Exhibit I

COMMUNITY ACTION AGENCY

[Central Missouri Community Action]

Federal Fiscal Year (FFY)

FFY22

CSBG Community Work Plan

Initiative (Proposal/Plan) Name:	**Financial Education & Income Supports**

Community Action (ROMA) Goal (check all that apply)

Goal 1 **Goal 2** **Goal 3** **Agency Goal**

Which Module will this be reported? (Module 2, 3, or 4 choose only one per plan)

Module 3

If Module 3 is selected, a Community Initiative Status/Checklist Form is Required for Each Community Initiative
Respond to Numbers 1 -11 at time of grant proposal
Numbers 12 - 14 to be completed during Annual Reporting Process

NEED(s) as referenced in the Community Needs Assessment		**STRATEGY(ies) as referenced in the Strategic Plan**
CMCA conducted a FY20 Community Needs Assessment representing the counties of Audrain, Boone, Callaway, Cooper, Cole, Howard, Moniteau, and Osage. The data supports CMCA's Strategic Priority Statements: Priority Area # 3- Individuals lack financial education and income supports (with focus on infrastructure and asset building to support identified family needs) and Priority Area #4- Communities lack support to address inequality and advance positive outcomes for all. *See CMCA Strategic Priorities/Needs Statements and Financial Edu & Income Supports Data.*		The ultimate goal of this initiative is all people in CMCA service area have economic stability and equitable opportunities to succeed. In order to achieve this community level result, we intend to enhance financial education services and increase access to health insurance. CMCA is specifically interested in disaggregated data as it relates to our new Strategic Priority around Diversity, Equity and Inclusion. *See Strategy Maps.*

INTERVENTION(s): Narrative description of Initiative, Service(s) and/or Related Outcome(s)

• Provide a **detailed** description of initiative and/or services – and if you consider it an innovative community and/or neighborhood-based initiative, or a collective impact collaboration.

• If the initiative's goals and/or targets are expected to be achieved over an extended period of time (more than one federal fiscal year), please note this in the description, as well as define potential targets that may be realized in the short-term (no more than one federal fiscal year).

• If this is a community-level service/program, please complete a related Community Initiatives Status Form.

Initiative interventions and strategies listed are a collective impact collaboration designed to increase the financial opportunities offered/supported by financial institutions and increase the rate of insured individuals. This initiative is expected to last the duration of CMCA's FY22-24 Strategic Plan. Community Initiatives Status Form- Financial Edu & Income Supports outlines all requested details.

Outcomes and Outcome Indicators

• Provide Outcome, Number expected to participate in Program, and the Number expected to achieve the Outcome

Example: Program Name

• Example: 20 of 100 unemployed participants in Job Readiness Program gain employment up to a living wage (FNPI 1b)

• Example: 10 of 20, or 50%, who gained employment remain employed for 90 days (FNPI 1c)

***Please note:** outcomes should only be reported for those NPIs that have supporting programs or activities

CMCA intends to achieve outcomes (CNPIs) in Income Infrastructure & Asset Building, Health/Social Behavioral as well as Civic Engagement domains.Targets will be determined prior to 10/1/2021.This plan encompasses the full three-year time period, so accomplishment of all outcomes (CNPIs) is expected to take the duration of the FY22- FY24 time period. We intend to achieve all identified action steps defined in this document in FY22.

Data Management: how will your agency manage and track the data for this initiative

• Please provide data sources, systems/tools utilized for inputting data and tracking progress, personnel responsible for the collection and reporting of this data, and procedures for collecting and reporting (including frequency).

Example: Initiative Name: Ready to Work.

• Data Sources: Skill-Up and CSBG Case management staff forms and case notes.

• Systems used -MOJobs, MIS.

• Collection and Reporting - Case Managers collect and report to CSBG Director by running system reports smoothly.

• CSBG Director is responsible for reporting all outcomes and data quarterly and submitted to the Department.

• CSBG Director reports all final data and outcomes on annual basis.

Financial Education & Income Supports Initiative:

• Data sources- Community Organizers, Program Directors, Volunteer Coordinator, Program Managers and Women's Business Center Coaches data entry and monthly activity reports.

• Systems used - MIS, CMCA Data Dashboard

• Collection and Reporting - CMCA staff named in "Data sources" all collect required data and enter into appropriate data system; Employment & Training Administrator, Community Services Administrative Assistant and Program Officers monitor the day-to-day data collection and data entry.

• Program Administrators & FCS Program Officer monitor data in systems and provide reporting to Director of Research & Data and Family & Community Services (FCS) Director on a quarterly basis.

• FCS Program Officer and FCS Director are responsible for reporting outcomes and data quarterly, semi-annually and annually and submitting to the Department and Agency Board of Directors.

Evaluation: (how you know you met the Outcome of the Intervention, Program, Service, Activity)

• Activity Name: Please explain how you will analyze the results of your agency's intervention.

• Include Personnel responsible for determining the effectiveness of the intervention.

• Data sources used for evaluation.

• How and when these results will be communicated (ex, the use of narrative sections on quarterly report document).

Director of Research & Data will compile all applicable data (*see Financial Education & Income Supports- Supporting Data*), targets and timeline of achievement in our agency's Data Dashboard. Results are communicated on a quarterly basis with Board of Directors and Leadership Team. Results are communicated with the department semi-annually and annually.

Intervention(s) and/or Service(s)	Action Steps	Anticipated/ Actual Start Date	Anticipated/ Actual End Date	Documentation to show achievement of Action Step
Enhance Financial Education Services: STR 3e Asset Building and Savings Promotion STR 3i Local 211 or Resource/Referral System Development STR 6 G2b Recruiting and Coordinating Community Volunteers STR 6 G2c Poverty Simulations STR 6 G2d Attract Capital Investments STR 6 G2e Build/Support Increased Equity STR 6 G2h Civic Engagement and Community Involvement in Advocacy Efforts STR 6 G3a Empowerment of Individuals/Families with Low-Incomes STR 7d Community Support Policy Changes	REALL simulations coordinated with local school districts	10/1/2021	9/30/2022	Signed agreements, participant sign in sheets, pre/post student surveys
	Coordinate Poverty Simulations within the community to educate on causes and conditions of poverty	10/1/2021	9/30/2022	Signed agreements, participant sign in sheets, pre/post student surveys
	Coordinate Bridges out of Poverty community educational opportunities	1/31/2022	9/30/2022	attendance at community meetings; quarterly reports
	Build intentional partnerships with financial institutions to provide financial opportunities	10/1/2021	9/30/2022	monthly activity reports to FCS Director, quarterly reports
	Build intentional partnerships with employers to provide financial opportunities	10/1/2021	9/30/2022	monthly activity reports to FCS Director, quarterly reports
	Establish Microloan fund/ forgivable loans in form of grants	3/1/2022	9/30/2022	Accounting documentation for Microloan funds
	Identify financial partners to expand financial skills classes	10/1/2021	9/30/2022	monthly activity reports to FCS Director, quarterly reports
	Establish access to Credit Bureau Alliance (CBA) Services	10/1/2021	9/30/2022	Credit Bureau application & approval documentation, quarterly reports
	Maintain and improve resource and referral system	3/31/2022	9/30/2022	updated resources and referrals, quarterly reports
	Build intentional partnerships with minority-led & minority- focused groups	10/1/2021	9/30/2022	monthly activity reports to FCS Director, quarterly reports
	Recruit volunteers for poverty education events (i.e. poverty simulations, REALL, etc)	10/1/2021	9/30/2022	monthly activity reports to FCS Director, quarterly reports
	Plan, implement and evaluate Poverty Simulations and mini poverty simulations as educational opportunities in the service area	10/1/2021	9/30/2022	monthly activity reports to FCS Director, quarterly reports, pre/post assessments
	Build intentional partnerships with financial institutions to provide financial opportunities to support Financial Opportunity Center model and Whole Family Approach model	10/1/2021	9/30/2022	monthly activity reports to FCS Director, quarterly reports

	Create opportunities for member contributions in agency initiatives	10/1/2021	9/30/2022	member survey, focus group sign in sheets, quarterly reports
Increase Access to Health Insurance: STR 5e Health Specific Campaign	Form partnerships with employers, medical professionals, and health focused programs	11/1/2021	9/30/2022	monthly activity reports to FCS Director, quarterly reports

OUTCOME INDICATORS				
FNPI(s) or CNPI(s) number, brief descriptor	**Target**		**FNPI(s) or CNPI(s) number, brief descriptor**	**Target**
CNPI 3a2 Number of **new** accessible assets/resources created in the identified community - Financial.	5		CNPI 6 G2z.1 Count of change - Number of donated time to support the CSBG Eligible Entity's delivery of services and/or implementation of strategies to address conditions of poverty in the identified community.	$16
CNPI 3b.2 Number of **existing** assets/resources made accessible to the identified community - Financial	4		CNPI 6 G2z.2 Other Count of change - Number of donated resources to support the CSBG Eligible Entity's delivery of services and/or implementation of strategies to address conditions of poverty in the identified community.	$15,000
CNPI 5j Percent decrease of uninsured families in the identified community.	Baseline: 29,900 (8.1%) total population (updated annually)		CNPI 6 G3z.1 Other Count of change - Number of people with low incomes who support the CSBG Eligible Entity's delivery of service and/or implementation of strategies to address conditions of poverty in the identified community.	50

Module 3, Section A: Community Initiative Status Form

Name of CSBG Eligible Entity Reporting: **Central Missouri Community Action**

Complete a Separate Community Status/Checklist Form for Each Community Initiative
Provide a Yes or No response to each question to consider.
Complete Numbers 1 through 11 at the beginning of time period as a part of the grant proposal.
Complete Numbers 12 through 16 at the end of time period as a part of the annual report

	Input responses below *(Original question should remain in cell, please provide response following.)*	Choose Yes or No based on Answer Provided to Questions to Consider During Review	Questions to Consider During Review
1. Initiative Name	Housing		
2. Initiative Year	4	No	This is a new initiative
			If not new in the current year, indicate the number of years it has been operating is identified.
3. Problem Identification	CMCA conducted a FY20 Community Needs Assessment representing the counties of Audrain, Boone, Callaway, Cooper, Cole, Howard, Moniteau, and Osage. The data supports CMCA's strategic priority statements: Priority Area #2- All people in the CMCA service area have quality housing options and Priority Area #4-Communities lack support to address inequality and advance positive outcomes for all. See **CMCA Strategic Priorities/Needs Statements** tab and **Housing Data** tab.	**Check if this narrative:**	
		Yes	Clearly articulates a community level need.
		Yes	Includes supporting data. o Are data sources cited? o Is baseline data provided? o Is data representative of the Identified Community (line 7)?
		Yes	References the agency's community needs assessment (CNA). o Does the quote from the CNA clearly identify the need at the community level? o Does the narrative also specify what data supported the needs assessment finding?
4. Goal/Agenda	The ultimate goal of this initiative is all people in CMCA service area have quality housing options. In order to achieve this result, CMCA's Strategic Plan highlights the avenues to reaching this community level result include enhancing landlord/tenant education, increasing landlord participation, developing housing projects, creating opportunities for wealth building and enhancing preservation efforts for existing housing. CMCA is specifically interested in disaggregated data as it relates to our new Strategic Priority around Diversity, Equity and Inclusion. See **Strategy Maps.**	**Check if this narrative:**	
		Yes	Clearly articulates a goal statement/ultimate goal for this initiative. (i.e. - "The ultimate goal of this initiative is to ___.")
		Yes	Indicates whether there are interim goals. (i.e. – "During this fiscal year/next few years, the initiative will work to achieve ____.") o Are any interim goals reflected in the CNPIs reported (line 14)?
		Yes	Describes how the initiative addresses the problem (line 3) at the community level -- the community change will result. (i.e. – if need was for more affordable housing in the community, goal is to increase number of affordable units vs. assisting more families in searching for housing.)
		Yes	Describes the CAA's specific role within the larger initiative.
			Describes the role each key partner plays within the initiative. o Can the description of their roles be found on line 10?
5. Issue/CSBG Community Domains	Housing	Yes	The domain(s) selected represent the identified need. o Should another or an additional domain have been selected? Note: more than one domain may be selected.
	Community National Performance Indicators (NPIs) Note- #5 "Issue/CSBG Community Domains" only allows for one domain to be selected from the dropdown menu. CMCA intends to achieve outcomes in Income Infrastructure & Asset Building, Housing, as well as Civic Engagement in this initiative. • CNPI 3a.6 Number of new accessible assets/resources created in the identified community: Other Public Assets/Physical Improvements • CNPI 3b.6 Number of existing assets/resources made accessible to the identified community: Other Public Assets/Physical Improvements • CNPI 3e Percent decrease of abandoned or neglected buildings in the identified community. • CNPI 3h Percent decrease of environmental threats to households (toxic	**Check if the CNPIs selected:**	
		Yes	Measures progress towards the goal(s) identified in line 4. If not: o Are there additional indicators that could/should be selected?
		Yes	Has reasonable targets set considering the expected duration of the initiative (line 8) and other information.
		Yes	Includes any rates of change indicators. If so: o Does baseline data entered for each ROC indicator correlate to baseline data described in line 3?

