



**Community Action Partnership of Lancaster and Saunders Counties
Results-Oriented Management & Accountability (ROMA) Logic Models
Fiscal Year 2018**

Updated 09.14.2017

Results-Oriented Management & Accountability (ROMA) Logic Model

AFI-IDA Program FY18

Community Action Partnership of Lancaster and Saunders Counties

<p style="text-align: center;">(1) Identified Problem, Need, Situation</p> <p>Statement of the specific problem or need you will address. Consider community needs and resources.</p>	<p style="text-align: center;">(2) Service or Activity</p> <p>Identify the service or activity that is expected to produce the outcome given the need or problem identified. Include the number of clients estimated to be served, or number of units to be offered, and a timeframe.</p>	<p style="text-align: center;">(3) Expected Outcome</p> <p>General statement of results expected. These are the significant benefits derived from participation in a service intervention or activity.</p>	<p style="text-align: center;">(4) Indicator</p> <p><u>Projected</u> # of individuals expected to achieve each outcome divided by the number served; the % expected to achieve.</p>	<p style="text-align: center;">(5) Actual Results</p> <p>The <u>Actual</u> # of individuals achieving the outcome, divided by the number served; the % of children who <u>achieved</u> each outcome.</p>	<p style="text-align: center;">(6) Measurement Tool</p> <p>Describe the sources of data, how it is collected, and staff assigned to the task(s).</p>	<p style="text-align: center;">(7) Data Source</p> <p>Include Collection Procedure and Personnel Responsible.</p>	<p style="text-align: center;">(8) Frequency of Data Collection and Reporting</p> <p>Describe how often data is collected and reported both inside and outside the CAA.</p>
<p>Low-income households have difficulty providing their basic needs including shelter, food, and clothing</p>	<p>Financial Well-Being staff will budget with 25 participants to identify income and income supports available to meet basic needs.</p>	<p>Participants will provide for the basic needs of their households, using income and income supports, by paying rent/mortgage and utilities on time and providing necessary food and clothing for their households.</p>	<p>25 of 25 (100%) will pay rent/mortgage and utilities on time and provide necessary food and clothing for their households for 90 days.</p> <p>20 of 25 (75%) will pay rent/mortgage and utilities on time and provide necessary food and clothing for their households for 180 days.</p>		<p>Financial Well-Being staff will budget with participants and track the participants' budget outcomes in participant files.</p> <p>Participant goals of "achieve and maintain capacity to meet basic needs" for 90 and 180 days will be added for each participant in ServicePoint and will be updated by Financial Well-Being staff as appropriate.</p>	<p>Financial Well-Being staff will track participants' budget outcomes in case management notes with each meeting.</p> <p>Financial Well-Being staff will update ServicePoint goals as appropriate.</p>	<p>Participants' budget outcomes will be discussed in case management meetings and noted in participant files with each meeting.</p> <p>Participants completing goals will be reported through CSBG 6-month and annual reports.</p>
<p>Low-income households are unable to make first-time home purchases, pay for post-secondary education, and capitalize small businesses.</p>	<p>25 participants, 8 of which will be new enrollees, will save income through the program, which qualifies them to receive matching funds. Participants will receive case management services to establish</p>	<p>Low-income households will purchase assets using their required savings combined with matching funds.</p>	<p>6 out of 25 (24%) of participants will purchase an asset using their required savings and matching funds during FY 2018.</p> <p>- 3 out of 6 purchases will be houses.</p>		<p>Financial Well-Being staff receive participant IDA savings account statements monthly from US Bank, and records participant savings in ServicePoint and the IDA tracking database.</p>	<p>US Bank mails monthly bank statements for participant accounts to Financial Well-Being staff, who collect and record information from these in ServicePoint and the IDA tracking database, then keeps</p>	<p>Savings account statements are collected monthly. Asset purchase documentation is collected as participants prepare to purchase assets. Participant progress is noted in files as participants report it to</p>

	<p>and improve budgeting skills and to prepare for and facilitate the purchase of their program assets. Participants will receive credit counseling services as part of this case management.</p>		<p>8 out of 8 (100%) of new participants will open a new IDA account.</p> <p>12 out of 25 (48%) of participants will improve their credit scores.</p>		<p>Participants provide asset purchase information, potentially including purchase contracts, loan applications, purchase closing documentation, invoices, business plans, order forms, student account statements, and other documentation supporting purchases – this documentation is kept by Financial Well-Being staff in participant files. Financial Well-Being staff track participant progress towards program requirements and goals and notes this in participant files.</p>	<p>hard copies in the participant files.</p> <p>Participants deliver asset purchase information to Financial Well-Being staff, who keep hard copies in the participant files.</p> <p>Financial Well-Being staff update participant files as participants make progress towards goals and program requirements.</p>	<p>Financial Well-Being staff, at least monthly.</p> <p>Current participant savings, total purchases, and participant progress towards program requirements are reported monthly to Fiscal to ensure proper allocation of matching funds and on the Board Report. This information is also reported quarterly to AFI. NPI progress is reported every 6 months through CSBG 6-month and annual reports.</p>
<p>Low-income households lack financial capability, causing them to experience lower net worth and lower financial well-being.</p>	<p>Financial Well-Being staff will provide group-based and individual services to 25 participants.</p>	<p>Participants will take action on their goals, using the knowledge, skills and support they gain from their group-based and individualized services, to increase savings, improve credit histories, budget to meet basic needs, and complete asset purchases. These changes will increase participants' net worth and their financial well-being as measure by the CFPB Financial Well-Being Scale.</p>	<p>24 of 25 (96%) participants will save money, pay down debt, or complete an asset purchase, resulting in higher net worth.</p> <p>24 of 25 (96%) participants will save money, pay down debt, or complete an asset purchase, resulting in improved financial well-being scores.</p>		<p>Participants will report asset values, bank account balances, and amounts owed at enrollment, with each asset purchase, at least yearly, and at the completion of their program participation. Financial Well-Being staff will retrieve Experian credit reports as participants enroll, with each purchase, at least yearly, and at completion of participants' program participation.</p> <p>Participants will complete CFPB Financial Well-Being Scales at enrollment, with each purchase, at least yearly, and at completion of program participation.</p> <p>Financial Well-Being staff will calculate and track net worth and</p>	<p>Participant-reported net worth information, credit reports, and scored Financial Well-Being Scales will be kept by Financial Well-Being staff in participant files.</p> <p>Financial Well-Being staff will collect this information at enrollment, with each purchase, at least yearly, and as participants complete their program participation.</p> <p>Goals of increasing net worth and improving Financial Well-Being will be added in ServicePoint and updated as appropriate by Financial Well-Being staff.</p>	<p>Participant-reported information is collected at beginning and end of participation, or at least once per program year.</p> <p>Participants who achieved increased net worth and improved financial well-being will be reported with the 6-month and annual CSBG reports.</p>

					score Financial Well-Being Scales and report improvements in ServicePoint		
<p>Low-income households lack financial and practical knowledge relating to the financial system and asset purchases</p>	<p>16 participants will attend MoneySmart modules or asset-specific education, which consists of NeighborWorks First-time Homebuyer class for house purchases, Education Funding Plans or EducationQuest counseling for education purchases, or a business plan approved by a financial institution or microenterprise development organization for small business capitalizations.</p>	<p>Participants will gain an understanding of how to use the financial system and purchase assets</p>	<p>16 out of 16 (100%) participants will increase their practical and financial knowledge relating to the financial system and asset purchases through completion of MoneySmart trainings and asset-specific education.</p>		<p>Financial Well-Being staff or volunteer trainers will collect sign-in sheets and pre- and post-assessments for MoneySmart classroom sessions, and participants who complete MoneySmart via the computer-based course will provide certificates created by the course to Financial Well-Being staff. Participants will provide certificates showing completion of Neighborworks' First-time homebuyer classes, business plans approved by SCORE or CDR, or Education Funding plans developed with the Financial Well-Being staff, which show costs of education and availability of financial aid and other sources of payment for the education expenses, including program matching funds.</p>	<p>Financial Well-Being staff will collect sign-in sheets and pre- and post-assessments from MoneySmart classroom sessions that Financial Well-Being staff lead and will collect the same from the trainer for other MoneySmart classroom sessions. Financial Well-Being staff will input the results of pre- and post-assessments into the MoneySmart tracking spreadsheet and will update participation in ServicePoint and participant files. Financial Well-Being staff will update Servicepoint and participant files when participants turn in MoneySmart completion certificates from the computer-based course and when participants turn in completion certificates from Neighborworks' classes and approved business plans. Financial Well-Being staff will update participant files and ServicePoint when participants complete education funding plans.</p>	<p>Sign-in sheets and pre- and post-assessments for MoneySmart classroom sessions are collected at each session. MoneySmart computer-based completion certificates and Neighborworks' first-time homebuyer certificates are collected as participants complete those trainings. Approved business plans are collected after receiving approval. Education Funding plans are collected when completed.</p> <p>Participant progress towards completing MoneySmart trainings and asset-specific education will be reported on the monthly board report. This information is also reported quarterly to AFI. NPI progress is reported every 6 months through CSBG 6-month and annual reports.</p>
<p>Mission: Community Action empowers people living in poverty to reach economic stability.</p>							

