

PY 2016 Community Action Plan

November 17, 2015

**Hidalgo County Community Service
Agency**

ATTACHMENT B: LINKAGES AND FUNDING COORDINATION, GAPS IN SERVICES, AND INITIATIVES

Subrecipient: Hidalgo County Community Service Agency

Instructions: Complete Attachment B by providing the requested response and/or information and by completing the accompanying forms related to Attachment B, sections 3., 4.A.1., 4.A.2., 4.A.3., 4.B.1., and 4.B.2..

Background: The CSBG Act requires CSBG eligible entities to coordinate between anti-poverty programs and establish linkages between governmental and other social service providers to assure the effective delivery of services and to coordinate with Workforce Investment Act programs.

1. PROVISION OF NUTRITIOUS FOODS

Describe how the Subrecipient will provide, *on an emergency basis*, such supplies and services, nutritious foods, and related services, as may be necessary to counteract the conditions of starvation and malnutrition among low-income individuals.”

Hidalgo County CSA will provide emergency nutrition services by having on hand gift cards that can be redeemed at local supermarkets. These gift cards will be distributed based on family composition and determined needs. In addition, agreements with emergency food pantries and food banks will be forged to insure availability of resources. Finally, partnerships with WIC and Texas Health and Human Resources will provide safety nets for long term needs.

Note: Reference CSBG Act, Sec. 676(b)(4). The assistance only needs to be provided on an emergency basis, until the need is met. If a referral source can meet the need, that is acceptable; otherwise, CSBG funds must be used to meet the need.

2. INITIATIVES

Describe the use of CSBG funds to “*support innovative community and neighborhood-based initiatives related to the purposes of CSBG, which may include fatherhood initiatives and other initiatives with the goal of strengthening families and encouraging effective parenting.*”

The Office of the Texas Attorney General has already trained staff regarding their program that helps to establish "legal" paternity in the State of Texas. Dedicated workstations will be implemented that will allow for clients to apply for this program as they apply for services in the agency. In addition, our CSBG program offers mandatory family friendly events throughout the year that address the needs of family. Finally, the agency has also developed a relationship with Texas Agri Life Extension Service. They will offer parenting classes to agency clients on a quarterly basis.

Support means that either CSBG funds can directly fund such an initiative or support an organization that provides such. If CSBG funds do not currently support initiatives to strengthen families or encourage effective parenting, describe efforts that will be undertaken in the upcoming program year to either provide or support such efforts. *Reference the CSBG Act, Sec. 676 (b)(3)(D) requires CSBG funds be used for this purpose and that such efforts be described.*

3. **GAPS IN SERVICES** - Complete Attachment B, 3. *Gaps in Services & Strategy to Meet Gaps in Services.* Note: Reference CSBG Act, Sec. 676(b)(3)(B) requires that eligible entities provide information on how linkages will be developed to fill identified gaps in the services through the provision of information, referrals, and follow-up consultations.

4. LINKAGES AND FUNDING COORDINATION

Note: Reference CSBG Act, Sec. 676 (b)(3)(C), Sec. 676 (5), (6) and (9), requires that eligible entities coordinate CSBG funds with other public and private resources and establish linkages between governmental and other social service programs.

ATTACHMENT B: LINKAGES AND FUNDING COORDINATION, GAPS IN SERVICES, AND INITIATIVES

Subrecipient: Hidalgo County Community Service Agency

4. LINKAGES AND FUNDING COORDINATION (continued)

A. Linkages and Coordination

1. ***Complete Attachment B, 4.A.1. Referral Organizations.***

Provide the requested information regarding how the Subrecipient will coordinate, establish, or maintain linkages with city and county governments, school districts, colleges, faith-based organizations, non-profit organizations, State agencies, etc. to address client needs.

It is recommended that CSBG eligible entities provide clients with a referral form to submit to the referral organization. The referral organization can utilize the form to document enrollment and/or provision of service and the Subrecipient can collect the referral form and report the data in the CSBG monthly performance report.

Subrecipients should also regularly refer clients to the local 211 service.

2. ***Complete Attachment B, 4. A. 2. Referrals to Child Support Offices.*** *Note: CSBG Act requirement, Reference: CSBG Act, Sec. 678G(b).*

3. ***Complete Attachment B, 4. A. 3. Coordination and Referrals to Workforce Innovation and Opportunity Act (WIOA) Programs.*** *Note: CSBG Act requirement, Reference: CSBG Act, Sec. 676(b)(5).* These programs referenced are the local Texas Workforce Commission office or local Workforce Boards or their subcontract organizations. Subrecipients should prioritize WIOA coordination and referrals.

B. FUNDING COORDINATION

1. ***Complete Attachment B, 4.B.1. Funding Coordination.*** The form captures memorandums of understanding and/or service agreements the CSBG subrecipient has with other entities to meet an identified need or common goals and objectives. *Note: Reference: CSBG Act, Sec. 676 requirement for CSBG funds to be coordinated with other public and private resources in the service area.*

2. ***Complete Attachment B, 4.B.2. Social Service Coalitions.*** Coalitions may refer to the any coalitions/ groups of organization in the service area that coordinate services for low-income persons, coalitions for homeless or elderly, etc.

ATTACHMENT C: SERVICE DELIVERY SYSTEM

Subrecipient: Hidalgo County Community Service Agency

Instructions: Complete Attachment C by providing the requested response and/or information and by completing the accompanying forms related to Attachment C, sections/questions C.4., C.5., C.6., C.7., and C.8.