Complete Numbers 1 through 11 at time grant proposal.				
	6. Ultimate Expected Outcome	soil, radon, lead, air quality, quality of drinking water, etc.) in the identified community. • CNPI 4a Number of safe and affordable housing units developed in the identified community (e.g. built or set aside units for people with low incomes). • CNPI 4b Number of safe and affordable housing units maintained and/or improved through WAP or other rehabilitation efforts in the identified community. • CNPI 4g Percent increase in the rate of home ownership of people with low incomes in the identified community. • CNPI 4h Percent increase of affordable housing in the identified community. • CNI 6 G2z.1 Other Count of change - Number of donated time to support the CSBG Eligible Entity's delivery of services and/or implementation of strategies to address conditions of poverty in the identified community. • CNPI 6 G2z.2 Other Count of change - Number of donated resources to support the CSBG Eligible Entity's delivery of services and/or implementation of strategies to address conditions of poverty in the identified community. • CNPI 6 G2z.3 Other Count of change - Number of people participating in public hearings, policy forums, community planning, or other advisory boards related to the CSBG Eligible Entity's delivery of service and/or implementation of strategies to address conditions of poverty in the identified community. • CNPI 6 G3z.1 Other Count of change - Number of people with low incomes who support the CSBG Eligible Entity's delivery of service and/or implementation of strategies to address conditions of poverty in the identified community. • CNPI 6 G3z.2 Other Count of change - Number of people with low incomes who acquire and maintain leadership roles with the CSBG Eligible Entity or other organizations within the identified community.	Yes	Includes "other" indicators. If yes: o Do any pre-defined CNPIs accurately reflect what the "other" indicator measures and could be used instead? **NO**
	7. Identified Community	Audrain, Boone, Callaway, Cole, Cooper, Howard, Moniteau & Osage Counties (CMCA Service Area)	Yes	The identified community represent the information provided in line 3.
			Yes	If Other is selected, the description make sense based on the narratives provided on lines 3 and 4.
	8. Expected Duration	CMCA expects to work toward our quality housing initiative over the next three years as outlined in our FY22-24 Strategic Plan	**Check if this narrative:**	
			Yes	Reflects the timeframe (in years) needed to achieve the ultimate goal described on line 4. o Is the duration reasonable given the outcomes the initiative hopes to achieve? Note: If "indefinite", "ongoing", or similar responses are provided, review lines 3 and 4 responses against guidance provided. Because observable/measurable community change should ultimately be expected from an initiative, it is important that a specific timeframe is included.
	9. Partnership Type	CAA is one of multiple active investors and partners	Yes	Based on the information provided for the initiative, this is answered appropriately.
	10. Partners	Partners include but are not limited to City and County Government, Private Landlords, Private Developers, Local Area Contractors, Minnesota Housing Partnership, Public Housing Authorities, Mid-Mo Legal Services, Local Housing Coalitions, USDA, Rural LISC. Specific partner roles will be determined as we move forward.	**Check if this narrative:**	
			Yes	Lists the key partners involved in this initiative. o Are the partners representative of the work described on line 4?
				Describes the role each key partner plays within the initiative. If not: o Can the description of their roles be found on line 4?
	11. Strategy(ies)	• STR 3e- Asset Building and Savings Promotion • STR 3f- Develop/Build/Rehab Spaces • STR 3g- Infrastructure and Asset Building Policy Changes • STR 3i- Local 211 or Resource/Referral System Development • STR 3l- Infrastructure Planning Coalition • STR 4b-New affordable single unit housing creation • STR 4c-New affordable multi-unit Housing Creation (Single Resident Occupancy (SRO), temporary housing, transitional housing) • STR 4d-Tenants' Rights Campaign • STR 4f- Housing or Land Trust Creation • STR 4g- Building Codes Campaign • STR 4h- Housing Policy Changes • STR 4i- Housing Legislative Changes • STR 4j.1-Other-Landlord Forum • STR 4j.2-Other-Landlord Recruitment • STR 6 G2d- Attract Capital Investments • STR 6 G2e- Build/Support Increased Equity • STR 6 G2f Equity Awareness Campaign • STR 6 G2g- Coordinated Community-wide Needs Assessment (housing focus) • STR 6G2h- Civic Engagement and Community Involvement in Advocacy Efforts • STR 6g3a- Empowerment of Individuals/Families with Low Incomes	**Check if the strategies selected:**	
			Yes	Will help achieve the goals indicated in line 4/CNPIs selected on line 14. o Are there additional strategies that could/should be selected?
			Yes	Include any "other" strategies. If yes: o Do any pre-defined strategies accurately reflect what the "other" captures and could be used instead? **NO**

Complete Numbers 12 through 16 at time of the Annual Reporting.	**12. Progress on Outcomes/Indicators**	No Outcomes to Report, Interim Outcomes, Final Outcomes		If "no outcomes to report" was selected, inquire as to why the CAA was unable to report outcomes at the time.
				If Interim Outcomes or Final Outcomes was selected, review lines 13-16 for further guidance.
	13. Impact of Outcomes	Narrative Response (Provide additional information on the scope of the impact of these outcomes. e.g. If an initiative created a health clinic, please describe how many individuals and families are expected to be impacted.)		The information provided corresponds to the information provided in line 4 which references the goal of the initiative.
				If individuals or families are discussed, the references are appropriate to the initiative and provide context to the community initiative.
	14. Outcomes/Indicators to Report	Community National Performance Indicators (NPIs) (Reference the Community NPIs listed in Section B)		The actual outcomes reasonably compare to the target set by the CAA.
	15. Final Status	Initiative Active, Initiative Ended Early, Initiative Ended as Planned, Completed Still Delivering Value		This is correctly completed.
	16. Lessons Learned	Narrative Response		Information included about whether the initiative was successful, or that there were barriers to success, and/or any challenges encountered during the reporting period.

HOUSING					
Indicator	Data Source	CMCA Service Area		Missouri	
		Number	Percent/Rate	Number	Percent/Rate
Total housing units	*U.S. Census*	165381		2790397	
Occupied housing units	*U.S. Census*	146456	88.60%	2414521	86.5
Owner occupied	*U.S. Census*	93075	63.60%	1611986	66.8
Renter occupied	*U.S. Census*	53381	36.40%	802535	33.2
Renter occupancy - White	*U.S. Census*	40903	76.60%	576996	71.9
Renter occupancy - Black/AA	*U.S. Census*	8025	15.00%	169786	21.2
Owner occupancy - White	*U.S. Census*	87495	94.00%	1452885	90.1
Owner occupancy - Black/AA	*U.S. Census*	2558	2.70%	102476	6.4
Residence 1 year ago - Same house	*U.S. Census*	307726	81.40%	5119907	84.80%
Residence 1 year ago - Different house, same county	*U.S. Census*	36508	9.70%	488566	8.10%
Residence 1 year ago - Different house, different	*U.S. Census*	31584	8.40%	403249	6.70%
Consider their neighborhood to be extremely or quite	*Missouri*	4137		48273	83.30%
HUD subsidized housing units available (2020 estimates	*Housing &*	4950		92649	
HUD subsidized housing units % occupied	*Housing &*				89%
HUD subsidized housing - % minority	*Housing &*				54%
HCV Units available	*Housing & Urban*	2,761		46449	
HCV Units % occupied	*Housing &*				86%
HCV Units - average months on waiting list	*Housing &*				31
Project-Based Section 8 Units available	*Housing &*	992		25223	
Project-Based Section 8 Units % occupied	*Housing &*				92%
Public Housing Authority Units available	*Housing &*	1046		16576	
Public Housing Authority Units % occupied	*Housing &*				91%
Public Housing Authority Units - average months on	*Housing &*			14	

Exhibit I

COMMUNITY ACTION AGENCY

[Central Missouri Community Action]

Federal Fiscal Year (FFY)

FFY22

CSBG Community Work Plan

Initiative (Proposal/Plan) Name: **Housing**

Community Action (ROMA) Goal (check all that apply)

Goal 1 **Goal 2** **Goal 3** **Agency Goal**

Which Module will this be reported? (Module 2, 3, or 4 choose only one per plan)

Module 3

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NEED(s) as referenced in the Community Needs Assessment		STRATEGY(ies) as referenced in the Strategic Plan
CMCA conducted a FY20 Community Needs Assessment representing the counties of Audrain, Boone, Callaway, Cooper, Cole, Howard, Moniteau, and Osage. The data supports CMCA's strategic priority statements: Priority Area #2- All people in the CMCA service area have quality housing options and Priority Area #4-Communities lack support to address inequality and advance positive outcomes for all. *See CMCA Strategic Priorities/Needs Statements tab and Housing Data tab.*		The ultimate goal of this initiative is all people in the CMCA service area have quality housing options. In order to achieve this result, CMCA's Strategic Plan highlights the avenues to reaching this community level result include enhancing landlord/tenant education, increasing landlord participation, developing housing projects, creating opportunities for wealth building and enhancing preservation efforts for existing housing. CMCA is specifically interested in disaggregated data as it relates to our new Strategic Priority around Diversity, Equity and Inclusion. *See Strategy Maps.*

INTERVENTION(s): Narrative description of Initiative, Service(s) and/or Related Outcome(s)

• Provide a **detailed** description of initiative and/or services – and if you consider it an innovative community and/or neighborhood-based initiative, or a collective impact collaboration.
• If the initiative's goals and/or targets are expected to be achieved over an extended period of time (more than one federal fiscal year), please note this in the description, as well as define potential targets that may be realized in the short-term (no more than one federal fiscal year).
• If this is a community-level service/program, please complete a related Community Initiatives Status Form.

Initiative interventions and strategies listed are a collective impact collaboration designed to increase quality housing units available, decrease housing cost burden to families, and increase homeownership rates. This initiative is expected to last the duration of CMCA's FY22-24 Strategic Plan. Community Initiatives Status Form- Housing outlines all requested details.

Outcomes and Outcome Indicators

• Provide Outcome, Number expected to participate in Program, and the Number expected to achieve the Outcome

Example: Program Name

• Example: 20 of 100 unemployed participants in Job Readiness Program gain employment up to a living wage (FNPI 1b)
• Example: 10 of 20, or 50%, who gained employment remain employed for 90 days (FNPI 1c)

***Please note:** outcomes should only be reported for those NPIs that have supporting programs or activities

CMCA intends to achieve outcomes in Income Infrastructure & Asset Building, Housing, as well as Civic Engagement in this initiative. Targets will be determined prior to 10/1/2021. This plan encompasses the full three-year time period, so accomplishment of all outcomes (CNPIs) is expected to take the duration of the FY22- FY24 time period. We intend to achieve all identified action steps defined in this document in FY22.

Data Management: how will your agency manage and track the data for this initiative

• Please provide data sources, systems/tools utilized for inputting data and tracking progress, personnel responsible for the collection and reporting of this data, and procedures for collecting and reporting (including frequency).

Example: Initiative Name: Ready to Work.

• Data Sources: Skill-Up and CSBG Case management staff forms and case notes.
• Systems used -MOJobs, MIS.
• Collection and Reporting - Case Managers collect and report to CSBG Director by running system reports smoothly.
• CSBG Director is responsible for reporting all outcomes and data quarterly and submitted to the Department.
• CSBG Director reports all final data and outcomes on annual basis.

Quality Housing Initiative:

- Data sources- Community Organizers, Program Directors, HCV staff, WX staff, Volunteer Coordinator and Program Managers data entry and monthly activity reports.
- Systems used - MIS, CMCA Data Dashboard
- Collection and Reporting - CMCA staff named in "Data sources" all collect required data and enter into appropriate data system; Employment & Training Administrator, Community Services Administrative Assistant and Program Officers monitor the day-to-day data collection and data entry.
- Program Administrators & FCS Program Officer monitor data in systems and provide reporting to Director of Research & Data and Family & Community Services (FCS) Director on a quarterly basis.
- FCS Program Officer and FCS Director are responsible for reporting outcomes and data quarterly, semi-annually and annually and submitting to the Department and Agency Board of Directors.

Evaluation: (how you know you met the Outcome of the Intervention, Program, Service, Activity)

- Activity Name: Please explain how you will analyze the results of your agency's intervention.
- Include Personnel responsible for determining the effectiveness of the intervention.
- Data sources used for evaluation.
- How and when these results will be communicated (ex, the use of narrative sections on quarterly report document).

Director of Research & Data will compile all applicable data (*see Housing- Supporting Data*), targets and timeline of achievement in our agency's Data Dashboard. Results are communicated on a quarterly basis with Board of Directors and Leadership Team. Results are communicated with the department semi-annually and annually. Housing affordability, availability and safety will see an increase throughout the community. Measures will be shown via housing, agency and county data.

Intervention(s) and/or Service(s)	Action Steps	Anticipated/ Actual Start Date	Anticipated/ Actual End Date	Documentation to show achievement of Action Step
Enhance Landlord/Tenant Education: STR 4b-New affordable single unit housing creation STR 4c-New affordable multi-unit Housing Creation (Single Resident Occupancy (SRO), temporary housing, transitional housing) STR 4d- Tenants' Rights Campaign STR 6 G2f Equity Awareness Campaign STR 6 G2e Build/Support Increased Equity STR 6g3a- Empowerment of Individuals/Families with Low Incomes	Coordinate/participate in community landlord forums.	10/1/2021	9/30/2022	sign in sheets, quarterly reports, monthly activity reports to FCS Director
	Schedule quarterly landlord meetings.	1/31/2022	9/30/2022	sign in sheets, quarterly reports
	Coordinate/participate in tenant forums and tenant training opportunities.	1/31/2022	9/30/2022	sign in sheets, quarterly reports
Increase Landlord Participation: STR 3i- Local 211 or Resource/Referral System Development STR 4j.1-Other-Landlord Forum STR 4j.2-Other-Landlord Recruitment	Develop an HCV/WX focused landlord recruitment plan.	11/1/2021	1/31/2022	quarterly reports
	Create referral partnerships	10/1/2021	9/30/2022	documentation of community meeting attendance, monthly activity reports to FCS Director
	Identify and join community groups addressing housing issues.	10/1/2021	9/30/2022	documentation of community meeting attendance, monthly activity reports to FCS Director
	Coordinate/participate in landlord forums.	10/1/2021	9/30/2022	sign in sheets, landlord feedback
Develop Housing Projects: STR 3l- Infrastructure Planning Coalition STR 4b-New affordable single unit housing creation STR 4c-New affordable multi-unit Housing Creation (Single Resident Occupancy (SRO), temporary housing, transitional housing) STR 4d-Tenants' Rights Campaign STR 6 G2g- Coordinated Community-wide Needs Assessment (housing focus) STR 6 G2d- Attract Capital Investments STR 6 G2e- Build/Support Increased Equity STR 6 G2f Equity Awareness Campaign STR 6g3a- Empowerment of Individuals/Families with Low Incomes	County specific Housing Needs Assessment	10/1/2021	9/30/2022	Housing Needs Assessment, quarterly reports for progress
	Identify partnerships and define the roles of stakeholders and CMCA	10/1/2021	9/30/2022	Housing Needs Assessment, community meeting minutes, quarterly reports for progress
	Identify projects for housing development	10/1/2021	9/30/2022	quarterly reports
	Review specific zoning requirements in community served.	10/1/2021	9/30/2022	meeting mins, quarterly reports, monthly activity reports to FCS Director
	Create list of area contractors with info on their capabilities, rates, etc.	1/31/2021	9/30/2022	contractor list, quarterly reports
	Identify and secure local, state and/or federal funding sources	10/1/2021	9/30/2022	quarterly reports, monthly activity reports to FCS Director
Create Opportunities for Wealth Building: STR 3e- Asset Building and Savings Promotion STR 3f- Develop/Build/Rehab Spaces STR 4f- Housing or Land Trust Creation	County specific Housing Needs Assessment	10/1/2021	9/30/2022	Housing Needs Assessment, quarterly reports for progress
	Identify partnerships and define the roles of stakeholders and CMCA	10/1/2021	9/30/2022	Housing Needs Assessment, community meeting minutes quarterly reports for progress