Results-Oriented Management & Accountability (ROMA) Logic Model

Emergency Services FY18

Community Action Partnership of Lancaster and Saunders Counties

<p style="text-align: center;">(1) Identified Problem, Need, Situation</p> <p>Statement of the specific problem or need you will address. Consider community needs and resources.</p>	<p style="text-align: center;">(2) Service or Activity</p> <p>Identify the service or activity that is expected to produce the outcome given the need or problem identified. Include the number of clients estimated to be served, or number of units to be offered, and a timeframe.</p>	<p style="text-align: center;">(3) Expected Outcome</p> <p>General statement of results expected. These are the significant benefits derived from participation in a service intervention or activity.</p>	<p style="text-align: center;">(4) Indicator</p> <p><u>Projected</u> # of individuals expected to achieve each outcome divided by the number served; the % expected to achieve.</p>	<p style="text-align: center;">(5) Actual Results</p> <p>The <u>Actual</u> # of individuals achieving the outcome, divided by the number served; the % of children who <u>achieved</u> each outcome.</p>	<p style="text-align: center;">(6) Measurement Tool</p> <p>Describe the sources of data, how it is collected, and staff assigned to the task(s).</p>	<p style="text-align: center;">(7) Data Source</p> <p>Include Collection Procedure and Personnel Responsible.</p>	<p style="text-align: center;">(8) Frequency of Data Collection and Reporting</p> <p>Describe how often data is collected and reported both inside and outside the CAA.</p>
<p>Households applying for services have a disconnect notice on their utility bill or service has been disconnected.</p>	<p>Payment assistance will be provided to 2,100 participants to either avoid disconnection or to have service restored from October 1, 2017-September 30, 2018.</p>	<p>Utility service will not be disconnected or will be restored, extending utility service for at least 30 days.</p>	<p>Of those 2,100 participants provided with utility assistance, 1,995 or 95% will have the minimum bill amount required paid in order to have their utility service restored or continued for a minimum of 30 days.</p>		<p>Participant applications are collected by phone by Emergency Services Staff. Supporting documentation including case management notes are collected in person and will be documented in Service Point and participant files. Reports are submitted to NHAP monthly by ServicePoint and Data Projects Coordinator.</p>	<p>Emergency Services Family Advocate will be responsible for entering all documentation in Service Point. Information at time of application will be collected by phone and information collected during funded appointment including income verification, identification, proof of citizenship, disconnect notice and releases of information are collected in person and entered into Service Point and participant file. Documentation from case management sessions are collected in person and entered into Service Point and participant file.</p>	<p>Data will be collected and entered into Service Point at time of service. Data is entered at time of application, at funded appointment and ongoing as case management occurs.</p>

<p>Households applying for services have an eviction notice for non-payment of rent.</p>	<p>Rent assistance will be provided to 160 Households from October 1, 2017-September 30, 2018.</p>	<p>Participants will remain in their own residence and avoid becoming homeless.</p>	<p>Of those 160 Households provided assistance with rent payments, 152 households, or 95% will have the minimum amount of rent required paid in order to avoid eviction and remain in their residence.</p>		<p>Participant applications are collected by phone by Emergency Services Staff. Supporting documentation including case management notes are collected in person will be documented in Service Point and participant files by Emergency Services staff. Reports are submitted to NHAP monthly by ServicePoint and Data Projects Coordinator.</p>	<p>Emergency Services Family Advocate will be responsible for entering all documentation in Service Point. Information at time of application will be collected by phone and Information collected during funded appointment including income verification, identification, proof of citizenship documentation, lease, landlord agreement, eviction notice and releases of information are collected in person and entered into Service Point and participant file. Documentation from case management sessions are collected in person and entered into Service Point and participant file.</p>	<p>Data will be collected and entered into Service Point at time of service. Data is entered at time of application, at funded appointment and ongoing as case management occurs.</p>
<p>Households applying for deposit assistance are currently homeless.</p>	<p>Deposit assistance will be provided to 40 Households from October 1, 2017-September 30, 2018.</p>	<p>Participants will be securely housed in safe, affordable housing.</p>	<p>Of those 40 households provided assistance with rental deposit 40 or 100% will secure safe, affordable housing.</p>		<p>Participant applications are collected by phone by Emergency Services Staff. Supporting documentation including case management notes are collected in person will be documented in Service Point and participant files. Emergency Services staff conduct a housing inspection of all units prior to approval for assistance. Reports are submitted to NHAP monthly by ServicePoint and Data</p>	<p>Emergency Services Family Advocate will be responsible for entering all documentation in Service Point. Information at time of application will be collected by phone. Information collected during funded appointment including income verification, identification, Social Security documentation, proof of homelessness, housing inspection forms, verification of Fair market rent and rent reasonableness comparables and</p>	<p>Data will be collected and entered into Service Point and participant file at time of service. Data is entered at time of application, after housing inspection, at funded appointment and ongoing as case management occurs.</p>

<p>Households are unable to budget and are in need of assistance with creating and maintaining a budget.</p>	<p>150 Households will receive long term case management for a period of 90 days. This includes referral support, needs planning, and assistance in maintaining a budget for 90 days between October 1, 2017 and September 30, 2018.</p>	<p>Participants receiving long term case management services through Emergency Services will learn how to establish a budget and then maintain that budget for a minimum of 90 days.</p>	<p>Of those 150 households receiving ongoing case management services 113 or 75% will successfully establish and maintain a budget for a minimum of 90 days.</p>		<p>Projects Coordinator.</p> <p>Participant applications are collected by phone by Emergency Services Staff. Supporting documentation including case management notes are collected in person and will be documented in Service Point and participant files. Case management services occur monthly and are tracked by Emergency Services staff through budget sheets and added to case notes in Service Point and in participant file. Case Management services also include referrals to other programs as well as goal planning surrounding each individual's needs. Reports are submitted to NHAP monthly by ServicePoint and Data Projects Coordinator</p>	<p>releases of information are collected in person and entered into Service Point and participant file .Documentation from case management sessions are collected in person and entered into Service Point and participant file.</p> <p>Emergency Services Family Advocate will be responsible for entering all documentation in Service Point. Documentation from case management sessions, including budget sheets and goal plans, are collected in person and entered into Service Point and participant file.</p>	<p>Data will be collected and entered into Service Point at time of service as each case management session occurs. Goal plans and budget sheets are in participant files and entered into Service Point.</p>
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Mission: Community Action empowers people living in poverty to reach economic stability.

Results-Oriented Management & Accountability (ROMA) Logic Model

Financial Well-Being FY18

Community Action Partnership of Lancaster and Saunders Counties

<p style="text-align: center;">(1) Identified Problem, Need, Situation</p> <p>Statement of the specific problem or need you will address. Consider community needs and resources.</p>	<p style="text-align: center;">(2) Service or Activity</p> <p>Identify the service or activity that is expected to produce the outcome given the need or problem identified. Include the number of clients estimated to be served, or number of units to be offered, and a timeframe.</p>	<p style="text-align: center;">(3) Expected Outcome</p> <p>General statement of results expected. These are the significant benefits derived from participation in a service intervention or activity.</p>	<p style="text-align: center;">(4) Indicator</p> <p><u>Projected</u> # of individuals expected to achieve each outcome divided by the number served; the % expected to achieve.</p>	<p style="text-align: center;">(5) Actual Results</p> <p>The <u>Actual</u> # of individuals achieving the outcome, divided by the number served; the % of children who <u>achieved</u> each outcome.</p>	<p style="text-align: center;">(6) Measurement Tool</p> <p>Describe the sources of data, how it is collected, and staff assigned to the task(s).</p>	<p style="text-align: center;">(7) Data Source</p> <p>Include Collection Procedure and Personnel Responsible.</p>	<p style="text-align: center;">(8) Frequency of Data Collection and Reporting</p> <p>Describe how often data is collected and reported both inside and outside the CAA..</p>
<p>Low-income households lack financial capability (knowledge of the financial system + skills to budget and save household income + access to appropriate financial resources).</p>	<p>Financial Well-Being staff will provide group-based and individual services to 30 participants in cohorts (lasting 6-12 months) focusing on specific financial goals, such as saving, improving credit, and lending circles.</p> <p>Financial Well-Being staff will also budget with participants.</p> <p>Financial Well-Being staff will provide individualized “on-demand” services to 15 participants of other Community Action programs outside the cohorts.</p> <p>(45 total participants)</p>	<p>Participants will be able to understand and use tools to track household spending and plan spending, control household spending, and prioritize spending, and progress towards financial goals.</p> <p>Participants will gain knowledge and skills relating to budgeting and their specific financial goals through group cohort meetings and individual services.</p> <p>Participants will access appropriate financial resources through cohort participation and individually.</p>	<p>20 of 45 (44%) participants will access an appropriate financial product at a partner financial institution or participate in a lending circle.</p> <p>30 of 45 (66%) participants will gain knowledge and skills related to budgeting and their specific financial goals through group cohort meetings and individual services.</p>		<p>Financial Well-Being Administrator will establish partner financial institutions and referral processes for referrals outside cohorts. Financial Well-Being Administrator will secure support of partner financial institutions to establish financial products specific to cohort activities (e.g., savings accounts for savings cohort; promissory notes for lending circles; etc.). Partner financial institutions will report usage of financial products to Financial Well-Being Administrator.</p>	<p>Financial Well-Being Administrator will negotiate processes for partner financial institutions to report ongoing usage of financial products. Financial Well-Being staff will track financial product usage in participant files and in ServicePoint.</p> <p>Financial Well-Being staff will collect attendance sheets at cohort group meetings and track them in ServicePoint. Financial Well-Being staff will maintain participant notes regarding individual services and will track them in ServicePoint</p>	<p>Usage data from partner financial institutions will be collected monthly. Cohort attendance will be noted with each cohort meeting.</p> <p>Cohort attendance and individual services will be reported monthly with Community Action’s Board report and with the CSBG 6-month and annual reports and any other funder-required reports.</p>