1. INTAKE PROCESS

- A. Provide information on the intake process utilized for clients seeking services and assistance.
- CSBG Intake completed, then referred to WAP, CEAP or other programs; OR
 - An Application is completed for CSBG and for each program such as CEAP, etc
 - Paper Intake Application Used; OR
 - Application Completed in Software Database
- B. Are there certain services or activities not available at service centers (neighborhood centers or satellite offices) for which the client has to be referred to the main office?
- No Yes If yes, identify those services/activities: _____
- C. How are services provided to persons that are unable to apply for services in person?
- on-line application Mail In Application Home Visit
 - Other, explain _____

2. CSBG FUNDS FOR DIRECT CLIENT ASSISTANCE:

- A. How much of the estimated 2016 CSBG funds will be utilized to provide direct client assistance ? (This amount is to exclude the amount budgeted for TOP assistance identified in Attachment E.) Approximately \$200,000 will be set aside for direct client services. This is separate from the TOP assistance.
- B. What types of direct client assistance will be provided? Note: the subrecipient will not be limited to the uses specified herein. Direct client assistance will be in the form of emergency shelter vouchers, emergency food supply vouchers, gift cards for food and essential items.

3. QUALITY CONTROL

- A. How does the CSBG Coordinator assess the quality of the work performed by outreach workers? Client files are reviewed on a weekly basis. Weekly meeting exclusively for CSBG are scheduled for every Wednesday at 3:00 pm. In addition, plans call for the implementation of client satisfaction surveys. The results will be compiled and analyzed much like that of the CEAP program. This tool will be implemented the first quarter of 2016.
1. Frequency that the supervisor conducts review of work performed by outreach workers?
X Weekly Monthly Quarterly Other, explain: _____
 2. Activities conducted by the supervisor during the on-site reviews?
 review client records review performance data
 review case management records assessment of staff meeting assigned TOP goal
 3. Other quality controls utilized? Explain: Client satisfaction surveys
- B. What are the mechanisms used to gather and verify performance data? The agency relies on documents produced by the client . In addition, CSA staff gather data such as attendance records, interview tracking forms,
1. What software is used to gather data (demographics, NPIs) for CSBG performance reports? Data is gathered via Shah Software
 2. How is (demographics, NPIs) data gathered and reported to the administrative office from each field office? Demographic information is reported to the main office through Shah Software via the use of internet technology.

3. How frequently does the supervisor review CSBG performance data that is received from neighborhood centers? Case managers typically return to the main office and information is reviewed weekly by administrative staff.
4. What process is used to verify the accuracy and completeness of the (demographics, NPIs) data reported in the monthly CSBG performance report? A case review is initiated by administrative staff. Cases are reviewed on a random selection basis. This process is being formalized and will be implemented by the first quarter of 2016.
5. How is data gathered from other programs to report monthly in the CSBG Performance Report? Data from other programs will be gathered via electronic communication once per month on the 28th of the month. This system is being developed and will be implemented during the first quarter of 2016.
6. How are NPI enrollment and outcome data gathered from other providers on clients referred for services? A referral form will be sent with each client identifying that referral as a CSA client. Those forms will be collected on a monthly basis and compiled into one report.

ATTACHMENT C: SERVICE DELIVERY SYSTEM

Subrecipient: Hidalgo County Community Service Agency

4. **CSBG SERVICE AREA** *Complete Attachment C, 4. Service Area-Population, Poverty Population, and Unemployment Data.* Include data for all counties in the CSBG service area. The requested data can be located at the Community Action Partnership website:
<http://www.communityactioncna.org/tool/ReportCard/reportData.aspx>.
5. **MAIN OFFICE/ADMINISTRATIVE OFFICE** *Complete Attachment C, 5 Main Office/Administrative Office.*
6. **COUNTIES WITH NEIGHBORHOOD CENTERS/SERVICE CENTERS**
Complete Attachment C, 5. Counties With Neighborhood Centers/Service Centers form. Neighborhood Centers/Services Centers are facilities where the subrecipient has CSBG staff and or volunteers located to provide services on a regular full-time basis, usually Monday thru Friday. Provide the requested information related neighborhood centers/service centers, utilized by the subrecipient to provide services.
7. **COUNTIES WITH OUTREACH SITES**
Complete Attachment C, 6. Counties With Outreach Sites. Outreach sites are facilities (usually a public building such as a court house, city hall, or a building provided by a church or non-profit organization) where the subrecipient sends CSBG staff and or volunteers on a regularly scheduled basis, such as every 3rd Thursday of the month, to provide assistance. Provide the requested information on outreach sites utilized by the subrecipient to provide assistance.
8. **SERVICE TO COUNTIES WITHOUT A SERVICE CENTER OR OUTREACH SITE**
Complete Attachment C, 7. Service to Counties Without A Service Center or Outreach Site. Provide the information requested for those counties in the CSBG service area where the subrecipient does not have a service center/ neighborhood center or a facility where outreach staff conduct intake and provide services on a scheduled basis.

Note: All counties in the CSBG service area should be identified in either Attachment C 5, C 6., C 7., or C 8.

ATTACHMENT D - CASE MANAGEMENT SYSTEM

Subrecipient: Hidalgo County Community Service Agency

Instructions: Complete Attachment D by providing the requested response and/or information and by completing the accompanying forms related to Attachment C, section 1.A.

