FNPIs, only participants are being counted. **If an indicator measurement indicates households, report all members of the household.** If there are four members of one household, report four (4).

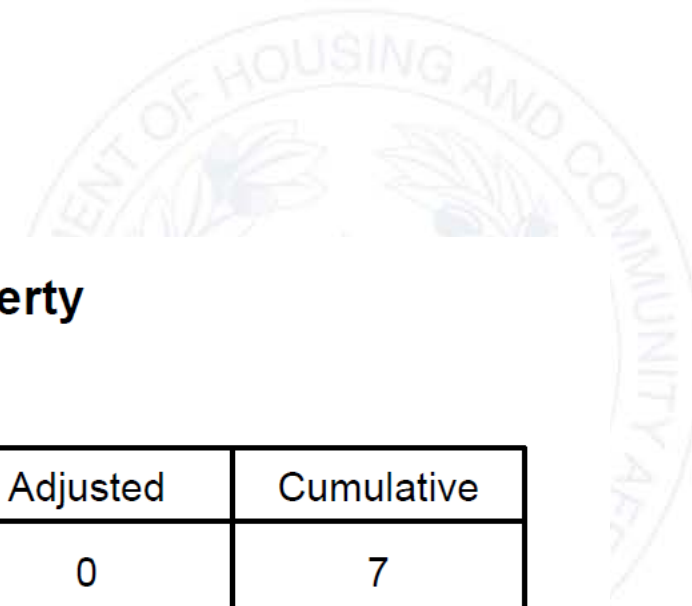


Counting Unduplicated Number of Individuals Served

A single mom, with 2 children, comes in for assistance, you determine the household eligibility (SRV 7b: count = 3) and provide the following services:

- One box of food every week for four weeks (SRV 5jj: count = 3)
- One gift card to each household member for household items (SRV 5hh: count = 3)
- Four job referrals every week for four weeks (SRV 1l: count = 1)

SRV 7a – Case Management



Module 5. Section A. People Working Towards Transitioning Out of Poverty

1. People Working Towards Transitioning Out of Poverty

		Monthly	Adjusted	Cumulative
A.	Number of unduplicated people working towards transitioning out of poverty.	0	0	7

2. People Transitioned Out of Poverty

		Monthly	Adjusted	Cumulative
1.	Report the number of people (include all household members) who achieve a household income of 125% of the poverty level, or greater, through agency assistance and have been tracked for at least 90 days. These clients must have been tracked for 90 days and documentation kept on services provided, follow-up conducted, and income documented.	0	0	0

Count Everyone!

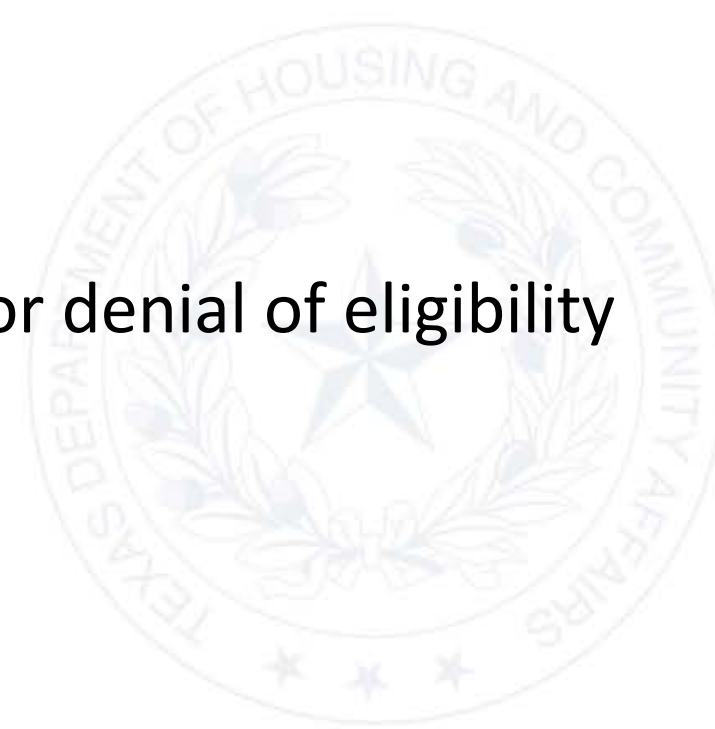
SRV 7b – Eligibility Determination means an approval or denial of eligibility