					Financial Well-Being staff will track and note participants' cohort attendance.		
<p>Low-income households lack financial capability, causing them to experience lower net worth and lower financial well-being.</p>	<p>Financial Well-Being staff will provide group-based and individual services to 30 participants in cohorts (lasting 6-12 months) focusing on specific financial goals, such as saving, improving credit, and lending circles. Financial Well-Being staff will also budget with participants.</p> <p>Financial Well-Being staff will provide individualized "on-demand" services to 15 participants of other Community Action programs outside the cohorts.</p> <p>(45 total participants)</p>	<p>Participants will take action on their goals, using the knowledge, skills and support they gain from their cohorts and individualized services, to increase savings, improve credit histories, budget to meet basic needs, and participate in lending circles. These changes will increase participants' net worth and their financial well-being as measure by the CFPB Financial Well-Being Scale.</p>	<p>30 of 45 (66%) participants will save money, pay down debt, or complete lending circle participation, resulting in higher net worth.</p> <p>30 of 45 (66%) participants will save money, pay down debt, or complete lending circle participation, resulting in improved financial well-being scores.</p>		<p>Participants will report asset values, bank account balances, and amounts owed at enrollment into cohorts or beginning of individualized services and at the completion of their program participation. Financial Well-Being staff will retrieve Experian credit reports as participants enroll in cohorts or beginning of individualized services and at completion of participants' program participation.</p> <p>Participants will complete CFPB Financial Well-Being Scales at enrollment in cohorts or the beginning of individualized services and at completion of program participation.</p> <p>Financial Well-Being staff will calculate and track net worth and score Financial Well-Being Scales and report improvements in ServicePoint</p>	<p>Participant-reported net worth information, credit reports, and scored Financial Well-Being Scales will be kept by Financial Well-Being staff in participant files.</p> <p>Financial Well-Being staff will collect this information prior to enrollment in cohorts or alongside the beginning of individualized services and as participants complete their program participation.</p> <p>Goals of increasing net worth and improving Financial Well-Being will be added in ServicePoint and updated as appropriate by Financial Well-Being staff.</p>	<p>Participant-reported information is collected at beginning and end of participation, or at least once per program year.</p> <p>Participants who achieved increased net worth and improved financial well-being will be reported with the 6-month and annual CSBG reports.</p>

<p>Low-income individuals with negative credit histories and low credit scores are denied access to traditional financial resources.</p>	<p>Financial Well-Being staff will provide group-based and one-on-one credit counseling and support with developing and implementing a credit improvement plan to 25 participants enrolled in Community Action programs.</p>	<p>Participants will learn to use credit wisely and eliminate or mitigate the negative factors in their credit report.</p> <p>Participants will take action that places positive factors in their credit report, giving them access to traditional, non-predatory financial products and institutions.</p>	<p>15 out of 25 (60%) participants will improve their credit scores.</p> <p>5 out of 25 (20%) participants will eliminate or mitigate the negative factors in their credit report.</p> <p>10 out of 25 (40%) participants will take action that places positive factors in their credit report. Of these, 2 out of 25 (8%) will secure a traditional, non-predatory financial product.</p> <p>2 out of 25 (8%) will increase their credit score to 660+</p> <p>2 out of 25 (8%) participants will maintain a credits core of 660+ for 90 days.</p>		<p>Financial Well-Being staff will obtain Experian credit reports and Vantagescore 3.0 credit scores. Participants will report debt payoffs and amounts owed not showing on their credit reports. Financial Well-Being staff will keep meeting notes from credit counseling sessions. As participants report eliminating or mitigating negative factors and as participants report taking actions to place positive factors in their credit histories, Financial Well-Being staff will pull new credit reports/scores and will track participant-reported actions in meeting notes from credit counseling sessions. Credit reports and participant reports indicating access to traditional, non-predatory financial products will be tracked in meeting notes.</p>	<p>Financial Well-Being staff will obtain Experian credit reports and Vantagescore 3.0 credit scores for the initial credit counseling session. Credit reports and scores will be obtained again when the participant has completed steps expected mitigate or eliminate negative factors or place positive factors in their credit histories, or every 6 months. Credit reports will be kept in secure participant files. Notes from credit counseling sessions will be kept in participant files. Financial Well-Being staff will update credit improvement goals and counseling sessions in ServicePoint</p>	<p>Credit reports and scores will be obtained when participants have completed steps expected to eliminate or mitigate negative factors in their credit histories, or at least every 6 months. Session notes will be recorded and goal achievements will be updated in ServicePoint after each session.</p> <p>Services provided will be reported on the monthly board report. Services provided and credit goals achieved will be reported every 6 months on CSBG 6-month and annual reports</p>
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<p>Low-income households lack emergency, short- and/or long-term savings to deal with financial shocks and work towards asset goals.</p>	<p>Financial Well-Being staff will provide group-based and one-on-one support to 10 Community Action participants developing emergency, short-, and long-term savings plans.</p>	<p>Participants will create emergency, short-, and/or long-term savings plans.</p> <p>Participants will put a portion of their tax refund into savings.</p>	<p>10 out of 10 (100%) participants will create emergency, short-, and/or long-term savings plans, and 7 out of 10 (70%) will implement emergency, short-, and/or long-term savings plans. Participants with emergency savings will use it to weather financial shocks.</p> <p>5 out of 10 (50%) participants will put a portion of their tax refund into savings.</p>		<p>Participants and Financial Well-Being staff will jointly create emergency, short- and/or long-term savings plans. Participants will report their implementation of these plans to Financial Well-Being staff. To the extent participants access partner financial institutions with information-sharing agreements, partner financial institutions will report participant implementation of savings plans.</p> <p>Participants will report to Financial Well-Being staff their savings of tax refunds. To the extent participants access Community Action's Tax Prep Program, Financial Well-Being Administrator will track and record these savings.</p>	<p>Financial Well-Being staff will take copies of participants' savings plans for their files and will create appropriate savings goals in ServicePoint and update these goals as appropriate. Partner financial institutions will report participant savings to Financial Well-Being staff on a monthly basis. Financial Well-Being staff will receive participant reports on savings activity monthly.</p> <p>Financial Well-Being Administrator will cross-reference participant information with Tax Prep Program information to identify and record participants saving tax refunds.</p>	<p>Participant savings activity will be collected monthly; savings of tax refunds will be collected annually.</p> <p>Savings activity and amounts will be reported monthly with the Community Action Board Report and with the CSBG 6-month and annual reports and with any required funder reports.</p>
<p>Low-income households have difficulty providing their basic needs including shelter, food, and clothing</p>	<p>Financial Well-Being staff will budget with 45 participants to identify income and income supports available to meet basic needs.</p>	<p>Participants will provide for the basic needs of their households, using income and income supports, by paying rent/mortgage and utilities on time and providing necessary food and clothing for their households.</p>	<p>20 of 45 (44%) will pay rent/mortgage and utilities on time and provide necessary food and clothing for their households for 90 days.</p> <p>12 of 45 (26%) will pay rent/mortgage and utilities on time and provide necessary food and clothing for their households for 180 days.</p>		<p>Financial Well-Being staff will budget with participants and track the participants' budget outcomes in participant files.</p> <p>Participant goals of "achieve and maintain capacity to meet basic needs" for 90 and 180 days will be added for each participant in ServicePoint and will be updated by Financial Well-Being staff as appropriate.</p>	<p>Financial Well-Being staff will track participants' budget outcomes in case management notes with each meeting.</p> <p>Financial Well-Being staff will update ServicePoint goals as appropriate.</p>	<p>Participants' budget outcomes will be discussed in case management meetings and noted in participant files with each meeting.</p> <p>Participants completing goals will be reported through CSBG 6-month and annual reports.</p>

<p>Low-income households lack access to appropriate, non-predatory financial products.</p>	<p>Financial Well-Being staff will work with area financial providers through the Lincoln Credit Association and creation of the Community HOPE FCU to increase the number and type of non-predatory financial products available to participants.</p>	<p>Local financial providers will create or expand eligibility to low-income participants for non-predatory financial products.</p>	<p>Local financial providers will create or expand eligibility to low-income participants for 2 non-predatory financial products.</p>		<p>Financial Well-Being staff will track non-predatory financial products available to low-income participants. Local financial providers will provide informational materials about products offered and eligibility.</p>	<p>Local financial providers will provide informational materials regarding products offered to low-income households.</p>	<p>Financial Well-Being staff will survey non-predatory financial products offered to low-income households yearly. Financial Well-Being staff will update survey with new products or new eligibility criteria which result from Financial Well-Being efforts.</p>
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Results-Oriented Management & Accountability (ROMA) Logic Model