1. CASE MANAGEMENT STAFF AND CASELOAD

- A. Complete **Attachment D, 1, Staff Providing Case Management Services & Caseload**. Only identify staff that will be providing case management to clients working to transition out of poverty and become self-sufficient. **Case management** is a collaborative process that assesses the client's and household's needs to develop and implement a plan of action to meet goals, coordinate services, monitor progress, and evaluate the options and services needed to meet needs.
- B. How often will the case worker meet and/or contact clients that are enrolled in case management?
 Weekly Bi-Monthly Monthly Other – Explain:
- C. How are the meetings and follow-ups conducted with clients enrolled in case management?
 In Person Telephone E-mails Other – Explain:

2. QUALITY CONTROL OF CASE MANAGEMENT CASE LOAD & RESULTS

- A. How will management, on at least a monthly basis, determine that caseworkers are dedicating the assigned number of hours to case management for clients working to become self-sufficient and TOP?
1. Review of Timesheets and Personnel Activity Reports with detailed information on the number of hours dedicated to case management? Yes No
 2. One on one meeting with caseworkers:
 Weekly Bi-Monthly Monthly Other – Explain:
- B. How will management monitor, on at least a monthly basis, that caseworkers are making progress towards meeting their assigned goal of number of persons to TOP?
1. Review of caseworker's progress towards meeting assigned TOP goal (number working to TOP, status of clients, number that have TOP, etc.)? Yes No
 2. If the response to 2.B.1. is yes, how often will the meetings occur:
 Weekly Bi-Monthly Monthly Other – Explain:

3. SELECTION OF CLIENTS FOR CASE MANAGEMENT

- A. How are potential clients identified as persons interested in receiving case management and transitioning out of poverty and becoming self-sufficient?
- use of client questionnaire during intake
 - client interviews
 - referrals from subrecipient programs
 - referrals from partner organizations
 - coordination with colleges or universities
 - coordination with trade or technical schools
 - other, explain:

ATTACHMENT D - CASE MANAGEMENT SYSTEM

Subrecipient: Hidalgo County Community Service Agency

4. ASSESSMENT PROCESS

Subrecipients should ensure that CSBG program staff are familiar with the Case Management Training Series located at <http://www.tdhca.state.tx.us/community-affairs/csbg/guidance.htm> . The series will explain the pre-assessment and integrated assessment forms. It is recommended that the Integrated Assessment be completed in a follow-up appointment that is separate than the Pre-Assessment process.

- A. Is a pre-assessment form completed for persons that are interested in receiving case management services? Yes No
- B. Is a pre-assessment form used to determine client's needs, level of service, and to assess whether the client may be an appropriate candidate for a case management program with the goal of transitioning out of poverty?
1. Yes No If no, how is the pre-assessment conducted and documented?
Explain:
2. Is the pre-assessment form used the one available from TDHCA?
Yes No
- C. Is an integrated assessment form used to conduct an in-depth evaluation of primary issues that can impact the short and long term well being of the client and their household system (barriers, strengths, opportunities, motivation, etc.)?
1. Yes No If no, how is the in-depth evaluation conducted and documented?
Explain:
2. Is the Integrated Assessment form used the one available from TDHCA?
Yes No

5. SERVICE PLAN Reference: CSBG Act, Sec. 672 (1) one of the primary purposes of the CSBG grant is to empower low-income families and individuals to become fully self-sufficient. (It is recommended that the Service Plan, or initial steps in the plan, be conducted in a follow-up appointment that is separate from the Integrated-Assessment process.)

- A. Is a Service Plan form (goals, steps, timeline, tracking of completing steps and accomplishment of goals, etc.) utilized to identify goals and a plan of action for achieving the goals established by the client and to track accomplishments?
1. Yes No
2. Is the Service Plan form used the one provided by TDHCA on the web-site?
Yes No
- B. How does the case worker follow-up with the client to determine if action steps have been carried out to complete steps in their service plan?
1. In Person Telephone E-mails Other - Explain:

ATTACHMENT D - CASE MANAGEMENT SYSTEM

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2. How frequently is the case worker following-up with the client on their completion of steps?
Weekly Bi-Monthly Monthly Other – Explain:

- C. 1. How are client's **employment goals** addressed? Explain:
2. What entities and organizations does the subrecipient work with to help clients attain employment goals? Explain:
3. What type of assistance is provided to clients to assist them to attain employment goals? Explain:
- D. 1. How are client's **education goals** addressed? Explain: Education goals are addressed via direct assistance toward their tuition, books and or fees. In addition, support comes in the form of payment for testing and or certification fees.
2. What entities and organizations does the subrecipient work with to help clients attain education goals? Explain: Hidalgo County CSA partners with a variety of educational institutions including South Texas College, McAllen Career Institute, Valley Grande Academy, and the University of Texas Rio Grande Valley.
3. What type of assistance is provided to clients to assist them to attain education goals? Explain: Assistance for educational goals is manifested in many ways. Direct assistance is offered with regard to tuition and or fees. In addition, transportation assistance is evaluated to and from the educational institution. This assistance may come in the form of vehicle repairs, maintenance and or bus vouchers. Progress is monitored via meetings with students and or academic advisors.