	Create partnerships to cover gaps in delivery of services	10/1/2021	9/30/2022	community meeting minutes, quarterly reports, MOUs when necessary
	Identify and secure local, state and/or federal funding sources	10/1/2021	9/30/2022	quarterly reports, monthly activity reports to FCS Director
Enhance Preservation Efforts for Existing Housing: STR 3g- Infrastructure and Asset Building Policy Changes STR 3l- Infrastructure Planning Coalition STR 4g- Building Codes Campaign STR 4h- Housing Policy Changes STR 4i- Housing Legislative Changes STR 6 G2d- Attract Capital Investments STR 6 G2e- Build/Support Increased Equity STR 6 G2f Equity Awareness Campaign STR 6G2g- Coordinated Community Wide Needs Assessment (housing focus) STR 6G2h- Civic Engagement & Community Involvement in Advocacy Efforts STR 6g3a- Empowerment of Individuals/Families with Low Incomes	County specific Housing Needs Assessment	10/1/2021	9/30/2022	Housing Needs Assessment, quarterly reports for progress
	Identify partnerships and define the roles of stakeholders and CMCA	10/1/2021	9/30/2022	Housing Needs Assessment, community meeting minutes, quarterly reports for progress
	Identify vacant lots/ set up site visits at potential rehab properties	10/1/2021	9/30/2022	community meeting minutes, quarterly reports for progress, monthly activity reports to FCS Director
	Contact City/County to see if they have lots to donate or tax forfeiture property for sale	10/1/2021	9/30/2022	quarterly reports, monthly activity reports to FCS Director
	Review specific zoning requirements in community served.	10/1/2021	9/30/2022	meeting mins, quarterly reports, monthly activity reports to FCS Director
	Identify and secure local, state and/or federal funding sources	10/1/2021	9/30/2022	community meeting minutes, quarterly reports for progress, monthly activity reports to FCS Director

OUTCOME INDICATORS

FNPI(s) or CNPI(s) number, brief descriptor	Target	FNPI(s) or CNPI(s) number, brief descriptor	Target
CNPI 4a Number of safe and affordable housing units **developed** in the identified community (e.g. built or set aside units for people with low incomes).	25	CNPI 6 G2z.2 Other Count of change - Number of donated **resources** to support the CSBG Eligible Entity's delivery of services and/or implementation of strategies to address conditions of poverty in the identified community.	$8,000
CNPI 4b Number of safe and affordable housing units **maintained** and/or **improved** through WAP or other rehabilitation efforts in the identified community.	120	CNPI 6 G2z.3 Other Count of change - Number of **people** participating in public hearings, policy forums, community planning, or other advisory boards related to the CSBG Eligible Entity's delivery of service and/or implementation of strategies to address conditions of poverty in the identified community.	4
CNPI 4g Percent increase in the rate of home ownership of people with low incomes in the identified community.	Boone 2.9%, Cole 4.5% baseline (only two counties currently reporting data, updated annually)	CNPI 6 G3z.1 Other Count of change - Number of **people** with **low incomes** who support the CSBG Eligible Entity's delivery of service and/or implementation of strategies to address conditions of poverty in the identified community.	40
CNPI 4h Percent increase of affordable housing in the identified community.	Baseline: 4950 Units, updated annually	CNPI 6 G3z.2 Other Count of change - Number of **people** with **low incomes** who acquire and maintain leadership roles with the CSBG Eligible Entity or other organizations within the identified community.	4
CNI 6 G2z.1 Other Count of change - Number of donated **time** to support the CSBG Eligible Entity's delivery of services and/or implementation of strategies to address conditions of poverty in the identified community.	75		

Exhibit I

COMMUNITY ACTION AGENCY

Central Missouri Community Action

Federal Fiscal Year (FFY)

FFY22

CSBG Family Work Plan

Initiative (Proposal/Plan) Name: **Employment**

Community Action (ROMA) Goal (check all that apply)

Goal 1 **Goal 2** **Goal 3** **Agency Goal**

Which Module will this be reported? (Module 2, 3, or 4 choose only one per plan)

Module 4

If Module 3 is selected, a Community Initiative Status/Checklist Form is Required for Each Community Initiative
Respond to Numbers 1 -11 at time of grant proposal
Numbers 12 - 14 to be completed during Annual Reporting Process

NEED(s) as referenced in the Community Needs Assessment		STRATEGY(ies) as referenced in the Strategic Plan
CMCA conducted a FY20 Community Needs Assessment representing the counties of Audrain, Boone, Callaway, Cooper, Cole, Howard, Moniteau, and Osage. The data supports CMCA's strategic priority area #1-Individuals lack job skills training, business development and work supports for economic success. *See CMCA Strategic Priorities/Needs Statements.*		**Employment & Income Supports:** Expand Workforce Preparation Initiatives, Expand Childcare Access, Expand Transportation Access, Support Entrepreneurship

INTERVENTION(s): Narrative description of Initiative, Service(s) and/or Related Outcome(s)

• Provide a **detailed** description of initiative and/or services – and if you consider it an innovative community and/or neighborhood-based initiative, or a collective impact collaboration.

• If the initiative's goals and/or targets are expected to be achieved over an extended period of time (more than one federal fiscal year), please note this in the description, as well as define potential targets that may be realized in the short-term (no more than one federal fiscal year).

• If this is a community-level service/program, please complete a related Community Initiatives Status Form.

Family Coaching - CMCA's Whole Family Approach. WFA is an innovative strategy that focuses on the strengths and resources that a family brings to the table and works with those strengths and resources to develop additional skills through intensive work with Family Coaches. Utilizing the Self Sufficiency Matrix, Coaches will work with families to identify family areas of strengths and needs and will develop long term goals and services to fill gaps and strengthen needs for self-sufficiency. Coaches will provide these intensive services to Head Start, Early Head Start, BRIDGE and Housing families who self-select into the Whole Family Approach through one-on-one monthly meetings, home visits, connection to community referrals and resources, and inner-agency programs and services to achieve goals. Families may engage in the Whole Family Approach for the duration of their participation in the above identified programs or until self-sufficiency, as identified by the family, is achieved.

Emergency Services - CMCA Members may be enrolled in any CMCA programs or initiative and must meet CSBG eligibility requirements to receive CSBG Emergency Assistance services. Such assistance may include, but are not limited to, rental assistance, rental deposits, car repair, vehicle licensing/renewals, childcare assistance, medical co-pays, medication, life-saving household items or other emergency service. CSBG Emergency Assistance services are utilized only when a need is demonstrated, and the Member has exhausted other resources.

Employment & Work Supports - CMCA Members may be enrolled in SkillUP Employment & Training program and/or the Financial Opportunity® Center model. Both programs pair individuals with coaching services. SkillUP is offered in partnership with the MO Department of Social Services, Family Support Division and MOCAN. SkillUP helps SNAP recipients obtain skills, training, education, and employer connections that lead to employment and on-the-job success. FOC Coaches support individuals with tools and resources that allow them to navigate the complexities around increasing income, decreasing expenses, and acquiring assets.

Womens Business Center -The MoWBC is a catalyst for economic development in our community. The MoWBC offers classes including LaunchU, ASPIRE MO, and one-on-one coaching with clients. The MoWBC helps prospective business owners develop important connections with those who can support them as they launch a business. The MoWBC is funded in part through a cooperative agreement with the U.S. Small Business Administration.

Foster Grandparent Program - The FGP provides low-income adult seniors, ages 55 years and up, opportunities to mentor children at schools, childcare centers, and other settings. FGP volunteers work with children individually and in small groups to provide support, guidance, and friendship for children.

Outcomes and Outcome Indicators

• Provide Outcome, Number expected to participate in Program, and the Number expected to achieve the Outcome

Example: Program Name

• Example: 20 of 100 unemployed participants in Job Readiness Program gain employment up to a living wage (FNPI 1b)

• Example: 10 of 20, or 50%, who gained employment remain employed for 90 days (FNPI 1c)

***Please note:** outcomes should only be reported for those NPIs that have supporting programs or activities

Whole Family Approach Coaching model includes SkillUP, HS/EHS, BRIDGE, Housing, Foster Grandparents, and WBC programs all working toward the NPIs as a total.

Data Management: how will your agency manage and track the data for this initiative

• Please provide data sources, systems/tools utilized for inputting data and tracking progress, personnel responsible for the collection and reporting of this data, and procedures for collecting and reporting (including frequency).

Example: Initiative Name: Ready to Work.

• Data Sources: Skill-Up and CSBG Case management staff forms and case notes.
• Systems used -MOJobs, MIS.
• Collection and Reporting - Case Managers collect and report to CSBG Director by running system reports smoothly.
• CSBG Director is responsible for reporting all outcomes and data quarterly and submitted to the Department.
• CSBG Director reports all final data and outcomes on annual basis.

• Data sources: Family Success Coaches, HS/EHS, SkillUP, Women's Business Center Coaches data entry and case notes.
• Systems used - MIS, ChildPlus, MOJobs, Salesforce, SACS to filter into CMCA's Data Dashboard
• Collection and Reporting - CMCA Coaching staff named in "Data sources" all collect data and enter into appropriate data system; Site Directors, Program Administrators, Employment & Training Administrator. Family & Community Services Administrative Assistant and Program Officers monitor the day-to-day data collection and data entry;
• Administrators & Program Officer monitor data in systems and provide reporting to Director of Research & Data and Family & Community Services Director on a monthly basis.
• Family & Community Program Officer and Family & Community Services Director are responsible for reporting outcomes and data quarterly and submitting to the Department.
• Family & Community Program Officer and Family & Community Services Director reports all final data and outcomes on a quarterly basis to Agency Board of Directors and semi-annual as well as annual basis to the Department.

Evaluation: (how you know you met the Outcome of the Intervention, Program, Service, Activity)

• Activity Name: Please explain how you will analyze the results of your agency's intervention.
• Include Personnel responsible for determining the effectiveness of the intervention.
• Data sources used for evaluation.
• How and when these results will be communicated (ex, the use of narrative sections on quarterly report document).

• The agency Data Team & Community of Practice (COP) teams made up of the Executive Director, Family & Community Services Director, Director of Research & Data, CSBG Program Officer, Employment & Training Program Administrator, Head Start Director, Family Administrators, and Head Start Systems Administrator will analyze all WFA data twice a year; at mid year and end of the year.
• Data sources will include MIS data, outcome data, and ChildPlus data
• Data reviews will be communicated on an annual basis through the narrative section of the Agency Annual Report. CMCA will maintain a Data Dashboard for displaying data. The Board of Directors will be updated no less than quarterly on outcome and effectiveness of WFA.

Intervention(s) and/or Service(s)	Action Steps	Anticipated/ Actual Start Date	Anticipated/ Actual End Date	Documentation to show achievement of Action Step
Family Coaching	Intensive strengths-based family coaching, home visits, data entry, family assessments (pre-post), documentation of progress toward family goals	10/1/2021	9/30/2022	Established policy and procedures; CMCA Data Dashboard showing tasks and individuals responsible
Emergency Services	Request for financial assistance for members working toward employment goals, data entry	10/1/2021	9/30/2022	CMCA payment requisition, MIS data entry
Employment & Work Supports	SkillUP enrollment and supportive services	10/1/2021	9/30/2022	MOJOBS, CMCA Data Dashboard
	Identify valid and reliable soft skills assessment	12/31/2021	9/30/2022	CMCA Data Dashboard
	Revise soft skills curriculum	3/31/2022	9/30/2022	curriculum developed; CMCA Data Dashboard
Women's Business Center	Women's Business Center Coaching	10/1/2021	9/30/2022	CMCA Data Dashboard
Foster Grandparent Coaching	Foster Grandparent volunteers are coached on overcoming barriers that affect their financial well-being.	10/1/2021	9/30/2022	CMCA Data Dashboard

OUTCOME INDICATORS			
FNPI(s) or CNPI(s) number, brief descriptor	**Target**	**FNPI(s) or CNPI(s) number, brief descriptor**	**Target**
FNPI 1a The number of unemployed youth who obtained employment to gain skills or income.	6	FNPI 1h The number of employed participants in a career-advancement related program who entered or transitioned into a position that provided increased income and/or benefits.	22
FNPI 1b The number of unemployed adults who obtained employment (up to a living wage).	55	FNPI1h.1 The number of employed participants who increased income from employment through **wage or salary amount increase.**	14
FNPI 1c The number of unemployed adults who obtained and maintained employment for at least 90 days (up to a living wage).	25	FNPI 1h.2 Of the above, the number of employed participants who increased income from employment **through hours worked increase.**	17
FNPI 1d The number of unemployed adults who obtained and maintained employment for at least 180 days (up to a living wage).	20	FNPI 1h.3 Of the above, the number of employed participants who increased **benefits related to employment.**	3
FNPI 1e The number of unemployed adults who obtained employment (with a living wage or higher).	6	FNPI 1z Number of employed individuals at risk of losing employment who maintained employment as a result of CAA interventions.	40
FNPI 1f The number of unemployed adults who obtained and maintained employment for at least 90 days (with a living wage or higher).	5	FNPI 1z Number of youth who maintained employment for 90 days.	2
FNPI 1g The number of unemployed adults who obtained and maintained employment for at least 180 days (with a living wage or higher).	4		

Exhibit I

COMMUNITY ACTION AGENCY

Central Missouri Community Action

Federal Fiscal Year (FFY)

FFY22

CSBG Family Work Plan

Initiative (Proposal/Plan) Name: **Education**

Community Action (ROMA) Goal (check all that apply)

Goal 1 **Goal 2** **Goal 3** **Agency Goal**

Which Module will this be reported? (Module 2, 3, or 4 choose only one per plan)

Module 4

If Module 3 is selected, a Community Initiative Status/Checklist Form is Required for Each Community Initiative

Respond to Numbers 1 -11 at time of grant proposal

Numbers 12 - 14 to be completed during Annual Reporting Process

NEED(s) as referenced in the Community Needs Assessment		STRATEGY(ies) as referenced in the Strategic Plan
CMCA conducted a FY20 Community Needs Assessment representing the counties of Audrain, Boone, Callaway, Cooper, Cole, Howard, Moniteau, and Osage. The data supports CMCA's strategic priority area #1-Individuals lack job skills training, business development and work supports for economic success and Priority #3- Individuals lack financial education and income supports to achieve economic stability. *See CMCA Strategic Priorities/Needs Statements tab.*		**Employments and Work Supports:** Expand Workforce Preparation Initiatives, Expand Childcare Access, Expand Transportation Access, Support Entrepreneurship **Financial Education and Income supports:** Enhance Financial Education Services, Expand Financial Opportunity Center Services, Increase Access to Health Insurance

INTERVENTION(s): Narrative description of Initiative, Service(s) and/or Related Outcome(s)

- Provide a **detailed** description of initiative and/or services – and if you consider it an innovative community and/or neighborhood-based initiative, or a collective impact collaboration.
- If the initiative's goals and/or targets are expected to be achieved over an extended period of time (more than one federal fiscal year), please note this in the description, as well as define potential targets that may be realized in the short-term (no more than one federal fiscal year).
- If this is a community-level service/program, please complete a related Community Initiatives Status Form.

Family Coaching - CMCA's Whole Family Approach. WFA is an innovative strategy that focuses on the strengths and resources that a family brings to the table and works with those strengths and resources to develop additional skills through intensive work with Family Coaches. Utilizing the Self Sufficiency Matrix, Coaches will work with families to identify family areas of strengths and needs and will develop long term goals and services to fill gaps and strengthen needs for self-sufficiency. Coaches will provide these intensive services to Head Start, Early Head Start, BRIDGE and Housing families who self-select into the Whole Family Approach through one-on-one monthly meetings, home visits, connection to community referrals and resources, and inner-agency programs and services to achieve goals. Families may engage in the Whole Family Approach for the duration of their participation in the above identified programs or until self-sufficiency, as identified by the family, is achieved.