Gathering Place Soup Kitchen FY2018

Community Action Partnership of Lancaster and Saunders Counties

<p style="text-align: center;">(1) Identified Problem, Need, Situation</p> <p>Statement of the specific problem or need you will address. Consider community needs and resources.</p>	<p style="text-align: center;">(2) Service or Activity</p> <p>Identify the service or activity that is expected to produce the outcome given the need or problem identified. Include the number of clients estimated to be served, or number of units to be offered, and a timeframe.</p>	<p style="text-align: center;">(3) Expected Outcome</p> <p>General statement of results expected. These are the significant benefits derived from participation in a service intervention or activity.</p>	<p style="text-align: center;">(4) Indicator</p> <p><u>Projected</u> # of individuals expected to achieve each outcome divided by the number served; the % expected to achieve.</p>	<p style="text-align: center;">(5) Actual Results</p> <p>The <u>Actual</u> # of individuals achieving the outcome, divided by the number served; the % of children who <u>achieved</u> each outcome.</p>	<p style="text-align: center;">(6) Measurement Tool</p> <p>Describe the sources of data, how it is collected, and staff assigned to the task(s).</p>	<p style="text-align: center;">(7) Data Source</p> <p>Include Collection Procedure and Personnel Responsible.</p>	<p style="text-align: center;">(8) Frequency of Data Collection and Reporting</p> <p>Describe how often data is collected and reported both inside and outside the CAA.</p>
<p>Individuals and families—particularly those who are homeless or affected by mental illness or addiction—are food insecure.</p> <p>Individuals and families who are food insecure do not have access to fresh produce.</p>	<p>Gathering Place will provide hot evening meals daily, Monday-Friday, to all who visit.</p> <p>Total meals provided will equal 20,000 or greater from October 1, 2017- September 30, 2018.</p> <p>Gathering Place will provide hot evening meals daily, Monday-Friday, that include fresh produce as it is available.</p> <p>Total meals provided will equal 20,000 or greater from October 1, 2017- September 30, 2018.</p>	<p>Individuals and families who eat at Gathering Place Soup Kitchen will reduce their food insecurity.</p> <p>Individuals and families who eat at the Gathering Place Soup Kitchen will have regular access to fresh produce.</p>	<p>Approximately 1,100 individuals* will consume a total of 25,000 meals.</p> <p><i>Formula to determine number of individuals: Previous year's meal count / 2.5 (assumes each person receives 2.5 servings) (x) .10 (assumes 10% of each serving session is unique)</i></p> <p>Approximately 50% of the meals served at the Gathering Place Soup Kitchen will include fresh produce.</p>		<p>Meal counts: Gathering Place Operations Manager, Gathering Place Operations Coordinator or Gathering Place Program Administrator who is facilitating the evening service will collect meal numbers at each evening meal.</p> <p>These numbers will be combined monthly and submitted to the Data and Priority Projects Coordinator monthly for record-keeping.</p> <p>Gathering Place Operations Manager will note if meal included fresh produce.</p>	<p>Following each meal served the Gathering Place Operations Manager, Gathering Place Operations Coordinator or Gathering Place Program Administrator facilitating evening service will record the total number of meals served on the Meal Log.</p> <p>See above. Staff or volunteer recording evening meal count will note if meal included fresh produce.</p>	<p>Gathering Place Program Administrator reports monthly meal count as part of monthly Board of Directors management report.</p> <p>Total meal count is reported as part of CSBG six-month and annual report.</p> <p>Data recorded following each meal service. Gathering Place Operations Manager will maintain menu log and report number of meals that included fresh produce (versus total served) monthly to the Data and Priority Projects Coordinator.</p>

Mission: Community Action empowers people living in poverty to reach economic stability.

Results-Oriented Management & Accountability (ROMA) Logic Model

Incentive Store FY18

Community Action Partnership of Lancaster and Saunders Counties

<p style="text-align: center;">(1) Identified Problem, Need, Situation</p> <p>Statement of the specific problem or need you will address. Consider community needs and resources.</p>	<p style="text-align: center;">(2) Service or Activity</p> <p>Identify the service or activity that is expected to produce the outcome given the need or problem identified. Include the number of clients estimated to be served, or number of units to be offered, and a timeframe.</p>	<p style="text-align: center;">(3) Expected Outcome</p> <p>General statement of results expected. These are the significant benefits derived from participation in a service intervention or activity.</p>	<p style="text-align: center;">(4) Indicator</p> <p><u>Projected</u> # of individuals expected to achieve each outcome divided by the number served; the % expected to achieve.</p>	<p style="text-align: center;">(5) Actual Results</p> <p>The <u>Actual</u> # of individuals achieving the outcome, divided by the number served; the % of children who <u>achieved</u> each outcome.</p>	<p style="text-align: center;">(6) Measurement Tool</p> <p>Describe the sources of data, how it is collected, and staff assigned to the task(s).</p>	<p style="text-align: center;">(7) Data Source</p> <p>Include Collection Procedure and Personnel Responsible.</p>	<p style="text-align: center;">(8) Frequency of Data Collection and Reporting</p> <p>Describe how often data is collected and reported both inside and outside the CAA.</p>
<p>Low-income individuals and families lack the resources to obtain needed clothing, household goods, and personal hygiene products.</p>	<p>Community Action's Incentive Store will provide participants of agency programs access to the Incentive Store for needed clothing, household goods, and personal hygiene products. The Incentive Store will distribute 3,800 units of clothing to 275 households from October 1, 2017- Septemebr 30, 2018.</p> <p>[Participants will earn points to shop in the store by meeting Community Action program objectives.]</p>	<p>Program participants will secure needed clothing, household goods, and personal hygiene products.</p>	<p>Of the participants utilizing the Incentive Store, 275 of 275 or 100% will secure 3,800 (cumulative) needed units of clothing, and 4,200 (cumulative) units of household goods and personal hygiene products.</p>		<p>Units of clothing, personal hygiene products, and household goods will be tracked through the web based Incentive Point system. This information is entered into the system by incentive store staff. The Director of Community Services pulls the category distribution summary quarterly and submits this report to the fiscal department. This report is also pulled by the Director of Community Services every six months and submitted to the ServicePoint and Data Projects Coordinator.</p>	<p>Data will be collected at time of service by Incentive Store staff and volunteers.</p>	<p>Number of units is entered daily and reported to the fiscal department quarterly.</p> <p>These reports are reviewed by Director of Community Services and recorded for in-kind purposes by a member of the fiscal staff quarterly and are submitted to the ServicePoint and Data Projects Coordinator every six months for reporting to CSBG.</p>

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Results-Oriented Management & Accountability (ROMA) Logic Model

Lincoln Community Response FY2018

Community Action Partnership of Lancaster and Saunders Counties

<p style="text-align: center;">(1) Identified Problem, Need, Situation</p> <p>Statement of the specific problem or need you will address. Consider community needs and resources.</p>	<p style="text-align: center;">(2) Service or Activity</p> <p>Identify the service or activity that is expected to produce the outcome given the need or problem identified. Include the number of clients estimated to be served, or number of units to be offered, and a timeframe.</p>	<p style="text-align: center;">(3) Expected Outcome</p> <p>General statement of results expected. These are the significant benefits derived from participation in a service intervention or activity.</p>	<p style="text-align: center;">(4) Indicator</p> <p><u>Projected</u> # of individuals expected to achieve each outcome divided by the number served; the % expected to achieve.</p>	<p style="text-align: center;">(5) Actual Results</p> <p>The <u>Actual</u> # of individuals achieving the outcome, divided by the number served; the % of children who <u>achieved</u> each outcome.</p>	<p style="text-align: center;">(6) Measurement Tool</p> <p>Describe the sources of data, how it is collected, and staff assigned to the task(s).</p>	<p style="text-align: center;">(7) Data Source</p> <p>Include Collection Procedure and Personnel Responsible.</p>	<p style="text-align: center;">(8) Frequency of Data Collection and Reporting</p> <p>Describe how often data is collected and reported both inside and outside the CAA.</p>
<p>Families with children who are low income and or homeless are at a higher risk for entry into the child welfare system.</p>	<p>15 new families will receive short term case management support to help reduce their risk of entering the child welfare system.</p> <p>FY18 October 1, 2017- September 30, 2018</p>	<p>Families who receive short term case management supports will increase their ability to meet basic needs and family functioning.</p>	<p>15 of 15 (100%) of families determined eligible for services will participate in case management services.</p>		<p>Gathering Place Program Administrator will enter services into ServicePoint.</p> <p>These numbers will be combined monthly and submitted to the Data and Priority Projects Coordinator monthly for record-keeping.</p>	<p>Participant notes and ServicePoint data will be entered by Gathering Place Program Administrator at the time of service.</p>	<p>All data is collected at the time of service by Gathering Place Program Administrator. Total count is reported as part of the CSBG six-month and annual report.</p>
<p>Families in crisis lack the knowledge of resources needed to avoid entering the child welfare system.</p>	<p>Central Navigation will connect families with services and supports to reduce their risk for entry into the child welfare system.</p> <p>FY 18 October 1, 2017- September 30, 2018</p>	<p>Families will be better able to meet basic needs after connecting with community agencies and resources.</p>	<p>Families will be more knowledgeable about community resources.</p>		<p>Gathering Place Program Administrator will enter Central Navigation data into agency data tracking program.</p>	<p>Agency data tracking program.</p>	<p>Data will be entered at time of service. Total count is reported as part of the CSBG six-month and annual report he time of service.</p>

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Results-Oriented Management & Accountability (ROMA) Logic Model