6. DOCUMENTATION

- A. How does the case worker obtain income documentation for persons that have maintained TOP income achievement for 90 days (income for the entire 90 day period)? Check those that apply.
- Client has a Release of Information on file with subrecipient and employer is contacted.
- Income documentation is obtained during appointment.
- Income documentation is obtained through the local TWC or Workforce Board office.
- Income documentation is submitted by client through fax, e-mail, or mailed.
- B. Are incentives provided to clients who submit the 90 day income documentation? Yes No

If yes, explain the types of incentives that are provided: Gas cards and partial payments of rent are offered as incentives to complete the program and to be compliant in every respect of the program.

(Note: CSBG funds can be used to provide incentives, such as gas cards, during the 90 day period as long as the 90 day period is within the same January thru December CSBG program year.)

ATTACHMENT D- CASE MANAGEMENT SYSTEM

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7. EVALUATION

- A. How often will management assess and evaluate the effectiveness of the case management provided to persons working to transition out of poverty? Explain: Program effectiveness will be evaluated on a monthly basis by administrative staff and case management staff. Advisory Board members will be apprised of progress on a monthly basis. Commissioners' Court will be apprised on a quarterly basis.
- B. What is involved in the evaluating the transition out of poverty (TOP) case management provided to persons working to transition out of poverty? Check boxes as applicable.
1. Survey Interviews
 2. Regular meetings with case workers, supervisors, and managers to assess the effectiveness of the case management program. Yes No
Frequency of meetings? Weekly meetings are being held.
 3. Suggestion box available to clients or staff? Yes No
 4. When is the caseworker's caseload reviewed:
Monthly Quarterly Bi-annually Other Frequency Explain
 5. When is the caseworker's caseload progress towards meeting the annual TOP goal assigned to them reviewed?
Monthly Quarterly Bi-annually Other Frequency Explain
 6. Is there a development and implementation of a plan of action to improve the case management program based on the evaluation and feedback? Yes No
 7. Explain any other methods utilized to evaluate and improve the case management program.
Explanation: Evaluation and feedback surveys are being implemented. This is a first step in the development of such a plan. This plan will be in place by the end of the first quarter of 2016.
- C. Review established "targets/goals" in Attachment D.1. Staff Providing Case Management Services and Caseload and Attachment E, Plan for TOP in PY 2015 and compare to actual performance for each caseworker and the agency as a whole in regards to goals set for the number of persons/households that would be working towards TOP and that would TOP.
1. What percentage of the Working Towards TOP goal is anticipated to be met in 2015? Approximately 50%
 2. If it is anticipated that the Working Towards TOP goal will not be met as of September 2015, what factors contributed to not meeting the TOP goal? There was a change in program leadership. Prior to this, previous percentages with regards to TOP Goals was zero.

3. What percentage of the TOP goal is anticipated to be met in 2016? 100% of the TOP Goal will be met in PY 2016
4. If it is anticipated that the TOP goal for 2016 will not be met, what factors contributed to not meeting the TOP goal? NA
5. How many of the caseworkers are anticipated to meet their goal for the number of persons they would assist on Working to TOP? Two caseworkers out of two total caseworkers did not meet their 2015 goal. However, in 2016 another case worker will be added and there is an expectation that all three will meet their respective TOP Goal. (in response, state how many total case workers and how many will meet the goal)

ATTACHMENT D- CASE MANAGEMENT SYSTEM

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6. How many of the caseworkers are anticipated to meet their goal for the number of persons they would assist to TOP? All three will meet their goals(in response, state how many total case workers and how many will meet the goal)
- D. Identify specific improvements that have been made to the TOP case management program in the past 12 months based on the results of evaluating the case management program. Case managers have a better understanding of their financial constraints. They also are aware of their goals for the year and are reviewed weekly with regards to progress in attaining their goals.
- E. 1. What obstacles are staff and management experiencing in the provision of case management services to persons working to TOP? There existed a basic lack of knowledge with regards to program requirements. Extensive training has been offered and the expectations are set to a very high standard with regards to performance for CSBG.
2. What are some possible ways that any obstacles in the TOP case management program could be overcome (for example, offer client incentives, use e-mail or text messaging to obtain documentation on TOP, etc.)? Emphasis is being placed on the cultivation of a culture of self sufficiency whereby caseworkers will not be "chasing" the client. Incentives will be offered in such a way so as to place a bit of responsibility on the client. The provision of documentation is the responsibility of the client with some shared responsibility by the caseworker. Clients will be asked to meet at agency satellite locations near their educational institution or home. They will be highly encouraged to come to those sites. The use of email will be stressed to the point of becoming a norm.

**Attachment A Needs Assessment Addressing Top Five Needs
2016 Community Action Plan**

Subrecipient:

(1)	(2)	(3)	(4)	(5)	(6)	(7)
#	Top Five Needs	Need Addressed by Subrecipient through a Direct Service (excluding referrals)? Yes or No	Description of Direct Service (excluding referrals) Provided by Subrecipient	Need Addressed By Referral to Coordinating Partner Organizations? Yes or No	Name of Coordinating Partner Organizations (itemize each partner 1, 2, 3, etc.)	Description of Service Provided by Coordinating Partner Organizations (include the applicable item # referenced in column (7))
1	Coordination of efforts among social service agencies	Yes	Hidalgo County CSA will host/and or attend quarterly meetings of a social service coalition targeting the poverty and the ways to address it.	Yes	1. Equal Voice Network 2. Texas Impact - Baylor University 3. Texas HHSC 4. United Way of South Texas	1. Equal Voice - Housing Coalition 2. Texas Hunger Initiative 3. Distribution List 4. Volunteer South Texas Coalition
2	Emergency Services for food/rent and utility assistance	Yes	Hidalgo County CSA will continue to offer emergency assistance to those residents in need of emergency food, shelter or necessities.	Yes	1. American Red Cross 2. Hidalgo County Emergency Management Office 3. Catholic Charities 4. Salvation Army	1. Emergency vouchers and assistance 2. Referrals to CSA for services. Prescreening with regards to need 3. Vouchers and direct assistance 4. Vouchers and direct assistance
3	Improved services for vulnerable populations such as single mothers head of households/ and veterans	Yes	Augment services already offered to these populations. Operation Bravo Zulu will specifically provide directed services to veterans. A similar outreach effort will be developed to assist single mothers	Yes	1. Hidalgo County Veterans Office 2. Office of the Texas Attorney General	1. Referral services and application assistance for veterans 2. Paternity initiative
4	Financial Literacy Courses/Fraud Prevention Classes	No	Referrals to will be made to clients participating in the Case Management Program offered by Hidalgo County CSA	Yes	1. International Bank of Commerce 2. Goodwill Industries 3. Attorney General of Texas	1. and 2. Offer on site personal finance education for the general public.
5	Education/ Literacy Programs	Yes	CSBG programs will continue to encourage participants to access job training programs and higher education via the use of incentives and intensive case management	Yes	1. South Texas Literacy Coalition 2. Vocational schools, colleges and universities	1. Offer literacy programs for persons of all ages 2. Partner agencies that provide direct educational service

Background: Every 3 years, subrecipients must conduct a Community Needs Assessment. CSBG eligible entities are expected to utilize CSBG funds to address the needs identified by the community. The needs can be addressed either directly by the subrecipient or through coordination and referrals with partner organizations.

Guidance: The questions in the form distinguish between the need being met by the provision of a direct service by the subrecipient or through a referral to a coordinating partner organization. If the need is addressed by a referral to another organization (referred to as "coordinating partner organization"), then complete columns (5)-(7). If the need is met by both a direct service from the subrecipient and by a service provided by the coordinating partner organization, complete all columns.

Instructions: Limit responses to the counties in the CSBG service area. (2) List the top five needs for the service area based on results from the current Community Needs Assessment. (3) Indicate, with a yes or no, if the need will be addressed directly by the subrecipient through the provision of a direct service (excluding referral). (4) Briefly describe the direct service that will be provided by subrecipient to address the need. (5) Indicate with a Yes or No, whether the need is met by providing a referral to a coordinating partner. (6) Identify the names of the coordinating partner organization including, but not limited to, a city, county, educational institution, church, non-profit, or for profit organization. (7) Briefly describe the service that the coordinating partner organization(s) will provide to address the need.

**Attachment B, 3. Gaps in Services & Strategy to Address Gaps in Services
2016 Community Action Plan**

Subrecipient:

(1) County	(2) Describe Gaps in Services	(3) Describe how the subrecipient will address the gaps in services	(4) Identify the Coordinating Partner Organization(s) and how they will help address the gaps in services.
Hidalgo	Rental assistance	HCCSA will work with local non-profits and the faith based community to fill this gap.	in the community Catholic Charities - will identify local parishes assisting with rental payments
	Prescription Assistance	pharmacies and possibly pharmaceutical companies to provide discount programs for county	identify programs within the community that can assist HOPE clinic will assist in providing
	Indoor Plumbing Assistance	HCCSA will develop partnerships to address this need	NADBANK and Texas Water Development Board to identify and address those homes within

Reference: CSBG Act, Sec. 676(b)(3)(B)-(C) requires that eligible entities provide information on how linkages will be developed to fill identified gaps in the services through the provision of information, referrals, and follow-up consultation. CSBG Act, Sec. 676(b)(5)(6)(9) requires that CSBG eligible entities develop linkages with governmental and other social service programs to assure the effective delivery of services and requires that eligible entities establish linkages with other organizations to fill identified gaps in services through the provision of information, referrals, case management, and follow-up consultations.

Guidance: Gaps in Services are needs for services or assistance that have not been met or are not being sufficiently addressed in the community either by the Subrecipient or other service providers, due to lack of staff, funding, or resources. One of the key purposes of the CSBG grant is to establish linkages with other organizations to fill identified gaps in services. Subrecipients are to work with partner organizations to address gaps in services. For example, a gap in service may be insufficient ESL classes in the community. A strategy could be for the Subrecipient to meet with community organizations and develop strategy to provide additional ESL classes. The partner will provide the space and the subrecipient will provide volunteers to conduct classes.

Instructions: Limit responses to the counties in the CSBG service area. (1) Identify the county (ies) where gaps in services have been identified. (2) Describe the gaps in services. (3) Describe how the subrecipient will address the gap in service either through the provision of a direct service, referrals, or the development of a strategy to develop a plan to address the gap. (4) Identify the coordinating partner and how they will help address the gaps in services.