Emergency Services - CMCA Members may be enrolled in any CMCA programs or initiative and must meet CSBG eligibility requirements to receive CSBG Emergency Assistance services. Such assistance may include, but are not limited to, rental assistance, rental deposits, car repair, vehicle licensing/renewals, childcare assistance, medical co-pays, medication, life-saving household items or other emergency service. CSBG Emergency Assistance services are utilized only when a need is demonstrated, and the Member has exhausted other resources.

Early Head Start (EHS) - 0-3 years, provides child development and family support services to low-income infants, toddlers, pregnant women, and their families. Center and home-based services are available.

Head Start (HS) - 3-5 years, provides opportunities for emotional, social and cognitive development and support to families of low-income children to prepare them for success in school. Center-based services are provided.

BRIDGE - K-2nd grade, provides support to graduates of the Head Start Program, their parents, and teachers to ensure a smooth and successful transition from Head Start to school.

Employment & Work Supports - CMCA Members may be enrolled in SkillUP Employment & Training program and/or the Financial Opportunity® Center model. Both programs pair individuals with coaching services. SkillUP is offered in partnership with the MO Department of Social Services, Family Support Division and MOCAN. SkillUP helps SNAP recipients obtain skills, training, education, and employer connections that lead to employment and on-the-job success. FOC Coaches support individuals with tools and resources that allow them to navigate the complexities around increasing income, decreasing expenses, and acquiring assets.

Family Skills Development – Includes 13 accessible life skills modules in Building Strong Families curriculum developed by University of MO Extension. Getting Ahead in a Just Getting by World developed by Phil DeVol is a 10-12 week class designed to teach the hidden rules of middle class to low-income individuals. Reality Education And Life Lessons is a simulation training designed for high school students to experience life through proactive and reactive lenses. Step Up to Leadership is a curriculum that provides opportunities to low income adults who are interested in becoming community leaders through service on a Board of Directors, as members of a Community Action Team and other leadership positions.

Womens Business Center -The MoWBC is a catalyst for economic development in our community. The MoWBC offers classes including LaunchU, ASPIRE MO, and one-on-one coaching with clients. The MoWBC helps prospective business owners develop important connections with those who can support them as they launch a business. The MoWBC is funded in part through a cooperative agreement with the U.S. Small Business Administration.

Outcomes and Outcome Indicators

- Provide Outcome, Number expected to participate in Program, and the Number expected to achieve the Outcome

Example: Program Name

- Example: 20 of 100 unemployed participants in Job Readiness Program gain employment up to a living wage (FNPI 1b)
- Example: 10 of 20, or 50%, who gained employment remain employed for 90 days (FNPI 1c)

***Please note:** outcomes should only be reported for those NPIs that have supporting programs or activities

Whole Family Approach, HS/EHS, BRIDGE, SkillUP, FOC, Community Organizers and WBC all working toward the NPIs as a total.

Data Management: how will your agency manage and track the data for this initiative

• Please provide data sources, systems/tools utilized for inputting data and tracking progress, personnel responsible for the collection and reporting of this data, and procedures for collecting and reporting (including frequency).

Example: Initiative Name: Ready to Work.

• Data Sources: Skill-Up and CSBG Case management staff forms and case notes.
• Systems used -MOJobs, MIS.
• Collection and Reporting - Case Managers collect and report to CSBG Director by running system reports smoothly.
• CSBG Director is responsible for reporting all outcomes and data quarterly and submitted to the Department.
• CSBG Director reports all final data and outcomes on annual basis.

• Data sources: Family Success Coaches, HS/EHS, BRIDGE, SkillUP, Show Me Healthy Relationship Coaches, Women's Business Center Coaches and Community Organizers data entry, sign in sheets and case notes.
• Systems used - MIS, ChildPlus, MOJobs, Kindercharts, Salesforce, to filter into CMCA's Data Dashboard
• Collection and Reporting - CMCA Coaching staff named in "Data sources" all collect data and enter into appropriate data system; Site Directors, Program Administrators, Employment & Training Administrator. Family & Community Services Administrative Assistant and Program Officers monitor the day-to-day data collection and data entry;
• Administrators & Program Officer monitor data in systems and provide reporting to Director of Research & Data and Family & Community Services Director on a monthly basis.
• Family & Community Program Officer and Family & Community Services Director are responsible for reporting outcomes and data quarterly and submitting to the Department.
• Family & Community Program Officer and Family & Community Services Director reports all final data and outcomes on a quarterly basis to Agency Board of Directors and semi-annual as well as annual basis to the Department.

Evaluation: (how you know you met the Outcome of the Intervention, Program, Service, Activity)

• Activity Name: Please explain how you will analyze the results of your agency's intervention.
• Include Personnel responsible for determining the effectiveness of the intervention.
• Data sources used for evaluation.
• How and when these results will be communicated (ex, the use of narrative sections on quarterly report document).

• The agency Data Team & Community of Practice (COP) teams made up of the Executive Director, Family & Community Services Director, Director of Research & Data, FCS Program Officer, Employment & Training Program Administrator, Head Start Director, Family Administrators, and Head Start Systems Administrator will analyze all WFA data twice a year; at mid year and end of the year.
• Data sources will include MIS data, Kindercharts, Salesforce MOJobs, and ChildPlus data
• Data reviews will be communicated on an annual basis through the narrative section of the Agency Annual Report. CMCA will maintain a Data Dashboard for displaying data that will be updated quarterly. Agency Board of Directors and the Department will be updated no less than quarterly on services provided, outcomes and effectiveness of WFA.

Intervention(s) and/or Service(s)	Action Steps	Anticipated/ Actual Start Date	Anticipated/ Actual End Date	Documentation to show achievement of Action Step
Family Coaching	Intensive strengths-based family coaching, home visits, data entry, family assessments (pre-post), documentation of progress toward family goals	10/1/2021	9/30/2022	MIS, MoJobs, ChildPlus data entry
	Post-Secondary Support	10/1/2021	9/30/2022	MIS & ChildPlus data entry
	Digital Literacy & Technology Skills	10/1/2021	9/30/2022	MIS & Salesforce data entry
Emergency Services	Request for financial assistance for members working toward education goal	10/1/2021	9/30/2022	CMCA payment requisition, MIS data entry
	Provide quality pre-school education for ages 0-5	10/1/2021	9/30/2022	ChildPlus data entry, Kindercharts
	Parent Engagement activities	10/1/2021	9/30/2022	ChildPlus data entry

Early Head Start & Head Start & BRIDGE	Home visits and data entry	10/1/2021	9/30/2022	ChildPlus data entry
	Provide academic and family support to graduates of Head Start preschool programs to ensure success for children entering elementary school through second grade.	10/1/2021	9/30/2022	ChildPlus data entry
Employment & Work Supports	SkillUP enrollment and supportive services	10/1/2021	9/30/2022	MOJobs & MIS data entry
	Post-Secondary Support	10/1/2021	9/30/2022	MOJobs & MIS data entry
	Intensive family coaching, home visits, data entry, family assessments, establish and help achieve family goals	10/1/2021	9/30/2022	MOJobs & MIS data entry
	Financial Opportunity Center services model includes financial coaching, asset building, credit coaching, coordinating benefits and income supports, and financial education	10/1/2021	9/30/2022	Salesforce & MIS data entry
Family Skills Development	Building Strong Families 1-1 or group classes	10/1/2021	9/30/2022	pre/post assessment data, sign in sheets, MIS data entry
	Getting Ahead classes	10/1/2021	9/30/2022	pre/post assessment data, sign in sheets, MIS data entry
	Step Up to Leadership classes	1/31/2022	9/30/2022	pre/post assessment data, sign in sheets, MIS data entry
	REALL simulation	10/1/2021	9/30/2022	pre/post assessment data, sign in sheets, MIS data entry
Women's Business Center	Entrepreneurship Education	10/1/2021	9/30/2022	sign in sheets

OUTCOME INDICATORS

FNPI(s) or CNPI(s) number, brief descriptor	Target		FNPI(s) or CNPI(s) number, brief descriptor	Target
FNPI 2a The number of children (0 to 5) who demonstrated improved emergent literacy skills.	238		FNPI 2d.3 9th grade-12th grade	780
FNPI 2b The number of children (0 to 5) who demonstrated skills for school readiness.	250		FNPI 2e The number of parents/caregivers who improved their home environments.	110
FNPI 2c The number of children and youth who demonstrated improved positive approaches toward learning, including improved attention skills.	880		FNPI 2f The number of adults who demonstrated improved basic education.	2
FNPI 2c.1 Early Childhood Education (ages 0-5)	287		FNPI 2g The number of individuals who obtained a high school diploma and/or obtained an equivalency certificate or diploma.	3
FNPI 2c.2 1st grade-8th grade	63		FNPI 2h The number of individuals who obtained a recognized credential, certificate,or degree relating to the achievement of educational or vocational skills.	112
FNPI 2c.3 9th grade-12th grade	880		FNPI 2i The number of individuals who obtained an Associate's degree.	4
FNPI 2d The number of children and youth who are achieving at basic grade level (academic, social, and other school success skills).	880		FNPI 2j The number of individuals who obtained a Bachelor's degree.	3
FNPI 2d.1 Early Childhood Education (ages 0-5)	237		FNPI 2z.1 Number of individuals who obtained and moved from a high school diploma and/or equivalent to post-secondary education (of any kind).	20
FNPI 2d.2 1st grade-8th grade	63			

Exhibit I

COMMUNITY ACTION AGENCY

Central Missouri Community Action

Federal Fiscal Year (FFY)

FFY22

CSBG Family Work Plan

Initiative (Proposal/Plan) Name: **Income**

Community Action (ROMA) Goal (check all that apply)

Goal 1 **Goal 2** **Goal 3** **Agency Goal**

Which Module will this be reported? (Module 2, 3, or 4 choose only one per plan)

Module 4

If Module 3 is selected, a Community Initiative Status/Checklist Form is Required for Each Community Initiative
Respond to Numbers 1 -11 at time of grant proposal
Numbers 12 - 14 to be completed during Annual Reporting Process

NEED(s) as referenced in the Community Needs Assessment		STRATEGY(ies) as referenced in the Strategic Plan
CMCA conducted a FY20 Community Needs Assessment representing the counties of Audrain, Boone, Callaway, Cooper, Cole, Howard, Moniteau, and Osage. The data supports CMCA's strategic priority area Priority #3- Individuals lack financial education and income supports to achieve economic stability. See *CMCA Strategic Priorities/Needs Statements*.		**Financial Education & Income Supports:** Enhance Financial Education Services, Expand Financial Opportunity Center Services, Increase Access to Health Insurance

INTERVENTION(s): Narrative description of Initiative, Service(s) and/or Related Outcome(s)

- Provide a **detailed** description of initiative and/or services – and if you consider it an innovative community and/or neighborhood-based initiative, or a collective impact collaboration.
- If the initiative's goals and/or targets are expected to be achieved over an extended period of time (more than one federal fiscal year), please note this in the description, as well as define potential targets that may be realized in the short-term (no more than one federal fiscal year).
- If this is a community-level service/program, please complete a related Community Initiatives Status Form.

Family Coaching - CMCA's Whole Family Approach. WFA is an innovative strategy that focuses on the strengths and resources that a family brings to the table and works with those strengths and resources to develop additional skills through intensive work with Family Coaches. Utilizing the Self Sufficiency Matrix, Coaches will work with families to identify family areas of strengths and needs and will develop long term goals and services to fill gaps and strengthen needs for self-sufficiency. Coaches will provide these intensive services to Head Start, Early Head Start, BRIDGE and Housing families who self-select into the Whole Family Approach through one-on-one monthly meetings, home visits, connection to community referrals and resources, and inner-agency programs and services to achieve goals. Families may engage in the Whole Family Approach for the duration of their participation in the above identified programs or until self-sufficiency, as identified by the family, is achieved.

Foster Grandparent Program - The FGP provides low-income adult seniors, ages 55 years and up, opportunities to mentor children at schools, childcare centers, and other settings. FGP volunteers work with children individually and in small groups to provide support, guidance, and friendship for children.

Emergency Services - CMCA Members may be enrolled in any CMCA programs or initiative and must meet CSBG eligibility requirements to receive CSBG Emergency Assistance services. Such assistance may include, but are not limited to, rental assistance, rental deposits, car repair, vehicle licensing/renewals, childcare assistance, medical co-pays, medication, life-saving household items or other emergency service. CSBG Emergency Assistance services are utilized only when a need is demonstrated, and the Member has exhausted all resources.

Medicaid Expansion - Healthcare Advocates will assist newly eligible Medicaid applicants enroll in insurance plans, educate members on how to use the insurance coverage and work with members to keep their coverage.

Enhance Financial Education Services – Explore additional opportunities for financial education for youth, provide incentive/stipend for participation. Financial Opportunity Center FOC® Coaches support individuals with tools and resources that allow them to navigate complexities around increasing income, decreasing expenses, and acquiring assets.

Outcomes and Outcome Indicators

- Provide Outcome, Number expected to participate in Program, and the Number expected to achieve the Outcome

Example: Program Name

- Example: 20 of 100 unemployed participants in Job Readiness Program gain employment up to a living wage (FNPI 1b)
- Example: 10 of 20, or 50%, who gained employment remain employed for 90 days (FNPI 1c)

***Please note:** outcomes should only be reported for those NPIs that have supporting programs or activities

Whole Family Approach model, SkillUP, BRIDGE, Financial Opportunity Coaches, and Healthcare Advocates all working toward the NPIs as a total.

Data Management: how will your agency manage and track the data for this initiative

• Please provide data sources, systems/tools utilized for inputting data and tracking progress, personnel responsible for the collection and reporting of this data, and procedures for collecting and reporting (including frequency).

Example: Initiative Name: Ready to Work.

• Data Sources: Skill-Up and CSBG Case management staff forms and case notes.

• Systems used -MOJobs, MIS.

• Collection and Reporting - Case Managers collect and report to CSBG Director by running system reports smoothly.

• CSBG Director is responsible for reporting all outcomes and data quarterly and submitted to the Department.

• CSBG Director reports all final data and outcomes on annual basis.

• Data sources: Family Success Coaches, Financial Opportunity Coaches, Show Me Healthy Relationship Coaches, Healthcare Advocates, data entry and case notes.
• Systems used - MIS, ChildPlus, MOJobs, Salesforce, SACS to filter into CMCA's Data Dashboard
• Collection and Reporting - CMCA Coaching staff named in "Data sources" all collect data and enter into appropriate data system; Site Directors, Program Administrators, Employment & Training Administrator. Family & Community Services Administrative Assistant and Program Officers monitor the day-to-day data collection and data entry;
• Administrators & Program Officer monitor data in systems and provide reporting to Director of Research & Data and Family & Community Services Director on a monthly basis.
• Family & Community Program Officer and Family & Community Services Director are responsible for reporting outcomes and data quarterly and submitting to the Department.
• Family & Community Program Officer and Family & Community Services Director reports all final data and outcomes on a quarterly basis to Agency Board of Directors and semi-annual as well as annual basis to the Department.