NAVIGATOR FY18

Community Action Partnership of Lancaster and Saunders Counties

<p style="text-align: center;">(1) Identified Problem, Need, Situation</p> <p>Statement of the specific problem or need you will address. Consider community needs and resources.</p>	<p style="text-align: center;">(2) Service or Activity</p> <p>Identify the service or activity that is expected to produce the outcome given the need or problem identified. Include the number of clients estimated to be served, or number of units to be offered, and a timeframe.</p>	<p style="text-align: center;">(3) Expected Outcome</p> <p>General statement of results expected. These are the significant benefits derived from participation in a service intervention or activity.</p>	<p style="text-align: center;">(4) Indicator</p> <p><u>Projected</u> # of individuals expected to achieve each outcome divided by the number served; the % expected to achieve.</p>	<p style="text-align: center;">(5) Actual Results</p> <p>The <u>Actual</u> # of individuals achieving the outcome, divided by the number served; the % of children who <u>achieved</u> each outcome.</p>	<p style="text-align: center;">(6) Measurement Tool</p> <p>Describe the sources of data, how it is collected, and staff assigned to the task(s).</p>	<p style="text-align: center;">(7) Data Source</p> <p>Include Collection Procedure and Personnel Responsible.</p>	<p style="text-align: center;">(8) Frequency of Data Collection and Reporting</p> <p>Describe how often data is collected and reported both inside and outside the CAA.</p>
<p>Individuals and families, particularly within the low-income community, do not have insurance or have adequate or unaffordable insurance coverage.</p>	<p>A Certified Navigator will provide education and support related to the Health Insurance Marketplace.</p> <p>Of the 400 who receive education/support, 200 will secure insurance or more adequate/affordable insurance coverage as a result of this assistance.</p>	<p>Individuals or families will secure insurance or more adequate or affordable insurance coverage.</p>	<p>200 out of 200 (100%) individuals will secure insurance or more adequate/affordable insurance coverage as a result of this assistance.</p>		<p>Weekly report completed by Navigator staff and volunteers and compiled by Navigator Program Specialist.</p> <p>Client demographics, contacts, appointments and enrollment status to be completed by Navigator staff and volunteers.</p> <p>Client outreach work to be completed by Navigator Program Specialist.</p>	<p>Weekly report information collected and entered by Navigator Program Specialist into an internal Access database.</p> <p>Client demographics, contacts, appointments and enrollment status collected by the Navigator Program Specialist and entered into an internal Access database.</p> <p>Client outreach work entered by the Navigator Program Specialist into an Excel spread sheet created by Community Action Nebraska.</p>	<p>Weekly report and outreach work submitted to Community Action Nebraska on Thursday's each week. Reports are also submitted with more detail on a quarterly and annual basis.</p> <p>Client contacts, appointments, and enrollment status submitted to Community Action Partnership of Lancaster and Saunders Counties Board on a monthly basis.</p>
<p>Mission: Community Action empowers people living in poverty to reach economic stability.</p>							

Results-Oriented Management & Accountability (ROMA) Logic

Opportunity Passport FY18

Community Action Partnership of Lancaster and Saunders Counties

<p style="text-align: center;">(1) Identified Problem, Need, Situation</p>	<p style="text-align: center;">(2) Service or Activity</p>	<p style="text-align: center;">(3) Expected Outcome</p>	<p style="text-align: center;">(4) Indicator</p>	<p style="text-align: center;">(5) Actual Results</p>	<p style="text-align: center;">(6) Measurement Tool</p>	<p style="text-align: center;">(7) Data Source</p>	<p style="text-align: center;">(8) Frequency of Data Collection and Reporting</p>
<p>Foster care-involved youth lack practical knowledge relating to the financial system and asset purchases.</p>	<p>10 new program participants and 15 wait list youth will receive <i>Keys to Your Financial Future</i> trainings in PY 2018 (October 1, 2017 to September 30, 2018).</p> <p>6 current and new participants will receive case management and referrals to partner financial institutions to open new accounts</p>	<p>Youth will increase their understanding of how to use the financial system and how to purchase and build assets as cost effectively as possible.</p> <p>Youth without active bank accounts will open new bank accounts.</p>	<p>10 of 10 new program participants (100%) and 15 of 15 wait list youth (100%) will increase their practical knowledge relating to the financial system and asset purchases.</p> <p>5 of 6 (83%) of participants without active accounts will open new accounts</p>	<p>The <u>Actual</u> # of individuals achieving the outcome, divided by the number served; the % of children who <u>achieved</u> each outcome.</p>	<p>Opportunity Passport™ Specialist will collect sign-in sheets for each training.</p> <p>Youth participants will take a pre and post test assessment to gauge knowledge gains as a result of <i>Keys to Your Financial Future</i> training.</p> <p>Individual module pre- and post-assessments, once developed, will be completed by each attendee at each training. Opportunity Passport™ Specialist will enter the results of these trainings in a tracking spreadsheet and record participation in ServicePoint.</p>	<p>Youth attending trainings sign in on the sign-in sheet, containing the name and date of the training. This sheet is collected and entered into the Opportunity Passport Data System OPDS, Servicepoint, and the waiting list database and a copy to the participant file by the Opportunity Passport™ Specialist.</p> <p>The <i>Keys</i> curriculum contains an overall pre- and post-assessment, but not a pre- and post-assessment for each individual module. Youth take the pre-assessment prior to attending any sessions and take the</p>	<p>Sign-in sheets are collected at every training.</p> <p>Individual module pre- and post-assessments, once developed, will be collected at each training.</p> <p>Pre- and post-assessments covering the entire curriculum will be administered before a youth attends the first training and at the end of their participation in the program, if possible.</p> <p>Participation in trainings will be reported monthly on the Board Management</p>

						<p>post-assessment at the end of their participation in the program, if possible.</p> <p>Opportunity Passport™ Specialist will develop pre- and post-assessments for individual modules and will begin using the same with at each training.</p>	<p>Report, quarterly to Nebraska Children, and every 6 months on CSBG 6-month and annual reports.</p>
<p>Foster-care involved youth who are living independently have difficulty providing their basic needs including shelter, food, and clothing</p>	<p>Opportunity Passport™ Specialist will budget with 45 participants who are living independently to identify income and income supports available to meet basic needs.</p>	<p>Participants will provide for the basic needs of their households, using income and income supports, by paying rent/mortgage and utilities on time and providing necessary food and clothing for their households.</p>	<p>18 of 45 (40%) will pay rent/mortgage and utilities on time and provide necessary food and clothing for their households for 90 days.</p> <p>12 of 45 (27%) will pay rent/mortgage and utilities on time and provide necessary food and clothing for their households for 180 days.</p>		<p>Opportunity Passport™ Specialist will budget with participants and track the participants' budget outcomes in participant files.</p> <p>Participant goals of "achieve and maintain capacity to meet basic needs" for 90 and 180 days will be added for each participant in ServicePoint and will be updated by Financial Well-Being staff as appropriate.</p>	<p>Opportunity Passport™ Specialist will track participants' budget outcomes in case management notes with each meeting.</p> <p>Opportunity Passport™ Specialist will update ServicePoint goals as appropriate.</p>	<p>Participants' budget outcomes will be discussed in case management meetings and noted in participant files with each meeting.</p> <p>Participants completing goals will be reported through CSBG 6-month and annual reports.</p>

<p>Foster care-involved youth lack practical knowledge relating to the financial system and asset purchases, causing them to experience lower net worth and decreased financial well-being</p>	<p>Opportunity Passport™ Specialist will provide budgeting, case management, credit counseling, and asset purchase services to 60 participants.</p>	<p>Participants will take action on their goals, using the knowledge, skills and support they gain from program services, to increase savings, improve credit histories, budget to meet basic needs, and complete asset purchases. These changes will increase participants' net worth and their financial well-being as measure by the CFPB Financial Well-Being Scale.</p>	<p>30 of 60 (50%) participants will save money, pay down debt, or purchase assets, resulting in higher net worth.</p> <p>13 of 60 (22%) participants will increase savings.</p> <p>30 of 60 (50%) participants will save money, pay down debt, or purchase assets, resulting in improved financial well-being scores.</p>		<p>Participants will report asset values, bank account balances, and amounts owed at program enrollment, with each purchase, at least yearly, and at the completion of their program participation. Opportunity Passport™ staff will retrieve Experian credit reports at enrollment, as participants take steps to improve credit histories, at least every 6 months, and at completion of participants' program participation.</p> <p>Participants will complete CFPB Financial Well-Being Scales at enrollment, with each purchase, at least yearly, and at completion of program participation.</p> <p>Opportunity Passport™ staff will calculate and track net worth and score Financial Well-Being Scales and report improvements in ServicePoint</p>	<p>Participant-reported net worth information, credit reports, and scored Financial Well-Being Scales will be kept by Opportunity Passport™ staff in participant files.</p> <p>Opportunity Passport™ staff will collect this information prior to enrollment, with each purchase, at least yearly, and as participants complete their program participation.</p> <p>Goals of increasing net worth and improving Financial Well-Being will be added in ServicePoint and updated as appropriate by Opportunity Passport™ staff.</p>	<p>Participant-reported information is collected at beginning and end of participation, with each purchase, and at least once per program year.</p> <p>Participants who achieved increased net worth and improved financial well-being will be reported with the 6-month and annual CSBG reports and annually to NCFF.</p>
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<p>Youth need ongoing support and encouragement to set and achieve financial and asset goals.</p>	<p>60 current and new program participants will receive ongoing case management in PY 2018 in order for them to set and achieve financial and asset goals.</p>	<p>With case manager support, youth participants will set and achieve financial and asset goals.</p>	<p>50 of 60 current and new participants (83%) will set and achieve a financial or asset goals.</p>		<p>Youth create goal plans and desired outcomes, and an action plan for achieving their goals/outcomes. Opportunity Passport™ Specialist transfers these to participant files and notes achievements. Documentation relating to goals may include the goal plan created with the participant; the participant's credit history; statements of accounts, debts, collections, judgments, tickets, or savings; purchase documentation for any approved purchase; leases; etc.</p>	<p>Youth create goal plans, desired outcomes, and action plans (including sub-goals/action steps) during case management. These documents are copied into participant files. National Performance Indicator-related goals are entered into Service Point. When youth achieve goals/outcomes, Opportunity Passport™ Specialist notes this on their plans with date of achievement, enters Service Point goal achievements in Servicepoint and OPDS goal achievements in OPDS.</p>	<p>Case management occurs monthly, more often as needed, and documentation occurs immediately following case management meeting.</p> <p>Reporting occurs monthly for the Board Management Report, CSBG reporting occurs 6 months and yearly with the agency fiscal year, and Nebraska Children and Families Foundation reports are completed quarterly and yearly with the program year.</p>
<p>Foster care-involved youth lack understanding of how to achieve and maintain good credit.</p>	<p>25 youth receive credit counseling and create a plan to establish or improve credit in FY 2018.</p>	<p>Youth will understand their credit histories, what good credit is, and how to build and maintain good credit, and achieve incremental goals toward establishing good credit or improving their credit.</p>	<p>25 of 25 youth (100%) will gain better understanding of their credit histories and how to build and maintain good credit.</p> <p>8 of 25 youth (32%) take a step towards establishing good credit or improving credit.</p>		<p>Case manager will pull credit reports. Participants will provide settlement letters/collection letters/collections statements/debt statements/bank statements, court documents (summons, judgment, settlement letters), participant-requested credit report, loan documents/credit card approvals. Case manager will pull credit report prior to participant completing credit education module and then every six months for those actively working toward improving their credit.</p>	<p>Opportunity Passport™ Specialist enters participant information into a credit request batch and Asset Development Administrator requests reports from Experian. These are placed in participant files.</p> <p>Opportunity Passport™ Specialist collects other related documents from participants and keeps copies in participant files.</p>	<p>Credit reports are pulled before youth complete the credit education module, and again when youth have taken steps to establish or improve it. If not already re-pulled, credit reports are obtained during July (first month of program year).</p> <p>Other documents are received as needed for case management.</p> <p>Reporting occurs monthly for the Board Management Report, CSBG reporting occurs 6 months and yearly, and NCFE reports occur 6 months</p>