7. Services Supporting Multiple Domains (SRV 7)

	Unduplicated Number of Individuals Served (#)		
	Monthly	Adjusted	Cumulative
Case Management (SRV 7a)			
a. Case Management	2	0	50
Eligibility Determinations (SRV 7b)			
b. Eligibility Determinations	0	0	0

Module 4. Section C. All Characteristics Report

	Monthly	Adjusted	Cumulative
A. Total unduplicated number of all INDIVIDUALS about whom one or more characteristics were obtained:	153	0	1499



FNPI 7a – Outcomes Across Multiple Domains

Six Domains:

- 1. Employment
- 2. Education
- 3. Income and Asset Building
- 4. Housing
- 5. Health and Social/Behavioral
- 6. Civic Engagement



7. Outcomes Across Multiple Domains (FNPI 7)

		I. Number of Participants Served in Program(s) (#)			II.) Target (#)	III.) Actual Results (#)			IV.) Percentage Achieving Outcome $[(III / I) \times 100]$ [%]	V.) Performance Target Accuracy $[(III / II) \times 100]$ [%]
		Monthly	Adjusted	Cumulative	Target	Monthly	Adjusted	Cumulative		
a.	The number of individuals who achieved one or more outcomes as identified by the National Performance Indicators in various domains.	0	0	0	500	0	0	0	0.00	0.00

FNPI 7a should auto-calculate unduplicated participants

7. Outcomes Across Multiple Domains (FNPI 7)

		I. Number of Participants Served in Program(s) (#)			II.) Target (#)	III.) Actual Results (#)		
		Monthly	Adjusted	Cumulative	Target	Monthly	Adjusted	Cumulative
a.	The number of individuals who achieved one or more outcomes as identified by the National Performance Indicators in various domains.	0	0	0	500	0	0	0

Similar to how demographics are calculated in Module 4, Section C

Module 4. Section C. All Characteristics Report

		Monthly	Adjusted	Cumulative
A.	Total unduplicated number of all INDIVIDUALS about whom one or more characteristics were obtained:	459	0	5401

Evaluation

Verify the story your agency is telling

- Does it make sense
- Do you need to correct the story so it is clear



FNPI 1s and SRV 1s – Employment

Remember to choose the services the agency has provided in the same domain in order for a client to obtain a job!

- Once a client is signed up for case management, the goal is to obtain a job, so enroll the client in either FNPI 1b or 1e
- Once the client obtains the job, **automatically** enroll the client to maintain the job for 90 days (FNPI 1c or 1f)
- **Hmmm**: Can 4 clients obtain a living wage job (FNPI 1e) and 28 (FNPI 1f) maintain it for 90 days?

FNPI 2s and SRV 2s – Education

Remember to choose the services the agency has provided in the same domain in order for a client to obtain an education!

- If a client is enrolled to obtain a certificate (FNPI 2h) the client is to have received either Postsecondary Education Supports (SRV 2aa), Financial Aid Assistance (SRV 2bb) or Skills Training and Opportunities for Experience (SRV 1a-f)
- **Hmmm:** Can 47 clients obtain a recognized credential, certificate, or degree relating to the achievement of educational or vocational skill without receiving any services?

FNPI 4s and SRV 4s – Housing

Remember to choose the services the agency has provided in the same domain in order for a client to obtain housing supports!

- Each FNPI in this domain begins with “*The number of households*” but the count is all the members in the household.
- If a client has rent or mortgage paid from a past due notice, count the outcome as assisting the client in avoiding either eviction or foreclosure.
- **Hmmm**: Can 486 clients receive rent payments (SRV 4c) and zero clients (FNPI 4e) avoid eviction?

Counting Services IS important

Feeding Seniors



18,000 meals to assist seniors in health and nutrition allowing them to continue to live independently!



Texas Dept. of Housing and Community Affairs

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