Evaluation: (how you know you met the Outcome of the Intervention, Program, Service, Activity)

• Activity Name: Please explain how you will analyze the results of your agency's intervention.

• Include Personnel responsible for determining the effectiveness of the intervention.

• Data sources used for evaluation.

• How and when these results will be communicated (ex, the use of narrative sections on quarterly report document).

• Data sources: Family Success Coaches, Financial Opportunity Coaches, Healthcare Advocates, data entry and case notes.
• Systems used - MIS, ChildPlus, MOJobs, Kindercharts, Salesforce, SACS to filter into CMCA's Data Dashboard
• Collection and Reporting - CMCA Coaching staff named in "Data sources" all collect data and enter into appropriate data system; Site Directors, Program Administrators, Employment & Training Administrator. Family & Community Services Administrative Assistant and Program Officers monitor the day-to-day data collection and data entry;
• Administrators & Program Officer monitor data in systems and provide reporting to Director of Research & Data and Family & Community Services Director on a monthly basis.
• Family & Community Program Officer and Family & Community Services Director are responsible for reporting outcomes and data quarterly and submitting to the Department.
• Family & Community Program Officer and Family & Community Services Director reports all final data and outcomes on a quarterly basis to Agency Board of Directors and semi-annual as well as annual basis to the Department.

Intervention(s) and/or Service(s)	Action Steps	Anticipated/ Actual Start Date	Anticipated/ Actual End Date	Documentation to show achievement of Action Step
Family Coaching	Intensive strengths-based family coaching, home visits, data entry, family assessments (pre-post), documentation of progress toward family goals	10/1/2021	9/30/2022	MIS, MoJobs, ChildPlus data reports
	Connect WFA members to Financial Opportunity Center® coach	10/1/2021	9/30/2022	MIS, MoJobs, ChildPlus reports
	USDA Home Loan packaging	10/1/2021	9/30/2022	Approved home loan notification
	Teach Digital literacy/technology skills	10/1/2021	9/30/2022	MIS & Salesforce data entry
Foster Grandparent Coaching	Foster Grandparent volunteers coached on post-employment supports.	10/1/2021	9/30/2022	MIS & Salesforce data entry
Emergency Services	Financial assistance for Members working toward income	10/1/2021	9/30/2022	CMCA payment requisition, MIS
Enhance Financial Education Services	Provide stipend/incentive for class participation	10/1/2021	9/30/2022	Accounting records, payment requisition documentation, sign in sheets, MIS data entry
	Financial Opportunity Center® services model includes financial coaching, asset building, credit coaching, coordinating benefits and income supports, and financial education	10/1/2021	9/30/2022	MIS & Salesforce data entry

	Expand FOC services to include access to TWIN accounts	1/31/2022	9/30/2022	Salesforce data entry
	Expand FOC services to include Member access to credit report data	12/1/2021	9/30/2022	Salesforce data entry
Medicaid Expansion	Healthcare Advocates will assist individuals with accessing health insurance with focus on expanded Medicaid eligibility.	11/1/2021	9/30/2022	Missouri Foundation for Health reports, MIS data entry

OUTCOME INDICATORS

FNPI(s) or CNPI(s) number, brief descriptor	Target		FNPI(s) or CNPI(s) number, brief descriptor	Target
FNPI 3a The number of individuals who achieved and maintained capacity to meet basic needs for 90 days.	54		FNPI 3h The number of individuals who increased their net worth.	35
FNPI 3b The number of individuals who achieved and maintained capacity to meet basic needs for 180 days.	48		FNPI 3i The number of individuals engaged with the Community Action agency who report improved financial wellbeing	405
FNPI 3c The number of individuals who opened a savings account or IDA.	6		FNPI 3z Number of individuals who started their own business.	23
FNPI 3d The number of individuals who increased their savings.	32		FNPI 3z Number of individuals who maintained their own business for 180 days.	12
FNPI 3e The number of individuals who used their savings to purchase an asset.	8		FNPI 3z Number of individuals who increased their income from a non-employment source.	27
FNPI 3f The number of individuals who purchased a home.	29		FNPI 3z Number of individuals who reduced their reliance on public subsidies.	14
FNPI 3g The number of individuals who improved their credit scores.	72		FNPI 3z Number of individuals who reduced debt.	30

Exhibit I

COMMUNITY ACTION AGENCY

Central Missouri Community Action

Federal Fiscal Year (FFY)

FFY22

CSBG Family Work Plan

Initiative (Proposal/Plan) Name: **Housing**

Community Action (ROMA) Goal (check all that apply)

Goal 1 **Goal 2** **Goal 3** **Agency Goal**

Which Module will this be reported? (Module 2, 3, or 4 choose only one per plan)

Module 4

If Module 3 is selected, a Community Initiative Status/Checklist Form is Required for Each Community Initiative

Respond to Numbers 1 -11 at time of grant proposal

Numbers 12 - 14 to be completed during Annual Reporting Process

NEED(s) as referenced in the Community Needs Assessment		STRATEGY(ies) as referenced in the Strategic Plan
CMCA conducted a FY20 Community Needs Assessment representing the counties of Audrain, Boone, Callaway, Cooper, Cole, Howard, Moniteau, and Osage. The data supports CMCA's strategic needs statement #2- Families cannot afford local housing options without public assistance and lack access to safe and affordable housing. See *CMCA Strategic Priorities/Needs Statements* and *Housing Data*.		**Housing:** Enhance Landlord Tenant Education, Increase Landlord Participation, Expand Whole Family Approach (WFA) to Housing Members, Development of Housing Projects, Create Opportunities for Wealth Building, Enhance Preservation Efforts for Existing Housing

INTERVENTION(s): Narrative description of Initiative, Service(s) and/or Related Outcome(s)

• Provide a **detailed** description of initiative and/or services – and if you consider it an innovative community and/or neighborhood-based initiative, or a collective impact collaboration.

• If the initiative's goals and/or targets are expected to be achieved over an extended period of time (more than one federal fiscal year), please note this in the description, as well as define potential targets that may be realized in the short-term (no more than one federal fiscal year).

• If this is a community-level service/program, please complete a related Community Initiatives Status Form.

Family Coaching - CMCA's Whole Family Approach. WFA is an innovative strategy that focuses on the strengths and resources that a family brings to the table and works with those strengths and resources to develop additional skills through intensive work with Family Coaches. Utilizing the Self Sufficiency Matrix, Coaches will work with families to identify family areas of strengths and needs and will develop long term goals and services to fill gaps and strengthen needs for self-sufficiency. Coaches will provide these intensive services to Head Start, Early Head Start and Housing families who self-select into the Whole Family Approach through one-on-one monthly meetings, home visits, community referrals and resources, and inner-agency programs and services to achieve goals. Families may engage in the Whole Family Approach for the duration of their participation in the above identified programs or until self-sufficiency, as identified by the family, is achieved.

Emergency Services - CMCA Members may be enrolled in any CMCA programs or initiative and must meet CSBG eligibility requirements to receive CSBG Emergency Assistance services. Such assistance may include, but are not limited to, rental assistance, rental deposits, car repair, vehicle licensing/renewals, childcare assistance, medical co-pays, medication, life-saving household items or other emergency service. CSBG Emergency Assistance services are utilized only when a need is demonstrated, and the Member has exhausted other resources.

Housing Choice Voucher (Section 8) - provides a housing subsidy for low-income families that allows them to live in a house, condo, duplex, townhome, apartments or mobile home of their choice. The housing subsidy is paid directly to the landlord on behalf of the participating family with the difference between the actual rental cost and the subsidy paid by the family/tenant. CMCA offers vouchers for the Housing Choice Voucher program in Callaway, Cole, Cooper, Howard, Moniteau and Osage counties.

Weatherization - supports low-income families by making their homes more energy-efficient, creating a safer, more cost-effective home environment. Cost saving measures such as insulation installation, window replacement, HVAC repair or replacement and others are provided by contracted professionals after a thorough audit and inspection of the property as been done by a CMCA professional auditor. Once the work has been completed, a CMCA professional inspector evaluates the work to ensure high quality cost-saving measures have been provided.

Housing Development - Working with community partners, CMCA builds and rehabs multi and single-family housing units to provide affordable, quality, and accessible housing options for low-income families. It also includes 502 Direct Home Loan assistance to low-income home buyers with purchasing a modest, safe homes in rural areas. Loans are funded directly from USDA. CMCA is a loan packager only and is not involved with final loan decisions.

Outcomes and Outcome Indicators

• Provide Outcome, Number expected to participate in Program, and the Number expected to achieve the Outcome

Example: Program Name

• Example: 20 of 100 unemployed participants in Job Readiness Program gain employment up to a living wage (FNPI 1b)

• Example: 10 of 20, or 50%, who gained employment remain employed for 90 days (FNPI 1c)

***Please note:** outcomes should only be reported for those NPIs that have supporting programs or activities

Whole Family Approach model, SkillUP, BRIDGE, Housing Choice Voucher (HCV), Weatherization (WX) and Housing Development are all working toward the NPIs as a total.

Data Management: how will your agency manage and track the data for this initiative

• Please provide data sources, systems/tools utilized for inputting data and tracking progress, personnel responsible for the collection and reporting of this data, and procedures for collecting and reporting (including frequency).

Example: Initiative Name: Ready to Work.

• Data Sources: Skill-Up and CSBG Case management staff forms and case notes.
• Systems used -MOJobs, MIS.
• Collection and Reporting - Case Managers collect and report to CSBG Director by running system reports smoothly.
• CSBG Director is responsible for reporting all outcomes and data quarterly and submitted to the Department.
• CSBG Director reports all final data and outcomes on annual basis.

• Data sources: Family Success Coaches, Financial Opportunity Coaches, Housing Choice Voucher (HCV), Weatherization (WX), Housing development staff, data entry and case notes.
• Systems used - MIS, ChildPlus, MOJobs, Salesforce, SACS to filter into CMCA's Data Dashboard
• Collection and Reporting - CMCA Coaching staff named in "Data sources" all collect data and enter into appropriate data system; Site Directors, Program Administrators, Employment & Training Administrator. Family & Community Services Administrative Assistant and Program Officers monitor the day-to-day data collection and data entry;
• Administrators & Program Officer monitor data in systems and provide reporting to Director of Research & Data and Family & Community Services Director on a monthly basis.
• Family & Community Program Officer and Family & Community Services Director are responsible for reporting outcomes and data quarterly and submitting to the Department.
• Family & Community Program Officer and Family & Community Services Director reports all final data and outcomes on a quarterly basis to Agency Board of Directors and semi-annual as well as annual basis to the Department.

Evaluation: (how you know you met the Outcome of the Intervention, Program, Service, Activity)

• Activity Name: Please explain how you will analyze the results of your agency's intervention.
• Include Personnel responsible for determining the effectiveness of the intervention.
• Data sources used for evaluation.
• How and when these results will be communicated (ex, the use of narrative sections on quarterly report document).

• The agency Data Team & Community of Practice (COP) teams made up of the Executive Director, Family & Community Services Director, Director of Research & Data, FCS Program Officer, Employment & Training Program Administrator, Head Start Director, Family Administrators, and Head Start Systems Administrator will analyze all WFA data twice a year; at mid year and end of the year.
• Data sources will include MIS data, MOWAP, SACS, Salesforce, MOJobs, and ChildPlus data
• Data reviews will be communicated on an annual basis through the narrative section of the Agency Annual Report. CMCA will maintain a Data Dashboard for displaying data that will be updated quarterly. Agency Board of Directors and the Department will be updated no less than quarterly on services provided, outcomes and effectiveness of WFA.

Intervention(s) and/or Service(s)	Action Steps	Anticipated/ Actual Start Date	Anticipated/ Actual End Date	Documentation to show achievement of Action Step
Family Coaching	Intensive strengths-based family coaching, home visits, data entry, family assessments (pre-post), documentation of progress toward family goals	10/1/2021	9/30/2022	MIS, MoJobs, ChildPlus data entry
	Recruiting CMCA Housing participation in Whole Family Approach (WFA) model	11/1/2021	9/30/2022	MIS, ChildPlus data entry
	Connect WFA members to FOC model	10/1/2021	9/30/2022	MIS, Salesforce data entry
	USDA Home Loan packaging	10/1/2021	9/30/2022	CMCA Data Dashboard
	Teach Homeownership education	10/1/2021	9/30/2022	MIS entry, sign in sheets
	Recruit CMCA Housing Members to WFA model	10/2/2021	10/1/2022	MIS data entry
Emergency Services	Financial assistance for Members working toward stable housing goals	10/1/2021	9/30/2022	CMCA payment requisition, MIS
Housing Choice Voucher (HCV)	Virtual briefings for HCV tenants	10/1/2021	9/30/2022	SACS, MIS data entry
	HCV Administrative Plan	10/1/2021	9/30/2022	CMCA Data dashboard
Weatherization	DOE/Weatherization Plan	10/1/2021	9/30/2022	MOWAP, MIS data entry
	WX marketing & recruitment campaign	10/1/2021	9/30/2022	Director reports
	Teach Tenant education	1/31/2022	9/30/2022	sign in sheets

OUTCOME INDICATORS

FNPI(s) or CNPI(s) number, brief descriptor	Target		FNPI(s) or CNPI(s) number, brief descriptor	Target
FNPI 4a The number of individuals experiencing homelessness who obtained safe temporary shelter.	2		FNPI 4h The number of individuals with improved energy efficiency and/or energy burden reduction in their homes.	16

FNPI 4b The number of individuals who obtained safe and affordable housing.	35		FNPI 4z1 Number of individuals who improved physical access in their living space (wheelchair ramps, grab bars etc.)	2
FNPI 4c The number of individuals who maintained safe and affordable housing for 90 days.	17		FNPI 4z2 Number of individuals who avoided a utility shut off.	15
FNPI 4d The number of individuals who maintained safe and affordable housing for 180 days.	14		FNPI 4z3 Number of individuals who obtained utilities.	5
FNPI 4e The number of individuals who avoided eviction.	14		FNPI 4z4 Number of individuals whose energy service was restored after disconnection.	5
FNPI 4f The number of individuals who avoided foreclosure.	2		FNPI 4z5 Number of individuals whose inoperable home energy equipment was repaired or replaced.	4
FNPI 4g The number of individuals who experienced improved health and safety due to improvements within their home (e.g. reduction or elimination of lead, radon, carbon monoxide and/or fire hazards or electrical issues, etc).	5			

Exhibit I

COMMUNITY ACTION AGENCY

Central Missouri Community Action

Federal Fiscal Year (FFY)

FFY22

CSBG Family Work Plan

Initiative (Proposal/Plan) Name: **Health and Social/Behavioral Development**

Community Action (ROMA) Goal (check all that apply)

Goal 1 **Goal 2** **Goal 3** **Agency Goal**

Which Module will this be reported? (Module 2, 3, or 4 choose only one per plan)

Module 4

If Module 3 is selected, a Community Initiative Status/Checklist Form is Required for Each Community Initiative

Respond to Numbers 1 -11 at time of grant proposal

Numbers 12 - 14 to be completed during Annual Reporting Process

NEED(s) as referenced in the Community Needs Assessment		STRATEGY(ies) as referenced in the Strategic Plan
CMCA conducted a FY20 Community Needs Assessment representing the counties of Audrain, Boone, Callaway, Cooper, Cole, Howard, Moniteau, and Osage. The data supports CMCA's strategic needs statement #3-Individuals lack financial education and income supports to achieve economic stability. See *CMCA Strategic Priorities/Needs Statements* and *Financial Edu & Income Supports* Data.		**Financial Education & Income Supports:** Enhance Financial Education Services, Expand Financial Opportunity Center Services, Increase Access to Health Insurance

INTERVENTION(s): Narrative description of Initiative, Service(s) and/or Related Outcome(s)

• Provide a **detailed** description of initiative and/or services – and if you consider it an innovative community and/or neighborhood-based initiative, or a collective impact collaboration.