							and yearly with the program year.
Foster care-involved youth are unable to build savings in order to purchase assets.	<p>30 youth will receive case management in support of their saving and earn matching funds to purchase an asset in PY 2016.</p> <p>10 youth will receive case management or referrals relating to asset purchases.</p>	<p>Youth purchase assets using savings and matching funds.</p> <p>Youth purchase assets using savings.</p>	<p>30 of 30 youth (100%) will purchase assets using savings matching funds</p> <p>2 of 10 youth (20%) will purchase assets with their savings but without using matching funds.</p>		<p>Participants provide to the Opportunity Passport™ Specialist money orders or cashier's checks showing savings, pay stubs and budget, documentation relating to asset purchase, and bank statements.</p> <p>Participants who purchase assets without matching funds report their purchases in case management. Opportunity Passport™ Specialist will note these purchases in participant files and will record them in ServicePoint. Depending on the purchase, copies of loan terms, account statements, bank statements, or other documentation may be acquired.</p>	<p>Money orders and cashier's checks supporting matched purchases are immediately turned over to the Fiscal Department (Emily) for safe-keeping until the purchase is made.</p> <p>Opportunity Passport™ Specialist collects documents from participants and keeps copies in participant files.</p>	<p>Documents are collected during case management by the Opportunity Passport™ Specialist.</p> <p>Reporting occurs monthly for the Board Management Report, CSBG reporting occurs 6 months and yearly with the agency fiscal year, NCCFF reports occur 6 months and yearly with the program year.</p>

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Results-Oriented Management & Accountability (ROMA) Logic Model

Representative Payee FY18

Community Action Partnership of Lancaster and Saunders Counties

(1) Identified Problem, Need, Situation	(2) Service or Activity	(3) Expected Outcome	(4) Indicator	(5) Actual Results	(6) Measurement Tool	(7) Data Source	(8) Frequency of Data Collection and Reporting
Statement of the specific problem or need you will address. Consider community needs and resources.	Identify the service or activity that is expected to produce the outcome given the need or problem identified. Include the number of clients estimated to be served, or number of units to be offered, and a timeframe.	General statement of results expected. These are the significant benefits derived from participation in a service intervention or activity.	<u>Projected</u> # of individuals expected to achieve each outcome divided by the number served; the % expected to achieve.	The <u>Actual</u> # of individuals achieving the outcome, divided by the number served; the % of children who <u>achieved</u> each outcome.	Describe the sources of data, how it is collected, and staff assigned to the task(s).	Include Collection Procedure and Personnel Responsible.	Describe how often data is collected and reported both inside and outside the CAA.
Individuals who receive benefits through Social Security, but are deemed by the SSA as unable to manage their own financial resources, need ongoing budgeting and spending assistance to spend their weekly allowance responsibly.	50 participants in the Representative Payee program will receive weekly budgeting and spending assistance from October 1, 2017-September 30, 2018.	Participants in the Representative Payee Program will follow through with their plan to spend their weekly spending checks.	Of the 50 participants in the Representative Payee program 45 of 50 or 90% will gain responsibility with budgeting their spending checks.		Representative Payee Program Advocate and participant will complete budget and spending plan monthly and Advocate will monitor on an ongoing basis. Representative Payee participants will keep receipts of their purchases. Staff will collect receipts from payee participants weekly and will utilize the information from these receipts to discuss spending habits with participants.	Representative Payee Program Advocate will complete individual budget with each payee participant and keep a copy of this budget in each participant file.	Representative Payee Program Advocate will collect information monthly and enter data into Service Point. All participant contact will be entered into Service Point weekly. Advocate will complete annual Social Security reports for each participant.
Individuals who are in need of a payee struggle to pay their bills on time and are at high risk of having their utilities disconnected and/or being evicted for non-payment of rent.	The Representative Payee Program Advocate will ensure timely payment of all participant rent and utility bills from October 1, 2017-September 31, 2018.	Participants remain safely housed and experience no interruption in utility service.	Of the 50 participants in the payee program all 50 or 100% will have their rent and utilities paid on time and will not be evicted for non- payment of rent or have their utilities interrupted for nonpayment		Representative Payee Program Advocate will track changes in participants' housing status into Service Point and in participant files.	Representative Payee Program Advocate will complete required Social Security forms and update participant files as changes occur.	Representative Payee Advocate will report changes to a participant's status or address within 14 days of change to Social Security. Social Security will monitor the payee program every three years.

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Results-Oriented Management & Accountability (ROMA) Logic Model

Supportive Housing Program FY18

Community Action Partnership of Lancaster and Saunders Counties

<p style="text-align: center;">(1) Identified Problem, Need, Situation</p> <p>Statement of the specific problem or need you will address. Consider community needs and resources.</p>	<p style="text-align: center;">(2) Service or Activity</p> <p>Identify the service or activity that is expected to produce the outcome given the need or problem identified. Include the number of clients estimated to be served, or number of units to be offered, and a timeframe.</p>	<p style="text-align: center;">(3) Expected Outcome</p> <p>General statement of results expected. These are the significant benefits derived from participation in a service intervention or activity.</p>	<p style="text-align: center;">(4) Indicator</p> <p><u>Projected</u> # of individuals expected to achieve each outcome divided by the number served; the % expected to achieve.</p>	<p style="text-align: center;">(5) Actual Results</p> <p>The <u>Actual</u> # of individuals achieving the outcome, divided by the number served; the % of children who <u>achieved</u> each outcome.</p>	<p style="text-align: center;">(6) Measurement Tool</p> <p>Describe the sources of data, how it is collected, and staff assigned to the task(s).</p>	<p style="text-align: center;">(7) Data Source</p> <p>Include Collection Procedure and Personnel Responsible.</p>	<p style="text-align: center;">(8) Frequency of Data Collection and Reporting</p> <p>Describe how often data is collected and reported both inside and outside the CAA.</p>
<p>Families with children who are homeless need safe, stable housing.</p>	<p>30 families will receive supportive housing assistance including intensive case management, housing assistance, and self-sufficiency supports from Oct. 1, 2017 – Sept. 30, 2018</p>	<p>Homeless families will be housed in safe, stable housing units.</p>	<p>30 of 30 families (100%) will receive housing.</p>		<p>Participant Progress Notes completed by Supportive Housing staff showing housing date.</p> <p>Lease/program contract in participant's name completed by Supportive Housing staff and participant</p>	<p>Progress Notes showing housing status completed by Family Advocate.</p> <p>Program contract signed by Family Advocate and participant.</p>	<p>Progress Notes completed by Supportive Housing Family Advocate and included in participant file at time of program contract signing.</p> <p>Program contract completed at time of program entry by Supportive Housing staff and participant</p> <p>APR is completed on an annual basis by Supportive Housing Administrator and ServicePoint and Data Project Coordinator and submitted to HUD.</p>

<p>Families in transitional housing programs do not have access to reliable transportation and/or driver's licenses.</p>	<p>Families will receive supportive housing assistance to improve transportation from Oct. 1, 2017 – Sept. 31, 2018 Bus passes, gas vouchers, and/or rides by Supportive Housing Family Advocates will be provided for 8 homeless families.</p>	<p>Homeless families will secure reliable transportation.</p>	<p>8 of 8 homeless families (100%) will secure reliable transportation.</p>		<p>Participant Assistance Log completed by Supportive Housing Family Advocate showing provision of bus pass. Service Point entry by Supportive Housing showing provision of bus pass.</p>	<p>Participant Assistance Log and Service Point service entered by Family Advocate at time of service.</p>	<p>Data collected at time of service by Supportive Housing staff CSBG report is completed on a semi-annual and annual basis and reported to CSBG office.</p>
<p>Homeless families do not have adequate food.</p>	<p>12 families will receive supportive housing assistance to obtain adequate food as needed from Oct. 1, 2017 – Sept. 30, 2018</p>	<p>Homeless families will receive food vouchers to alleviate hunger.</p>	<p>12 of 12 homeless families (100%) will receive food vouchers to alleviate hunger.</p>		<p>Participant Assistance Log completed by Supportive Housing staff showing provision of food voucher. ServicePoint entry of provision.</p>	<p>Participant Assistance Log and ServicePoint service entered by Family Advocate at time of service.</p>	<p>Data collected at time of service by Supportive Housing staff CSBG report is completed on a semi-annual and annual basis and reported to CSBG office.</p>
<p>Mission: Community Action empowers people living in poverty to reach economic stability.</p>							

