



# Glendale Community Services

“THRIVE” Performance Outcomes Update





# Glendale **T.H.R.I.V.E** Program

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**T**ranscending  
**H**ope and  
**R**esiliency  
**I**nto  
**V**iable  
**E**mpowerment



# Background

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- Program goal:
  - Improve household self-sufficiency through client-centered coaching
  - Focus on income and asset building, education, financial literacy, network building and maintaining housing
- Consistent with Community Services Block Grant (CSBG) framework in the Community Needs Assessment
- Operational since August, 2023 with 99 active clients working with six Success Coaches



# CSBG National Performance Indicators (NPIs)

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## Six Categories

1. **Employment**
2. **Education & Cognitive Development**
3. **Income & Asset Building**
4. Housing
5. Health & Social/Behavioral Development
6. **Civic Engagement & Community Involvement**
7. Outcomes Across Multiple Domains



# THRIVE NPIS

	National Performance Indicator	Clients Pursuing NPI	Clients who achieved NPI	%
Employment	# of unemployed youth who obtained employment to gain skills or income	4	1	25%
	# of unemployed adults who obtained employment (up to a living wage)	57	19	33%
Education	# of individuals who obtained a high school diploma and/or obtained an equivalency certificate or diploma	21	3	14%
	# of individuals who obtained a recognized credential, certificate, or degree relating to the achievement of educational or vocational skills	70	37	53%



# THRIVE NPIS...continued

	National Performance Indicator	Clients Pursuing NPI	Clients who achieved NPI	%
Income & Assets	# of individuals who opened a savings account or IDA	32	10	31%
	# of individuals who increased their savings	28	4	14%
Engagement	# of literacy program participants who improved their social networks	24	17	71%