• If the initiative's goals and/or targets are expected to be achieved over an extended period of time (more than one federal fiscal year), please note this in the description, as well as define potential targets that may be realized in the short-term (no more than one federal fiscal year).

• If this is a community-level service/program, please complete a related Community Initiatives Status Form.

Family Coaching - CMCA's Whole Family Approach. WFA is an innovative strategy that focuses on the strengths and resources that a family brings to the table and works with those strengths and resources to develop additional skills through intensive work with Family Coaches. Utilizing the Self Sufficiency Matrix, Coaches will work with families to identify family areas of strengths and needs and will develop long term goals and services to fill gaps and strengthen needs for self-sufficiency. Coaches will provide these intensive services to Head Start, Early Head Start and Housing families who self-select into the Whole Family Approach through one-on-one monthly meetings, home visits, community referrals and resources, and inner-agency programs and services to achieve goals. Families may engage in the Whole Family Approach for the duration of their participation in the above identified programs or until self-sufficiency, as identified by the family, is achieved.

Emergency Services - CMCA Members may be enrolled in any CMCA programs or initiative and must meet CSBG eligibility requirements to receive CSBG Emergency Assistance services. Such assistance may include, but are not limited to, rental assistance, rental deposits, car repair, vehicle licensing/renewals, childcare assistance, medical co-pays, medication, life-saving household items or other emergency service. CSBG Emergency Assistance services are utilized only when a need is demonstrated, and the Member has exhausted other resources.

Family Skills Development – Includes 13 accessible life skills modules in Building Strong Families curriculum developed by University of MO Extension; Getting Ahead in a Just Getting by World developed by Phil DeVol is a 10-12 week class designed to teach the hidden rules of middle class to low-income individuals; Reality Education And Life Lessons is a simulation training designed for high school students to experience life through proactive and reactive lenses. Step Up to Leadership is a curriculum that provides opportunities to low income adults who are interested in becoming community leaders through service on a Board of Directors, as members of a Community Action Team and other leadership positions.

Early Head Start (EHS) - 0-3 years, provides child development and family support services to low-income infants, toddlers, pregnant women, and their families. Center and home-based services are available.

Head Start (HS) - 3-5 years, provides opportunities for emotional, social and cognitive development and support to families of low-income children to prepare them for success in school. Center-based services are provided.

BRIDGE - K-2nd grade, provides support to graduates of the Head Start Program, their parents, and teachers to ensure a smooth and successful transition from Head Start to school.

Foster Grandparent Program – is funded by the Corporation for National and Community Service (CNCS), provides low-income adult seniors, ages 55 years and up, opportunities to mentor children at schools, childcare centers, and other settings. FGP volunteers work with children individually and in small groups to provide support, guidance, and friendship for children. Volunteers are provided a small stipend for their time that increases their ability to meet their basic needs on limited income.

Medicaid Expansion - Healthcare Advocates will assist newly eligible Medicaid applicants enroll in insurance plans, educate members on how to use the insurance coverage and work with members to keep their coverage.

Outcomes and Outcome Indicators

• Provide Outcome, Number expected to participate in Program, and the Number expected to achieve the Outcome

Example: Program Name

• Example: 20 of 100 unemployed participants in Job Readiness Program gain employment up to a living wage (FNPI 1b)

• Example: 10 of 20, or 50%, who gained employment remain employed for 90 days (FNPI 1c)

***Please note:** outcomes should only be reported for those NPIs that have supporting programs or activities

Whole Family Approach model, SkillUP, BRIDGE, Foster Grandparents Program, Housing, HS/EHS, Community Organizers are all working toward the NPIs as a total.

Data Management: how will your agency manage and track the data for this initiative

• Please provide data sources, systems/tools utilized for inputting data and tracking progress, personnel responsible for the collection and reporting of this data, and procedures for collecting and reporting (including frequency).

Example: Initiative Name: Ready to Work.

• Data Sources: Skill-Up and CSBG Case management staff forms and case notes.

• Systems used -MOJobs, MIS.

• Collection and Reporting - Case Managers collect and report to CSBG Director by running system reports smoothly.

• CSBG Director is responsible for reporting all outcomes and data quarterly and submitted to the Department.

• CSBG Director reports all final data and outcomes on annual basis.

• Data sources: Family Success Coaches, Financial Opportunity Coaches, Show Me Healthy Relationship Coaches, Healthcare Advocates data entry and case notes.

• Systems used - MIS, ChildPlus, MOJobs, Salesforce, to filter into CMCA's Data Dashboard

• Collection and Reporting - CMCA Coaching staff named in "Data sources" all collect data and enter into appropriate data system; Site Directors, Program Administrators, Employment & Training Administrator. Family & Community Services Administrative Assistant and Program Officers monitor the day-to-day data collection and data entry;

• Administrators & Program Officer monitor data in systems and provide reporting to Director of Research & Data and Family & Community Services Director on a monthly basis.

• Family & Community Program Officer and Family & Community Services Director are responsible for reporting outcomes and data quarterly and submitting to the Department.

• Family & Community Program Officer and Family & Community Services Director reports all final data and outcomes on a quarterly basis to Agency Board of Directors and semi-annual as well as annual basis to the Department.

Evaluation: (how you know you met the Outcome of the Intervention, Program, Service, Activity)

• Activity Name: Please explain how you will analyze the results of your agency's intervention.

• Include Personnel responsible for determining the effectiveness of the intervention.

• Data sources used for evaluation.

• How and when these results will be communicated (ex, the use of narrative sections on quarterly report document).

• The agency Data Team & Community of Practice (COP) teams made up of the Executive Director, Family & Community Services Director, Director of Research & Data, FCS Program Officer, Employment & Training Program Administrator, Head Start Director, Family Administrators, and Head Start Systems Administrator will analyze all WFA data twice a year; at mid year and end of the year.

• Data sources will include MIS and ChildPlus data

• Data reviews will be communicated on an annual basis through the narrative section of the Agency Annual Report. CMCA will maintain a Data Dashboard for displaying data that will be updated quarterly. Agency Board of Directors and the Department will be updated no less than quarterly on services provided, outcomes and effectiveness of WFA.

Intervention(s) and/or Service(s)	Action Steps	Anticipated/ Actual Start Date	Anticipated/ Actual End Date	Documentation to show achievement of Action Step
Family Coaching	Intensive strengths-based family coaching, home visits, data entry, family assessments (pre-post), documentation of progress toward family goals	10/1/2021	9/30/2022	MIS, MoJobs, ChildPlus data systems
Emergency Services	Financial assistance for Members working toward stable health/social goals	10/1/2021	9/30/2022	CMCA payment requisition, MIS
Family Skills Development	Building Strong Families classes	10/1/2021	9/30/2022	pre/post assessment data, sign in sheets, MIS data entry
	Getting Ahead	10/1/2021	9/30/2022	pre/post assessment data, sign in sheets, MIS data entry
	Step Up to Leadership	1/31/2022	9/30/2022	pre/post assessment data, sign in sheets, MIS data entry
	REALL simulation	10/1/2021	9/30/2022	pre/post assessment data, sign in sheets, MIS data entry
	Provide quality pre-school education for ages 0-5	10/1/2021	9/30/2022	ChildPlus data entry, Kindercharts
	Parent Engagement activities	10/1/2021	9/30/2022	ChildPlus data entry
	Home visits and data entry	10/1/2021	9/30/2022	ChildPlus data entry

Early Head Start & Head Start & BRIDGE	Provide academic and family support to graduates of Head Start preschool programs to ensure success for children entering elementary school through second grade.	10/1/2021	9/30/2022	ChildPlus data entry
Foster Grandparent Program	Improving physical, mental and social health through volunteer placements	10/1/2021	9/30/2022	MIS data entry, pre/post assessment
	Foster Grandparent Coaching with a health, behavioral and social focus.	10/1/2021	9/30/2022	MIS data entry
Medicaid Expansion	Healthcare Advocates will educate individuals with utilizing health insurance to meet mental and physical health needs.	11/1/2021	9/30/2022	Missouri Foundation for Health reports, MIS data entry

OUTCOME INDICATORS

FNPI(s) or CNPI(s) number, brief descriptor	Target	FNPI(s) or CNPI(s) number, brief descriptor	Target
FNPI 5a The number of individuals who demonstrated increased nutrition skills (e.g. cooking, shopping, and growing food)	6	FNPI 5i The number of individuals with no recidivating event for six months.	3
FNPI 5b The number of individuals who demonstrated improved physical health and well-being.	635	FNPI 5i.1 Youth (ages 14-17)	0
FNPI 5c The number of individuals who demonstrated improved mental and behavioral health and well-being.	234	FNPI 5i.2 Adults (ages 18+)	3
FNPI 5d The number of individuals who improved skills related to the adult role of parents/ caregivers.	90	FNPI 5z. Number of individuals who discontinued drug/alcohol use	1
FNPI 5e The number of parents/caregivers who demonstrated increased sensitivity and responsiveness in their interactions with their children.	50	FNPI 5z. Number of individuals who increase social inclusion.	10
FNPI 5f The number of seniors (65+) who maintained an independent living situation.	50	FNPI 5z. Number of individuals who obtained health insurance.	272
FNPI 5g The number of individuals with disabilities who maintained an independent living situation.	20	FNPI 5z. Number of individuals who reported a better sense of food security	12
FNPI 5h The number of individuals with a chronic illness who maintained an independent living situation.	1	FNPI 5z. Number of individuals who secured emergency protection from physical and/or emotional abuse.	1
		FNPI 5z. Number of individuals with increased safety from domestic abuse in their homes.	1

Exhibit I

COMMUNITY ACTION AGENCY

Central Missouri Community Action

Federal Fiscal Year (FFY)

FFY22

CSBG Family Work Plan

Initiative (Proposal/Plan) Name: **Civic Engagement**

Community Action (ROMA) Goal (check all that apply)

Goal 1 **Goal 2** **Goal 3** **Agency Goal**

Which Module will this be reported? (Module 2, 3, or 4 choose only one per plan)

Module 4

If Module 3 is selected, a Community Initiative Status/Checklist Form is Required for Each Community Initiative
Respond to Numbers 1 -11 at time of grant proposal
Numbers 12 - 14 to be completed during Annual Reporting Process

NEED(s) as referenced in the Community Needs Assessment		STRATEGY(ies) as referenced in the Strategic Plan
CMCA conducted a FY20 Community Needs Assessment representing the counties of Audrain, Boone, Callaway, Cooper, Cole, Howard, Moniteau, and Osage. The data supports CMCA's strategic needs statement #1 - Individuals lack job skills training, business development and work supports for economic success, #2 -Families cannot afford local housing options without public assistance, #3 - Individuals lack financial education and income supports to achieve economic stability, #4- People lack support to address inequality and advance positive outcomes. See *CMCA Strategic Priorities/Needs Statements.*		**Diversity, Equity & Inclusion:** Engage Members in Program Planning & Service Delivery; Support Member Self-Advocacy, Support Work of Minority-Led and Minority-Focused Community Groups

INTERVENTION(s): Narrative description of Initiative, Service(s) and/or Related Outcome(s)

• Provide a **detailed** description of initiative and/or services – and if you consider it an innovative community and/or neighborhood-based initiative, or a collective impact collaboration.

• If the initiative's goals and/or targets are expected to be achieved over an extended period of time (more than one federal fiscal year), please note this in the description, as well as define potential targets that may be realized in the short-term (no more than one federal fiscal year).

• If this is a community-level service/program, please complete a related Community Initiatives Status Form.

Family Coaching - CMCA's Whole Family Approach. WFA is an innovative strategy that focuses on the strengths and resources that a family brings to the table and works with those strengths and resources to develop additional skills through intensive work with Family Coaches. Utilizing the Self Sufficiency Matrix, Coaches will work with families to identify family areas of strengths and needs and will develop long term goals and services to fill gaps and strengthen needs for self-sufficiency. Coaches will provide these intensive services to Head Start, Early Head Start and Housing families who self-select into the Whole Family Approach through one-on-one monthly meetings, home visits, community referrals and resources, and inner-agency programs and services to achieve goals. Families may engage in the Whole Family Approach for the duration of their participation in the above identified programs or until self-sufficiency, as identified by the family, is achieved.

Family Skills Development – Includes 13 accessible life skills modules in Building Strong Families curriculum developed by University of MO Extension; Getting Ahead in a Just Getting by World developed by Phil DeVol is a 10-12 week class designed to teach the hidden rules of middle class to low-income individuals; Reality Education And Life Lessons is a simulation training designed for high school students to experience life through proactive and reactive lenses. Step Up to Leadership is a curriculum that provides opportunities to low income adults who are interested in becoming community leaders through service on a Board of Directors, as members of a Community Action Team and other leadership positions.

Outcomes and Outcome Indicators

• Provide Outcome, Number expected to participate in Program, and the Number expected to achieve the Outcome

Example: Program Name

• Example: 20 of 100 unemployed participants in Job Readiness Program gain employment up to a living wage (FNPI 1b)

• Example: 10 of 20, or 50%, who gained employment remain employed for 90 days (FNPI 1c)

***Please note:** outcomes should only be reported for those NPIs that have supporting programs or activities

Whole Family Approach model, SkillUP, BRIDGE, Foster Grandparents Program, Housing, HS/EHS, Community Organizers are all working toward the NPIs as a total.

Data Management: how will your agency manage and track the data for this initiative

• Please provide data sources, systems/tools utilized for inputting data and tracking progress, personnel responsible for the collection and reporting of this data, and procedures for collecting and reporting (including frequency).

Example: Initiative Name: Ready to Work.

• Data Sources: Skill-Up and CSBG Case management staff forms and case notes.

• Systems used -MOJobs, MIS.

• Collection and Reporting - Case Managers collect and report to CSBG Director by running system reports smoothly.

• CSBG Director is responsible for reporting all outcomes and data quarterly and submitted to the Department.