Results-Oriented Management & Accountability (ROMA) Logic Model

Tax Preparation FY18

Community Action Partnership of Lancaster and Saunders Counties

<p style="text-align: center;">(1) Identified Problem, Need, Situation</p> <p>Statement of the specific problem or need you will address. Consider community needs and resources.</p>	<p style="text-align: center;">(2) Service or Activity</p> <p>Identify the service or activity that is expected to produce the outcome given the need or problem identified. Include the number of clients estimated to be served, or number of units to be offered, and a timeframe.</p>	<p style="text-align: center;">(3) Expected Outcome</p> <p>General statement of results expected. These are the significant benefits derived from participation in a service intervention or activity.</p>	<p style="text-align: center;">(4) Indicator</p> <p><u>Projected</u> # of individuals expected to achieve each outcome divided by the number served; the % expected to achieve.</p>	<p style="text-align: center;">(5) Actual Results</p> <p>The <u>Actual</u> # of individuals achieving the outcome, divided by the number served; the % of children who <u>achieved</u> each outcome.</p>	<p style="text-align: center;">(6) Measurement Tool</p> <p>Describe the sources of data, how it is collected, and staff assigned to the task(s).</p>	<p style="text-align: center;">(7) Data Source</p> <p>Include Collection Procedure and Personnel Responsible.</p>	<p style="text-align: center;">(8) Frequency of Data Collection and Reporting</p> <p>Describe how often data is collected and reported both inside and outside the CAA.</p>
<p>Low- to moderate-income taxpayers are unable to accurately file tax returns, including avoiding paying more tax than they owe, without assistance.</p>	<p>750 low- to moderate-income taxpayers will have accurate federal and/or state tax returns prepared and filed between October 1, 2016 and September 30, 2017.</p>	<p>Low- to moderate-income taxpayers will file accurate tax returns and receive timely refunds or pay no more tax than they owe.</p>	<p>750 out of 750 (100%) of participants will have accurate federal and/or state tax returns prepared and filed, ensuring a timely refund and/or ensuring that they pay no more tax than they owe.</p>		<p>Financial Well-Being Administrator will collect tax filing records from the Drake Software used to prepare and electronically file tax returns. Paper-filed returns will be given to the taxpayers to file and these returns will be marked as paper-filed in the software. Site coordinators will collect preparation lists and taxpayer documentation (intake sheets, preparation worksheets, tax forms) at each tax site. Financial Well-Being Administrator will collect this documentation from site coordinators and keep it in secure files.</p>	<p>Site coordinators will collect taxpayer documentation used in preparation at the sites. Financial Well-Being Administrator will collect this documentation from Site coordinators at least weekly and will file it in secure files. Financial Well-Being Administrator and Senior Tax Consultant will develop reports for the Drake Software to collect filing information directly from the software.</p>	<p>Taxpayer documentation will be collected at every site. Software reports will be collected monthly.</p> <p>Filing statistics will be reported on the monthly board report. Filing statistics will be reported every 6 months on the CSBG 6-month and annual reports. Filing statistics will be reported to specific program funders annually through the funders' reporting forms.</p>

<p>Low- to moderate-income taxpayers are unable to understand and correctly and accurately respond to IRS notices.</p>	<p>15 low- to moderate-income taxpayers will receive clarification on the meaning of their IRS notices and assistance in responding to the notices in appointments with the Financial Well-Being Administrator or Senior Tax Consultant.</p>	<p>Low- to moderate-income taxpayers will understand IRS notices and accurately respond to those notices in a timely manner.</p> <p>[This responding accurately and in a timely manner to IRS notices prevents the incorrect imposition of taxes and penalties for failure to file, failure to pay, or accuracy-related penalties.]</p>	<p>15 out of 15 (100%) of taxpayers with IRS notices will understand their IRS notices and provide accurate and timely responses to those notices.</p>		<p>Financial Well-Being Administrator and Senior Tax Consultant will collect taxpayer documentation and create a photocopy of the taxpayer's IRS notice. Financial Well-Being Administrator will file these documents in secure files. Relating to taxpayers who need additional or amended returns filed, Financial Well-Being Administrator will collect filing data via reports from Drake Software.</p>	<p>Financial Well-Being Administrator and Senior Tax Consultant will develop reports for the Drake Software to collect filing information directly from the software. Financial Well-Being Administrator and Senior Tax Consultant will record taxpayer issues and outcomes with the taxpayer documentation filed in secure files.</p>	<p>Taxpayer documentation and notices will be collected as taxpayers present issues. Software reports will be collected monthly.</p> <p>Filing statistics and notice/issue consultations will be reported on the monthly board report. Filing statistics and notice/issue consultations will be reported every 6 months on the CSBG 6-month and annual reports. Filing statistics and notice/issue consultations will be reported to specific program funders annually through the funders' reporting forms.</p>
<p>Low- to moderate-income taxpayers without Social Security Numbers, or who have dependants without Social Security Numbers need to apply for ITINs and need to renew their ITINs.</p>	<p>50 low- to moderate-income taxpayers will use Community Action Certifying Acceptance Agents (CAAs) to prepare and submit Form W-7 ITIN applications and renewals and verify authenticity of documents establishing taxpayer identity and foreign status.</p>	<p>Low- to moderate-income taxpayers will use Community Action CAAs to prepare and submit Form W-7 ITIN applications and renewals and verify authenticity of documents establishing taxpayer identity and foreign status.</p>	<p>50 out of 50 (100%) of taxpayers will use Community Action CAAs to prepare and submit Form W-7 ITIN applications and renewals and verify authenticity of documents establishing taxpayer identity and foreign status.</p>		<p>Community Action CAAs will collect taxpayer documentation and create copies of forms W-7, IRS letters regarding renewing ITINs, and documents establishing identity and foreign status. Community Action CAAs will keep copies of document authenticity certifications. These documents will be kept in secure files by the Community Action CAAs.</p>	<p>Community Action CAAs will collect documentation from taxpayers. Community Action CAAs will file this documentation in secure files after each W-7 submission. Community Action CAAs will track services provided and submission process in the Financial Well-Being Database.</p>	<p>Taxpayer documentation will be collected with each W-7 submission. Database entries will be made with each W-7 submission.</p> <p>Services provided will be reported on the monthly board report. Services provided will be reported every 6 months on the CSBG 6-month and annual reports.</p>
<p>Mission: Community Action empowers people living in poverty to reach economic stability.</p>							

Results-Oriented Management & Accountability (ROMA) Logic Model

Tenant Support Services FY18

Community Action Partnership of Lancaster and Saunders Counties

<p style="text-align: center;">(1) Identified Problem, Need, Situation</p> <p>Statement of the specific problem or need you will address. Consider community needs and resources.</p>	<p style="text-align: center;">(2) Service or Activity</p> <p>Identify the service or activity that is expected to produce the outcome given the need or problem identified. Include the number of clients estimated to be served, or number of units to be offered, and a timeframe.</p>	<p style="text-align: center;">(3) Expected Outcome</p> <p>General statement of results expected. These are the significant benefits derived from participation in a service intervention or activity.</p>	<p style="text-align: center;">(4) Indicator</p> <p><u>Projected</u> # of individuals expected to achieve each outcome divided by the number served; the % expected to achieve.</p>	<p style="text-align: center;">(5) Actual Results</p> <p>The <u>Actual</u> # of individuals achieving the outcome, divided by the number served; the % of children who <u>achieved</u> each outcome.</p>	<p style="text-align: center;">(6) Measurement Tool</p> <p>Describe the sources of data, how it is collected, and staff assigned to the task(s).</p>	<p style="text-align: center;">(7) Data Source</p> <p>Include Collection Procedure and Personnel Responsible.</p>	<p style="text-align: center;">(8) Frequency of Data Collection and Reporting</p> <p>Describe how often data is collected and reported both inside and outside the CAA.</p>
<p>Tenants lack information on landlord/tenant rights and responsibilities and are unable to advocate for themselves, putting them at risk of housing instability.</p>	<p>1,000 households will receive individual tenant support assistance including education, mediation, and/or advocacy from October 1, 2017 – September 31, 2018.</p>	<p>Tenants will increase their understanding of how to handle housing concerns through greater awareness of landlord/ tenant rights and responsibilities.</p>	<p>1,000 of 1,000 households (100%) will receive tenant support services with 60% receiving services over the phone and 40% receiving services in person.</p>		<p>Client Notes showing call/ visit details.</p> <p>Service Point entries of CSBG required data and/or TSS call database entry of service provision.</p>	<p>Client Notes and Service Point service entered by Tenant Support Specialist at time of service.</p> <p>Calls entered in TSS database by TSS volunteer within week of service.</p>	<p>Data collected at time of service by Tenant Support Services staff</p> <p>CSBG report is completed on a semi-annual basis by ServicePoint and Data Projects Coordinator and reported to CSBG office.</p> <p>United Way/JBC report is completed on a semi-annual basis by ServicePoint and Data Projects Coordinator and reported to United Way/JBC office.</p>
<p>Tenants lack education on obtaining and maintaining stable rental housing.</p>	<p>RentWise classes will be provided for 500 households from October 1, 2017 – September 31, 2018.</p>	<p>Tenants will gain education on and increase their knowledge of obtaining and maintaining stable rental housing.</p>	<p>500 of 500 households (100%) will gain housing education through RentWise classes.</p>		<p>RentWise attendance record and pre- and post-surveys indicating level of change in knowledge collected by RentWise instructors and</p>	<p>Attendance records, pre-and post-surveys will be collected by RentWise instructors during class sessions.</p>	<p>Data collected at time of service by Tenant Support Services staff</p> <p>CSBG report is completed on a semi-annual basis by</p>