**Attachment B, 4.A.1. Referral Organizations
2016 Community Action Plan**

Subrecipient: Hidalgo County Community Service Agency

(1) Name of Referral Organization	(2) City and County Where Referral Organization is Located	(3) Describe Referral Services	(4) Method of Referral (verbal, written, call, email)	(5) Methods of Client Follow-Up (meeting, phone, e-mail, etc.)	(6) Method of Follow-Up with Referral Organization (phone, e-mail, etc.)	(7) Describe System Used to Obtain Enrollment & Outcome Data from Organizations (form, email, etc.)
Rio Grande Valley Food Bank	Pharr, Hidalgo	Food items	email	phone	email	email to contact
American Red Cross	Harlingen, Cameron	Disaster services	email	phone	email	email to contact
Catholic Charities	San Juan, Hidalgo	Disaster, clothing, rental ass	email	phone	email	email to contact
WorkForce Solutions	Countywide	Job placement	email	phone	email	email to contact
University of Texas RGV	Edinburg, Hidalgo	Education	email	phone	email	email to contact
VIDA	Mercedes, Hidalgo	Job Training	email	phone	email	email to contact
Oley Foundation		Supplemental Nutrition	email	phone	email	email to contact
Texas AgriLife Extension	Edinburg, Hidalgo	Parenting, financial literacy, nutrition	email	phone	email	email to contact
Boys and Girls Clubs Rio Gran	Edinburg, Hidalgo	Youth development	email	phone	email	email to contact
Hidalgo County HeadStart	Edinburg, Hidalgo	Education	email	phone	email	email to contact
Hidalgo County WIC	Edinburg, Hidalgo	Child and mother nutrition	email	phone	email	email to contact
Hidalgo County Indigent Health	Edinburg, Hidalgo	Health Services	email	phone	email	email to contact
Valley Grande Institute	Weslaco, Hidalgo	Vocational education	email	phone	email	email to contact
McAllen Careers	McAllen, Hidalgo	Vocational education	email	phone	email	email to contact

Reference: CSBG Act, Sec. 676 (b)(3)(C), Sec. 676 (5),(6) and (9), requires that eligible entities coordinate CSBG funds with other public and private resources and establish linkages between governmental and other social service programs.

Instructions: (1) Identify organizations to which applicants and clients are referred. Include other non-profits, for-profits, churches, food pantries/food banks, school districts, colleges, universities, health clinics, Salvation Army, housing authorities, state and federal assistance agencies (excluding Texas Workforce Commission and Attorney General's Child Support Office that are included in other attachments). Complete columns (1)-(7)

**Attachment B, 4.B.1. Funding Coordination
2016 Community Action Plan**

Subrecipient:

Name of Organization	City and County of Organization	Description of CSBG Funding Coordination:	Is funding coordination thru a written agreement or informal?
Hidalgo County Head Start	Countywide Hidalgo County	Holiday Toy Drive - Toys provided to over 3,000 students during the holiday season	informal
Hidalgo County RSVP Program	Countywide Hidalgo County	Funding is in coordination with the Corporation for National and Community Service. Places senior volunteers in positions of volunteer service to their communities.	written agreement exists
Advocacy Resource Center for Housing	Countywide Hidalgo County	Provides information and support for persons seeking assistance with regards to housing issues.	written agreement exists

Guidance: CSBG eligible entities are encouraged to seek opportunities to establish written agreements, financial and non-financial, to coordinate CSBG funds and services to address the needs in the community. Such projects could be short term once a year projects such as school supply drive or Christmas toy projects or they can be on-going projects where CSBG resources are combined with funding or resources from another organization.

Instructions: Provide information related to CSBG funding coordination that occurs with other organizations. Types of coordination can include, but is not limited to, actual funding coordination or sharing of staff, volunteers, materials, or facilities. If subrecipient is not currently coordinating services with the organization, but plans to work on such in the coming year, include those plans. Do not list organizations that are only referral sources.

Reference: CSBG Act, Sec. 676 (5),(6) and (9), requires that eligible entities coordinate CSBG funds with other public and private resources and establish linkages between governmental and other social service programs.

Note: This form captures CSBG funding coordination efforts/projects (such as projects funded by utility companies) where the subrecipient works with an organization and joins CSBG funding and/or resources to provide a service/activity. If the subrecipient coordinates CSBG funding with the organization and also provides referrals to the organization, then include the organization on both the Funding Coordination form/worksheet and on the Referral Organizations form/worksheets.

**Attachment C, 6. Counties with Neighborhood Center/Service Centers
2016 Community Action Plan**

Subrecipient: Hidalgo County Community Service Agency

County	City	Address of Centers	Services Provided	CSBG Staff Positions at Office	Days of Operation	Hours of Operation

Note: Neighborhood Centers/Services Centers are facilities where the subrecipient has CSBG staff and or volunteers located to provide services on a regular full-time basis, usually Monday thru Friday.

Instructions: Provide information on neighborhood centers/service centers utilized and or operated by the subrecipient.

**Attachment D, 1. Staff Providing Case Management Services and Caseload
2016 Community Action Plan**

Subrecipient:

(1) Name	(2) Title	(3) Case Management Duties	(4) Location (city and county) and Contact Information (email, phone #)	(5) % of Time Paid with CSBG Funds	(6) Approximate Number of Hours Per Month Dedicated to Case Management	(7) Number of Persons Projected to be Working towards TOP	(8) Number of Households Projected to be Working towards TOP	(9) Number Persons Projected to TOP	(10) Number Households Projected to TOP
Rene Solis	Case Manager		Cumming, Miranda 956-383-6240	90.00%	144	25	20	33	10
Nadia Alonso	Case Manager		Cumming, Miranda 956-383-6240	90.00%	144	40	23	33	21

Reference: CSBG Act, Sec. 672 (1) one of the primary purposes of the CSBG grant is to empower low-income families and individuals to become fully self-sufficient.