• CSBG Director reports all final data and outcomes on annual basis.

• Data sources: Family Success Coaches, Financial Opportunity Coaches, Community Organizers data entry and case notes.
• Systems used - MIS, ChildPlus, MOJobs, to filter into CMCA's Data Dashboard
• Collection and Reporting - CMCA Coaching staff named in "Data sources" all collect data and enter into appropriate data system; Site Directors, Program Administrators, Employment & Training Administrator. Family & Community Services Administrative Assistant and Program Officers monitor the day-to-day data collection and data entry;
• Administrators & Program Officer monitor data in systems and provide reporting to Director of Research & Data and Family & Community Services Director on a monthly basis.
• Family & Community Program Officer and Family & Community Services Director are responsible for reporting outcomes and data quarterly and submitting to the Department.
• Family & Community Program Officer and Family & Community Services Director reports all final data and outcomes on a quarterly basis to Agency Board of Directors and semi-annual as well as annual basis to the Department.

Evaluation: (how you know you met the Outcome of the Intervention, Program, Service, Activity)

• Activity Name: Please explain how you will analyze the results of your agency's intervention.

• Include Personnel responsible for determining the effectiveness of the intervention.

• Data sources used for evaluation.

• How and when these results will be communicated (ex, the use of narrative sections on quarterly report document).

• The agency Data Team & Community of Practice (COP) teams made up of the Executive Director, Family & Community Services Director, Director of Research & Data, FCS Program Officer, Employment & Training Program Administrator, Head Start Director, Family Administrators, and Head Start Systems Administrator will analyze all WFA data twice a year; at mid year and end of the year.
• Data sources will include MIS and ChildPlus data
• Data reviews will be communicated on an annual basis through the narrative section of the Agency Annual Report. CMCA will maintain a Data Dashboard for displaying data that will be updated quarterly. Agency Board of Directors and the Department will be updated no less than quarterly on services provided, outcomes and effectiveness of WFA.

Intervention(s) and/or Service(s)	Action Steps	Anticipated/ Actual Start Date	Anticipated/ Actual End Date	Documentation to show achievement of Action Step
Family Coaching	Intensive strengths-based family coaching, home visits, data entry, family assessments (pre-post), documentation of progress toward family goals	10/1/2021	9/30/2022	MIS, MoJobs, ChildPlus data systems
	Engage member participation in program planning & service delivery focus groups with DEI lens	3/31/2021	9/30/2022	focus groups, survey data, membership on Board of Directors/HS Policy Council, sign in sheets
	Gather member feedback through redesigned customer experience survey	1/31/2022	9/30/2022	survey data
Support Self-Advocacy through Family Skills Development	Getting Ahead classes	10/1/2021	9/30/2022	pre/post assessment data, sign in sheets, MIS data entry
	Poverty Simulations/ Mini-Poverty Simulations	10/1/2021	9/30/2022	pre/post assessment data, sign in sheets, MIS data entry
	Step up to Leadership classes	1/31/2022	9/30/2022	pre/post assessment data, sign in sheets, MIS data entry
	Connect members to community boards/councils	10/1/2021	9/30/2022	MIS data entry
	Policy Council appointments	10/21/2021	9/30/2022	PC mtg mins, sign in sheets, MIS data entry
	Tenant Forums	1/31/2022	9/30/2022	sign in sheets

FNPI(s) or CNPI(s) number, brief descriptor	Target		FNPI(s) or CNPI(s) number, brief descriptor	Target
FNPI 6a The number of Community Action program participants who increased skills, knowledge, and abilities to enable them to work with Community Action to improve conditions in the community.	349			
FNPI 6a.1 Of the above, the number of Community Action program participants who improved their leadership skills	28			
FNPI 6a.2 Of the above, the number of Community Action program participants who improved their social networks.	28			
FNPI 6a.3 Of the above, the number of Community Action program participants who gained other skills, knowledge and abilities to enhance their ability to engage.	274			

CMCA Strategic Priorities

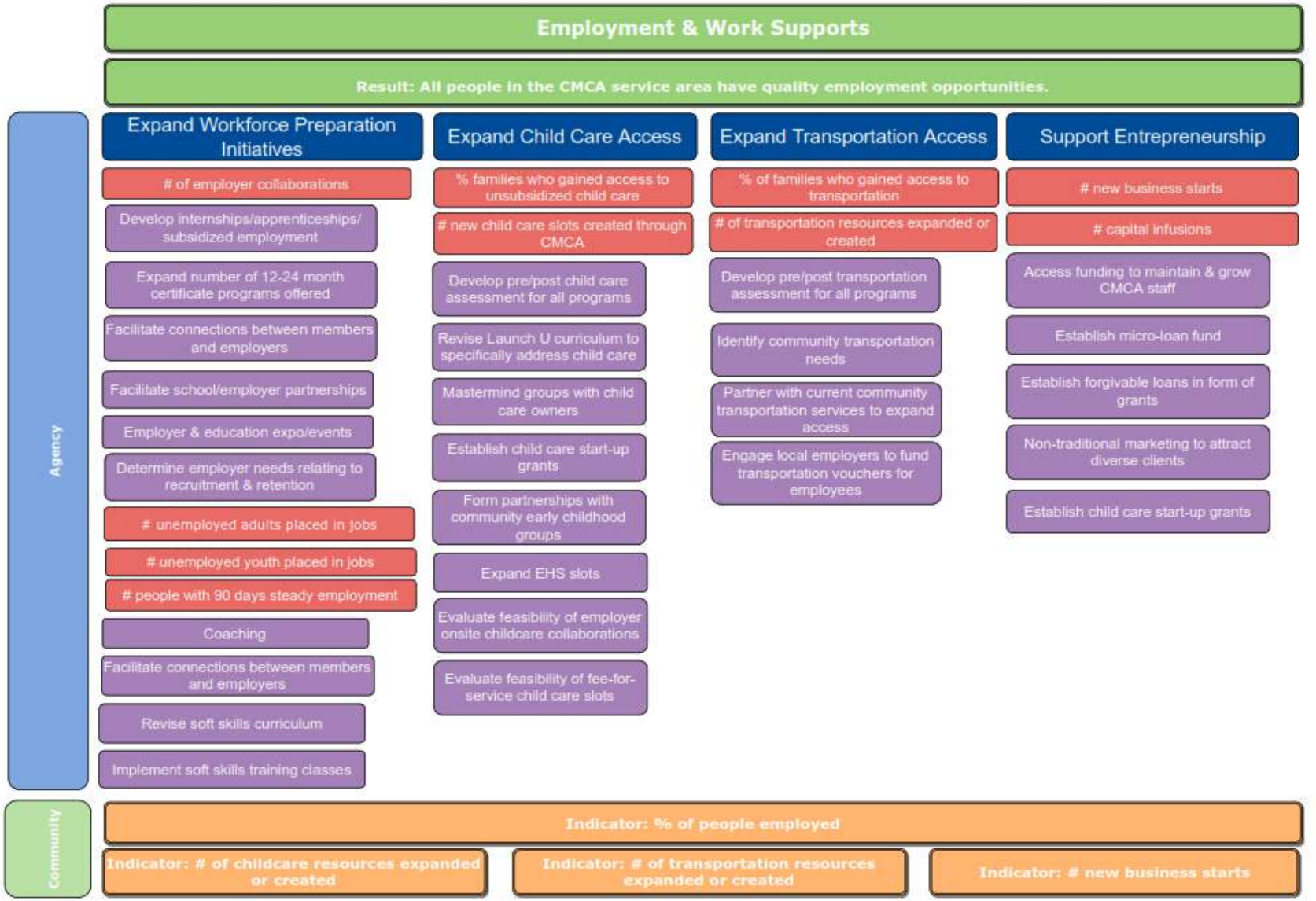
(Needs Statements)

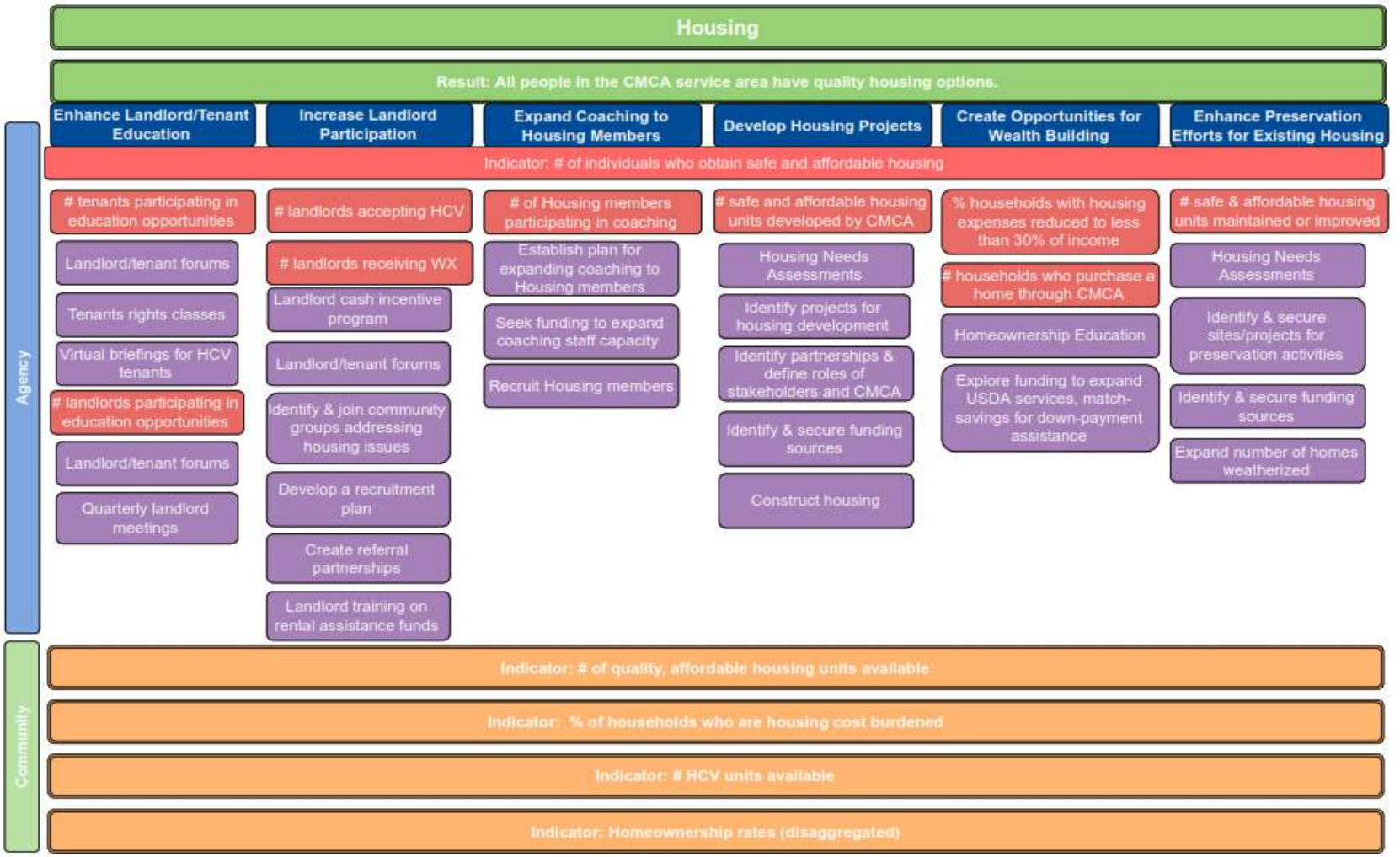
1. Communities lack quality employment opportunities. Individuals lack job skills training, business development and work supports for economic success.

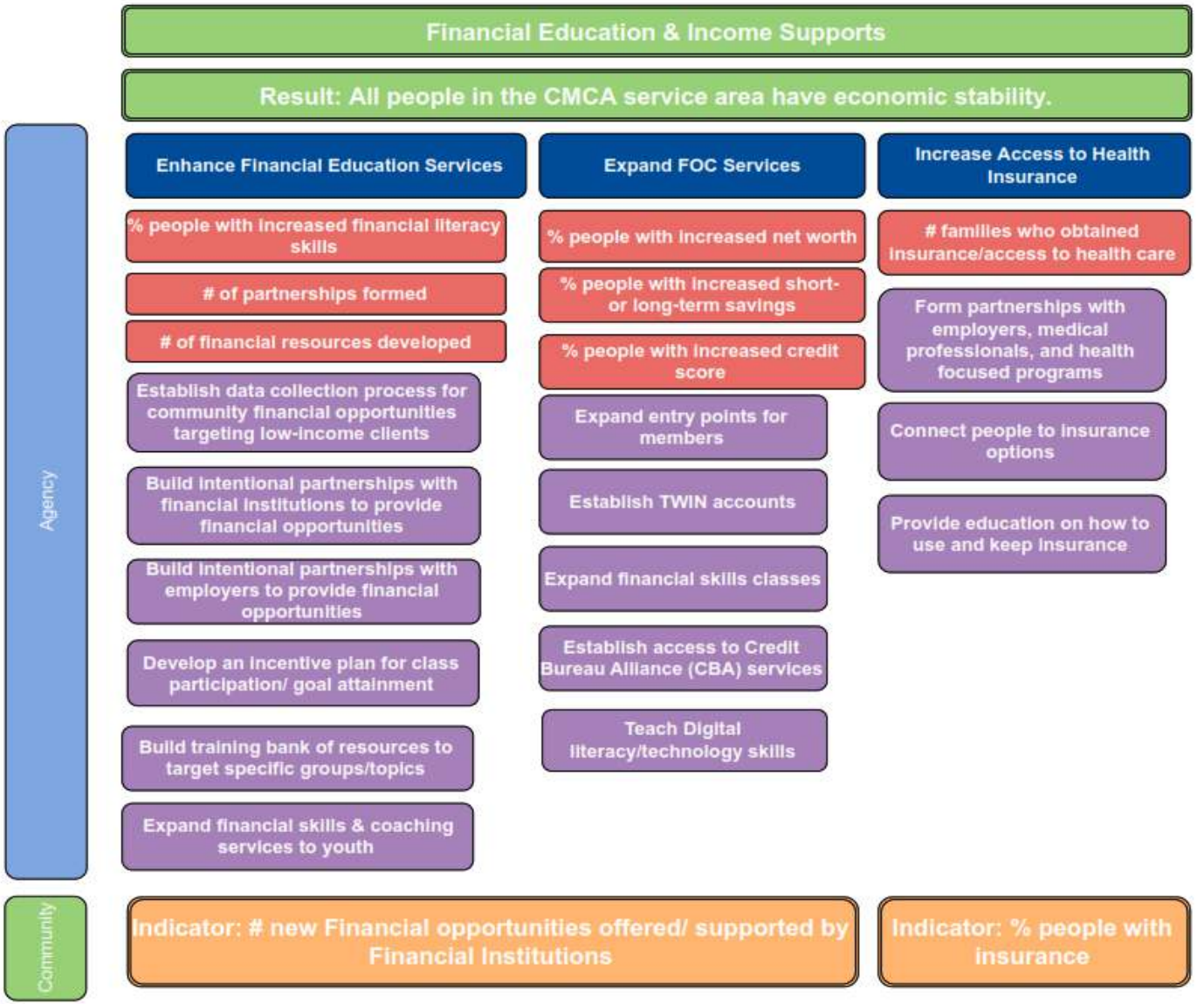
2. Communities lack safe and affordable housing stock. Families cannot afford local housing options without public assistance.