					compiled by Lincoln Housing Authority coordinators and shared annually with RentWise instructors.		ServicePoint and Data Projects Coordinator and reported to CSBG office. United Way/JBC report is completed on a semi-annual basis by ServicePoint and Data Projects Coordinator and reported to United Way/JBC office.
Tenant has failed to mediate dispute with landlord who is acting outside of their rights and unable to help mitigate situation because of lack of authority, education, or resources.	30 households will receive case management and mediation between themselves and landlord to improve tenant's situation from October 1, 2017-September 31, 2018.	Tenants will maintain housing stability or improve their housing conditions and stability.	15 of 30 households (50%) will maintain housing stability or improve their housing situation.		Participant Notes showing call/ visit details, including description of actual stabilization or change. Service Point entries of CSBG required data.	Participant Notes and Service Point service entered by Tenant Support Specialist at time of service.	Data collected at time of service by Tenant Support Services staff CSBG report is completed on a semi-annual basis by ServicePoint and Data Projects Coordinator and reported to CSBG office. United Way/JBC report is completed on a semi-annual basis by ServicePoint and Data Projects Coordinator and reported to United Way/JBC office.
Mission: Community Action empowers people living in poverty to reach economic stability.							

Results-Oriented Management & Accountability (ROMA) Logic Model

Volunteer Program FY18

Community Action Partnership of Lancaster and Saunders Counties

(1) Identified Problem, Need, Situation	(2) Service or Activity	(3) Expected Outcome	(4) Indicator	(5) Actual Results	(6) Measurement Tool	(7) Data Source	(8) Frequency of Data Collection and Reporting
Statement of the specific problem or need you will address. Consider community needs and resources.	Identify the service or activity that is expected to produce the outcome given the need or problem identified. Include the number of clients estimated to be served, or number of units to be offered, and a timeframe.	General statement of results expected. These are the significant benefits derived from participation in a service intervention or activity.	<u>Projected</u> # of individuals expected to achieve each outcome divided by the number served; the % expected to achieve.	The <u>Actual</u> # of individuals achieving the outcome, divided by the number served; the % of children who <u>achieved</u> each outcome.		Describe the sources of data, how it is collected, and staff assigned to the task(s).	Describe how often data is collected and reported both inside and outside the CAA..
<p>Community Action's programs rely on volunteers to carry out tasks and duties that complement our staff. Without volunteers available to perform supportive and administrative tasks, programs would struggle to operate efficiently to the benefit of our participants.</p> <p>The EHS-HS program must demonstrate broad community support in the form of non-federal share. The value of volunteer time is a significant portion of this.</p>	The agency will mobilize 1,400 community members to provide services in supporting programming from October 1, 2017 to September 30, 2018.	Community Action's Volunteer Resources Coordinator will successfully recruit, orient, and retain volunteers who perform supportive and administrative tasks, enabling programs to operate efficiently to the maximum benefit of clientele.	<p>1,400 volunteers mobilized will provide 15,000 hours of service.</p> <p>1,400 volunteers will contribute 15,500 hours of service, 5,700 hours of the cumulative will be Head Start volunteer hours, with 125 volunteers participating.</p> <p>* Foster Grandparent Program is ending and no funding has been announced 2017, 2018, and 2019. If it does not get renewed, Community Action's Head Start Program will lose 2582 hours and 8 volunteers.</p>		<p>Data collected on volunteers and hours are collected through a software program called Volgistics.</p> <p>The Volunteer Resources Coordinator is responsible for assisting staff to determine program volunteer needs, recruitment and screening of volunteers and providing support & guidance to program staff in regards to volunteers.</p>	<p>Volunteer Resources Coordinator is responsible for oversight of the software and data entered. Volunteer information is entered via online application or manually. Volunteers have the ability to amend their demographic information via online access.</p>	<p>Volunteer contributions are calculated on a monthly basis and reported to fiscal, HR and the Data and Priority Projects Coordinator.</p> <p>CSBG reports are also generated for our Data and Priority Projects Coordinator on a quarterly basis.</p>

Mission: Community Action empowers people living in poverty to reach economic stability.

Volunteer Motto: Volunteers are valuable partners in empowering people living in poverty to reach economic stability.

Results-Oriented Management & Accountability (ROMA) Logic Model

Weatherization FY18

Community Action Partnership of Lancaster and Saunders Counties

<p style="text-align: center;">(1) Identified Problem, Need, Situation</p> <p>Statement of the specific problem or need you will address. Consider community needs and resources.</p>	<p style="text-align: center;">(2) Service or Activity</p> <p>Identify the service or activity that is expected to produce the outcome given the need or problem identified. Include the number of clients estimated to be served, or number of units to be offered, and a timeframe.</p>	<p style="text-align: center;">(3) Expected Outcome</p> <p>General statement of results expected. These are the significant benefits derived from participation in a service intervention or activity.</p>	<p style="text-align: center;">(4) Indicator</p> <p><u>Projected</u> # of individuals expected to achieve each outcome divided by the number served; the % expected to achieve.</p>	<p style="text-align: center;">(5) Actual Results</p> <p>The <u>Actual</u> # of individuals achieving the outcome, divided by the number served; the % of children who <u>achieved</u> each outcome.</p>	<p style="text-align: center;">(6) Measurement Tool</p> <p>Describe the sources of data, how it is collected, and staff assigned to the task(s).</p>	<p style="text-align: center;">(7) Data Source</p> <p>Include Collection Procedure and Personnel Responsible.</p>	<p style="text-align: center;">(8) Frequency of Data Collection and Reporting</p> <p>Describe how often data is collected and reported both inside and outside the CAA..</p>
<p>Low-income households have an exponentially higher energy burden than higher income households because they spend a higher percentage of household income on energy-related costs. The housing stock available to low-income families—generally older with poor insulation and inefficient energy equipment—exacerbates this burden.</p> <p>Many low-income families also have issues with their homes that they are unaware of. This could affect the health and welfare of everyone in the household. Some of these items include</p>	<p>Between October 1, 2017 and September 30, 2018, the Weatherization Program will install energy conservation measures in the homes of 60 income eligible households. An additional 40 households will receive health and safety inspections and education. Priority is given to the elderly, persons with disabilities, and families with children under the age of 6 as well as high energy users and households with a high energy burden.</p> <p>Every eligible household receives a health & safety inspection. During this inspection potential hazards are</p>	<p>Lower the energy burden and increase the safety and indoor health for low-income households through energy saving measures and client education.</p> <p>Low-income households gain awareness of health and safety concerns present in their home.</p>	<p>60% or 60 of 100 households that participate will receive weatherization of their home & health & safety education.</p> <p>100% or 100 of 100 will gain awareness of health and safety concerns present in their home as a result of the initial safety inspection.</p>		<p>Weatherization Program Administrator gathers information and documentation from clients.</p> <p>The Initial Inspector gathers and analyzes the home before weatherization procedures and provides client education.</p> <p>The Quality Control Inspector assesses the home after weatherization to ensure completion and quality of work.</p>	<p>The client turns in the application and required documentation. Weatherization Program Administrator ensures completeness and prepares calculations to assess eligibility and priority.</p> <p>Once client is approved, The Initial Inspector performs a health & safety inspection of the home to ensure safety of client and workers after which he provides client education and if applicable, notifies the client, landlord, and other program staff of hazards. Once hazards are eliminated/contained, he uses various technical tools to evaluate the home.</p>	<p>Household and eligibility data is collected from the client at the time of application. (daily)</p> <p>Data about utility usage is collected once the application is complete. (daily)</p> <p>Data about the house is gathered during inspections and reported to the program administrator. (daily)</p> <p>Furnace replacements and houses with extensive health & safety are reported to the funder once the information is gathered. (daily)</p> <p>Applicable contractors are notified of measures to be completed. (daily)</p>

<p>gas leaks, mold, asbestos, and carbon monoxide.</p>	<p>identified and the client and landlord (if applicable) are notified of the issue.</p> <p>Although weatherization may not be completed until the hazards are addressed, the client is taught about and given education materials on mold/moisture issues, the hazards of lead paint, asbestos and radon, and safety with combustion appliances. The client is also educated about everyday energy savings strategies.</p>					<p>This information is entered by program staff into the software for analysis. Work is assigned and completed.</p> <p>The Quality Control Inspector reviews all aspects of the file and home for completeness and quality.</p>	<p>The contractor reports changes in measures and their findings if applicable to the Quality Control Inspector for review. (daily)</p> <p>Once a house is approved by the Quality Control Inspector, all of the data collected is reported to the Nebraska Energy Office (monthly) and entered into ServicePoint.</p> <p>Costs are reported to the fiscal department once the house is reported as completed (monthly).</p> <p>Budget to actual comparisons are shared with the CEO, the fiscal department, and the board monthly.</p>
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Mission: Community Action empowers people living in poverty to reach economic stability.

Additional Notes:

- Many of the clients we serve also receive energy assistance from other non-profit, government and charitable organizations. A reduction in their energy use is also a reduction of resources used by this household, potentially freeing up resources to be used by others.
- Nebraska has public utilities. As such reducing energy consumption reduces the strain on the existing infrastructure.
- Reduced energy use also saves natural resources and reduces the community's carbon footprint.