Guidance: Subrecipients are encouraged to establish evaluation systems. Part of the system is to review past performance data and determine the "success rate" and time period it takes to transition a person/household out of poverty and use this information to assign staff goals to meet TDHCA established targets. Then assign staff goals, monitor progress, and continually improve systems and services. For example, if the TOP goal is 10 persons and the success rate is that 25% of those working to TOP actually TOP annually, then at least 40 persons /16 households would need to be working to TOP to achieve the goal of 10 TOP.

Instructions: (1)-(4) self-explanatory. (5) For caseworker staff, indicate the percentage of time paid with CSBG funds as per the CSBG budget. (6) Provide the approximate number of hours that the staff person will dedicate each month to provide case management to persons working to transition out of poverty (TOP). The grand total for column (6) on this form should be the same number (approximately) as Attachment E #11. (7) Provide the number of persons that are projected to be working towards TOP that are assigned to the case worker. The grand total for column (7) should be the same number (approximately) as Attachment E #7. (8) Provide the number of households that are projected to be working towards TOP that are assigned to the case worker. The grand total for column (8) should be the same number (approximately) as Attachment E #8. (9) Provide the number of persons projected to TOP that are assigned to each case worker. The grand total for column (9) should be the same number (approximately) as Attachment E #2. (10) Provide the number of households projected to TOP that are assigned to each case worker. The grand total for column (10) should be the same number (approximately) as Attachment E #3.

Attachment E Plan for Transitioning Persons Out of Poverty (>125%) in Program Year 2016

Subrecipient:

TOP Goal (TDHCA assigned #) in PY 2015	# Persons Working to TOP as of August 2015	# Persons TOP as of August 2015

2016 Goals for TOP Program

#	Goal Criteria	ANSWER
1	Average household size (refer to CSBG monthly performance report, divide total persons by total households.)	2.67
2	Number of Persons (count all hhld members) Projected to Transition Out of Poverty (TOP). This goal can be higher than the TDHCA assigned goal, yet subrecipients are only responsible for meeting the TDHCA assigned goal.	66
3	Estimated # of Households to TOP (divide #2 by #1)	20
4	Estimated Number of Persons projected to be Working Towards TOP (count all hhld members)	85
5	Estimated # of Households projected to be Working Towards TOP (divide #4 by #1)	31
6	# of case workers assigned to work with persons Working towards TOP and to TOP	3
7	Estimated Average # of persons Working Towards TOP assigned to each caseworker (divide #4 by #6)	28.33
8	Estimated Average # of households Working Towards TOP assigned to each caseworker (divide #5 by #6)	10.33
9	Estimated Average # of Persons that will TOP assigned to each caseworker (divide #2 by #6)	22
10	Estimated Average # of Households that will TOP assigned to each caseworker (divide #3 by #6)	6.7
11	Total # of hours each month that will be dedicated to TOP case management work (include the TOP case management hours for all case workers)	432
12	CSBG funds budgeted for TOP assistance? (Note: The Department strongly recommends budgeting 3%-5% for TOP assistance.	75,000
13		

Reference: CSBG Act, Sec. 672 (1) one of the primary purposes of the CSBG grant is to empower low-income families and individuals to become fully self-sufficient.

Guidance: Subrecipients are highly encouraged to establish systems where the subrecipient's looks at past performance data to determine the "success rate" and time period it takes to transition a person/household out of poverty and use this information take the TDHCA assigned goal and establish individual goals for each case worker. The purpose of the form is to assist in this process.

**Attachment F Performance Statement and Targets
2016 Community Action Plan**

Subrecipient:

Summary of Top 5 Needs (Identify top 5 needs from the most recent Community Needs Assessment): #1 Coordination Social Service Agencies , #2 Emergency Services/ f. Instructions: USHHS is also strongly encouraging subrecipients to use CSBG funds for community improvement and revitalization and to improve community quality of life and assets, the 2.1 and 2.2 NPI series along with self-sufficiency efforts. All subrecipients are to establish and enter targets for 1.1A and 1.1B and those should align with TOP targets and consider having some targets for 1.1C-D. Targets must also be provided for 1.3B. Subrecipients are encouraged to establish targets for 1.3C and 1.3D and some targets in the 6.3 series.

1.1s EMPLOYMENT

Performance #	Top Five Need Addressed	Grant Name	Service or Activity	NPIs (list all NPIs applicable to activity)	Target (for NPIs 1.1s, 1.1s)	Previous Year's Outcomes (PY 2014) for NPIs Requiring Target	Current Year to Date Outcomes as of August 2015 for NPIs Requiring Target
1	5	CSBG- USHHS	Assist persons obtain employment	1.1A	33	0	20
2	5	CSBG- USHHS	Assist persons maintain employment	1.1B	33	0	20
3	5	CSBG- USHHS	Assist persons to obtain an increase in employment, income and or benefits	1.1C	33	0	20
4	5	CSBG- USHHS	Assist persons achieve a living wage	1.1D	33	0	20

1.2s EMPLOYMENT SUPPORT (For services to persons who are able to work, whether employed or unemployed.)