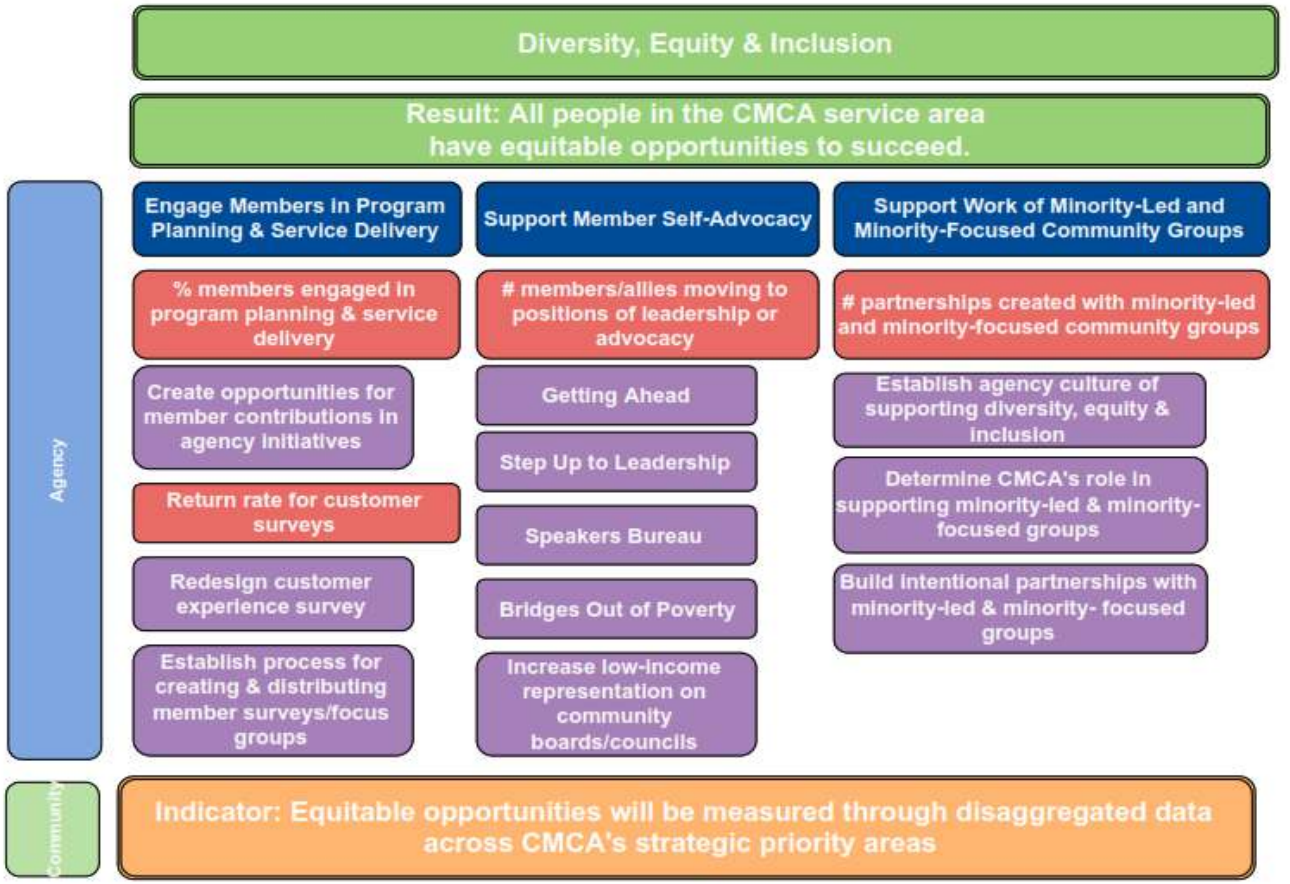
3. Individuals lack financial education and income supports to achieve economic stability.

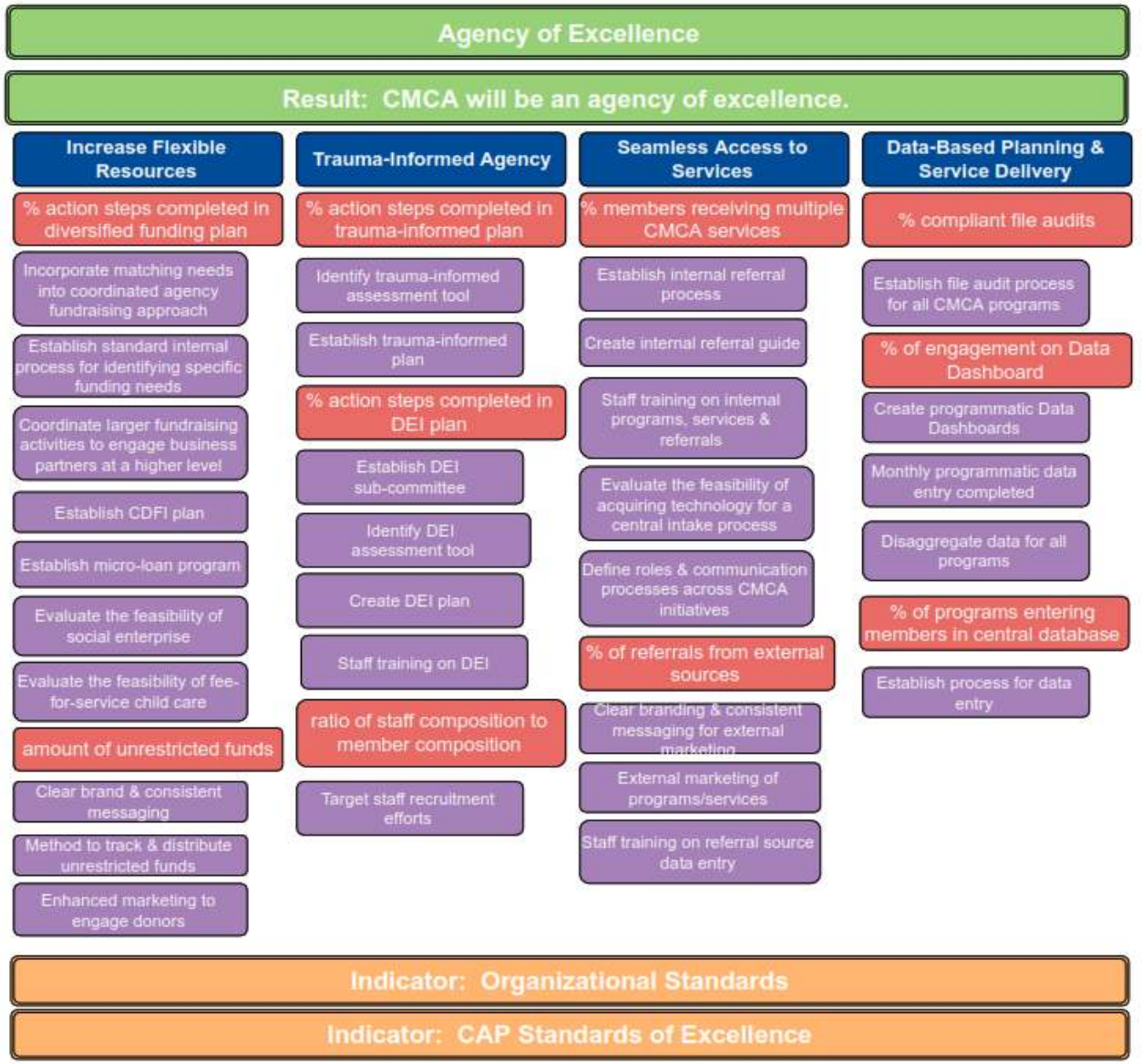
4. Communities lack support to address inequality and advance positive outcomes for all.


Employment & Work Supports
Result: All people in the CMCA service area have quality employment opportunities.
Agency
Expand Workforce Preparation Initiatives
# of employer collaborations
Develop internships/apprenticeships/ subsidized employment
Expand number of 12-24 month certificate programs offered
Facilitate connections between members and employers
Facilitate school/employer partnerships
Employer & education expo/events
Determine employer needs relating to recruitment & retention
unemployed adults placed in jobs
unemployed youth placed in jobs
people with 90 days steady employment
Coaching
Facilitate connections between members and employers
Revise soft skills curriculum
Implement soft skills training classes
Expand Child Care Access
% families who gained access to unsubsidized child care
# new child care slots created through CMCA
Develop pre/post child care assessment for all programs
Revise Launch U curriculum to specifically address child care
Mastermind groups with child care owners
Establish child care start-up grants
Form partnerships with community early childhood groups
Expand EHS slots
Evaluate feasibility of employer onsite childcare collaborations
Evaluate feasibility of fee-for-service child care slots
Expand Transportation Access
% of families who gained access to transportation
# of transportation resources expanded or created
Develop pre/post transportation assessment for all programs
Identify community transportation needs
Partner with current community transportation services to expand access
Engage local employers to fund transportation vouchers for employees
Support Entrepreneurship
new business starts
capital infusions
Access funding to maintain & grow CMCA staff
Establish micro-loan fund
Establish forgivable loans in form of grants
Non-traditional marketing to attract diverse clients
Establish child care start-up grants
Community
Indicator: % of people employed
Indicator: # of childcare resources expanded or created
Indicator: # of transportation resources expanded or created
Indicator: # new business starts


Housing
Result: All people in the CMCA service area have quality housing options.
Agency
Enhance Landlord/Tenant Education
Increase Landlord Participation
Expand Coaching to Housing Members
Develop Housing Projects
Create Opportunities for Wealth Building
Enhance Preservation Efforts for Existing Housing
Indicator: # of individuals who obtain safe and affordable housing
tenants participating in education opportunities
Landlord/tenant forums
Tenants rights classes
Virtual briefings for HCV tenants
landlords participating in education opportunities
Landlord/tenant forums
Quarterly landlord meetings
landlords accepting HCV
landlords receiving WX
Landlord cash incentive program
Landlord/tenant forums
Identify & join community groups addressing housing issues
Develop a recruitment plan
Create referral partnerships
Landlord training on rental assistance funds
# of Housing members participating in coaching
Establish plan for expanding coaching to Housing members
Seek funding to expand coaching staff capacity
Recruit Housing members
safe and affordable housing units developed by CMCA
Housing Needs Assessments
Identify projects for housing development
Identify partnerships & define roles of stakeholders and CMCA
Identify & secure funding sources
Construct housing
% households with housing expenses reduced to less than 30% of income
# households who purchase a home through CMCA
Homeownership Education
Explore funding to expand USDA services, match-savings for down-payment assistance
safe & affordable housing units maintained or improved
Housing Needs Assessments
Identify & secure sites/projects for preservation activities
Identify & secure funding sources
Expand number of homes weatherized
Community
Indicator: # of quality, affordable housing units available
Indicator: % of households who are housing cost burdened
Indicator: # HCV units available
Indicator: Homeownership rates (disaggregated)


Financial Education & Income Supports
Result: All people in the CMCA service area have economic stability.
Agency
Community
Enhance Financial Education Services
% people with increased financial literacy skills
# of partnerships formed
# of financial resources developed
Establish data collection process for community financial opportunities targeting low-income clients
Build intentional partnerships with financial institutions to provide financial opportunities
Build intentional partnerships with employers to provide financial opportunities
Develop an incentive plan for class participation/ goal attainment
Build training bank of resources to target specific groups/topics
Expand financial skills & coaching services to youth
Expand FOC Services
% people with increased net worth
% people with increased short- or long-term savings
% people with increased credit score
Expand entry points for members
Establish TWIN accounts
Expand financial skills classes
Establish access to Credit Bureau Alliance (CBA) services
Teach Digital literacy/technology skills
Increase Access to Health Insurance
families who obtained insurance/access to health care
Form partnerships with employers, medical professionals, and health focused programs
Connect people to insurance options
Provide education on how to use and keep insurance
Indicator: # new Financial opportunities offered/ supported by Financial Institutions
Indicator: % people with insurance


Diversity, Equity & Inclusion
Result: All people in the CMCA service area have equitable opportunities to succeed.
Agency
Engage Members in Program Planning & Service Delivery
Support Member Self-Advocacy
Support Work of Minority-Led and Minority-Focused Community Groups
% members engaged in program planning & service delivery
# members/allies moving to positions of leadership or advocacy
# partnerships created with minority-led and minority-focused community groups
Create opportunities for member contributions in agency initiatives
Getting Ahead
Establish agency culture of supporting diversity, equity & inclusion
Step Up to Leadership
Determine CMCA's role in supporting minority-led & minority-focused groups
Return rate for customer surveys
Speakers Bureau
Redesign customer experience survey
Bridges Out of Poverty
Build intentional partnerships with minority-led & minority- focused groups
Establish process for creating & distributing member surveys/focus groups
Increase low-income representation on community boards/councils
Indicator: Equitable opportunities will be measured through disaggregated data across CMCA's strategic priority areas


Agency of Excellence
Result: CMCA will be an agency of excellence.
Increase Flexible Resources
% action steps completed in diversified funding plan
Incorporate matching needs into coordinated agency fundraising approach
Establish standard internal process for identifying specific funding needs
Coordinate larger fundraising activities to engage business partners at a higher level
Establish CDFI plan
Establish micro-loan program
Evaluate the feasibility of social enterprise
Evaluate the feasibility of fee-for-service child care
amount of unrestricted funds
Clear brand & consistent messaging
Method to track & distribute unrestricted funds
Enhanced marketing to engage donors
Trauma-Informed Agency
% action steps completed in trauma-informed plan
Identify trauma-informed assessment tool
Establish trauma-informed plan
% action steps completed in DEI plan
Establish DEI sub-committee
Identify DEI assessment tool
Create DEI plan
Staff training on DEI
ratio of staff composition to member composition
Target staff recruitment efforts
Seamless Access to Services
% members receiving multiple CMCA services
Establish internal referral process
Create internal referral guide
Staff training on internal programs, services & referrals
Evaluate the feasibility of acquiring technology for a central intake process
Define roles & communication processes across CMCA initiatives
% of referrals from external sources
Clear branding & consistent messaging for external marketing
External marketing of programs/services
Staff training on referral source data entry
Data-Based Planning & Service Delivery
% compliant file audits
Establish file audit process for all CMCA programs
% of engagement on Data Dashboard
Create programmatic Data Dashboards
Monthly programmatic data entry completed
Disaggregate data for all programs
% of programs entering members in central database
Establish process for data entry
Indicator: Organizational Standards
Indicator: CAP Standards of Excellence