Performance #	Top Five Need Addressed	Grant Name	Service or Activity	NPIs (list all NPIs applicable to activity)	Target (for NPIs 1.1s, 1.1s)	Previous Year's Outcomes (PY 2014) for NPIs Requiring Target	Current Year to Date Outcomes as of August 2015 for NPIs Requiring Target
5		CSBG- USHHS	trade/vocational school or college. Assist with tuition, fees, certification expenses etc.	1.2A, 1.2B, 1.2C	33	0	20
6		CSBG- USHHS	Provide referrals to Head Start for child care programs	1.2E	33	0	20
7		CSBG- USHHS	Provide job readiness education such as resume writing/interviewing skills	1.2A	33	0	20
8		CSBG- USHHS	Provide referral to Boys and Girls Club for after school programs	1.2D	33	0	20
9		CSBG- USHHS	Provide financial assistance with gas/minor car repairs, bus passes to persons in case management TOP	1.2F	33	0	20
10		CSBG- USHHS	Provide transportation assistance to clients needing to get their children to after school programs (Boys and Girls Club)	1.2F	33	0	20
11		CSBG- USHHS	Provide information and referral to health care services	1.2G			
12		CSBG- USHHS	Provide rental assistance and referrals to persons participating in case management TOP	1.2H			

13	CSBG- USHHS	Provide referrals to food pantry and HHSC TANF programs	1.2I				
14	CSBG- USHHS	Provide non emergency utility assistance	1.2J 1.2L				
15	CSBG- USHHS	Provide referrals to weatherization program	1.2K				

1.3s ECONOMIC ASSET ENHANCEMENT AND UTILIZATION

Performance #	Statement	Top Five Need Addressed	Grant Name	Service or Activity	NPIs (list all NPIs applicable to activity)	Target (for NPIs 1.1s, 1.1s 1.1s)	Previous Year's Outcomes (PY 2014) for NPIs	Current Year to Date Outcomes as of August 2015 for
16		3	CSBG- USHHS	Provide information and referral to OAG Child Support Division	1.3B	20	0	0
17		3	CSBG- USHHS	Assist persons enroll in lifeline/Lite-up Texas program Provide referrals to personal finance/budgeting/will development/retirement planning classes to clients	1.3C	20	0	0
18		4	CSBG- USHHS		1.3D	33	0	10

2.1s COMMUNITY IMPROVEMENT AND REVITALIZATION

Performance #	Statement	Top Five Need Addressed	Grant Name	Service or Activity	NPIs (list all NPIs applicable to activity)	Target (for NPIs 1.1s, 1.1s 1.1s)	Previous Year's Outcomes (PY 2014) for NPIs Requiring Target	Current Year to Date Outcomes as of August 2015 for NPIs Requiring Target
19			CSBG- USHHS	Assist in the development of colonia street lighting	2.1I	100	0	0
29			CSBG- USHHS	Referrals to weatherization program	2.1D			
20			CSBG- USHHS	Advocate for preservation of bus route to CPS, HHSC and CSA Offices	2.1H	20	0	0

2.2s COMMUNITY QUALITY OF LIFE AND ASSETS

6.1s INDEPENDENT LIVING

Performance #	Top Five Need Addressed	Grant Name	Service or Activity	NPIs (list all NPIs applicable to activity)	Target (for NPIs 1.1s, 1.1s 1.1s)	Previous Year's Outcomes (PY 2014) for NPIs Requiring Target	Current Year to Date Outcomes as of August 2015 for NPIs Requiring Target
30	2	CSBG -CEAP Net	Referrals for utility assistance/emergency food assistance	6.1A, 6.1B,1.B2,B3			

6.2s EMERGENCY ASSISTANCE (For crisis assistance.)

Performance #	Top Five Need Addressed	Grant Name	Service or Activity	NPIs (list all)	Target (for	Previous Year's	Current Year to
31	2	CSBG	Emergency Food to crisis victims	6.2A			
32	2	CSBG	Emergency utility/fuel assistance LIHEAP/Private to crisis victims	6.2B			
33	2	CSBG	Emergency car/home repair to crisis victims	6.2D			
34	2	CSBG	Emergency Rent/Mortgage assistance to people facing eviction	6.2C			
35	2	CSBG	Emergency disaster relief	6.2J			
36	2	CSBG	Emergency clothing for disaster victims	6.2K			

6.3s CHILD AND FAMILY DEVELOPMENT

Performance #	Top Five Need Addressed	Grant Name	Service or Activity	NPIs (list all NPIs applicable to activity)	Target (for NPIs 1.1s, 1.1s)	Previous Year's Outcomes (PY 2014)	Current Year to Date Outcomes as of August 2015
37	3	CSBG	Assist Head Start in their back to school registration fairs etc.	6.3C			
38	3	CSBG	# children who are developmentally ready to enter K	6.3D			
39	3	CSBG	# children who obtain immunizations and medical, dental care	6.3A	30		
43	3	CSBG	Boys and Girls Club Registrations	6.3G	10		
			Parents learn and demonstrate improved parenting skills	6.3J	5		

**Strategic Plan
Worksheet 13 - Goals, Objectives, Strategies, Outcomes and Output Measures**

Subrecipient:

Instructions: Complete Worksheet 13 based on measures approved by the board in the Strategic Plan. Submit this form along with documentation of Board approval of the Strategic Plan.

Time Period (years) covered by the Strategic Plan:

Topic	2016	2017	2018	2019	2020
GOAL					
OBJECTIVE					
STRATEGY					
OUTCOME MEASURE					
OUTPUT MEASURE					