

# ***COMMUNITY ACTION PLAN***



**PY 2016**

# ***CITY OF LUBBOCK***

Submitted To

TEXAS DEPARTMENT OF HOUSING AND  
COMMUNITY AFFAIRS  
(TDHCA)

In Consideration Of

Community Services Block Grant  
(CSBG)

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

**Subrecipient:** City of Lubbock

**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.

The City of Lubbock Community Development prepares a list of services and providers and works closely with non-profits to gather referral information to agencies that provide the necessary services. The City also maintains an information and referral line called 3-1-1 which provides callers with necessary referral information.

One of our sub-recipients, Catholic Charities (CC), maintains a food pantry on site and provide basic food items to their program participants: flour, sugar, canned vegetables, frozen meat/vegetables, canned meat, dry cereal, etc. Catholic Charities keep hygiene products and diapers on hand available to participants, should they need them. Participants must make an appointment and complete a one page Emergency Assistance form to be considered for available items. If for some reason, the items are not readily available, Catholic Charities will present participants with a gift card (usually to Wal-Mart) or go purchase the required items for the client. Parenting Empowerment Program (PEP) participants do not have to make an appointment for emergency assistance, Catholic Charities is able to assist the participants due to existing applications on file with the sub-recipient. All services are available to anyone that needs help, not just PEP participants.

*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.*”

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.*

Self-sufficiency and transitioning out of poverty initiative are supported directly with CSBG funds in order to assist families in earning a living wage and support their families. Parenting Empowerment Program (PEP) serves single moms, single dads, two-parent families, grandparents raising grandchildren, etc. We have a variety of family types enrolled in the program. Catholic Charities offers free parenting classes upon request or by referral. PEP conducts mandatory workshops for participants which include topics regarding Financial

literacy (with emphasis on how to become a homeowner—presented by Lubbock Housing Finance Corp), grant/scholarship assistance (presented by Learn, Inc.), and parenting skills (presented by Catholic Charities staff/interns). In addition to these activities, PEP staff encourages all clients to participate in local community events such as health fairs/screenings and other outreach activities. Catholic Charities has a licensed counselor and interns that can provide counseling (on a sliding income scale) with parents and families that need in depth counseling.

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:** City of Lubbock

### 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:** City of Lubbock

**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 **Clients apply for services in person.**

## 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.)

Based on 2016 estimated funding of \$369,785 of which approximately \$258,785 will be allocated to sub-recipient to conduct the transitioning out of poverty program. Of this amount, \$10,000 is budgeted to provide direct client assistance.

What types of direct client assistance will be provided? Note: the subrecipient will not be limited to the uses specified herein.

Rent, utilities, transportation, uniforms, testing fees, child care and other miscellaneous needs.

## 3. QUALITY CONTROL

- A. How does the CSBG Coordinator assess the quality of the work performed by outreach workers?  
Performance Measures

1. Frequency that the supervisor conducts review of work performed by outreach workers?  
 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:  
**Review of reimbursement documentation including payment voucher.**

- B. What are the mechanisms used to gather and verify performance data? **City of Lubbock subcontracts the direct services portion to selected agencies. The subcontracted agencies submit monthly reports to the City by the 10<sup>th</sup> of the following month. NPIs and MFFPRs are hard copies.**

1. What software is used to gather data (demographics, NPIs) for CSBG performance reports? **Excel spreadsheets are used to gather data.**
2. How is (demographics, NPIs) data gathered and reported to the administrative office from each field office? **Demographics and NPI's are gathered daily as CSBG intakes are conducted. The**

information is placed on a tally sheet which in turn is transferred to MFFPR on a monthly basis.

3. How frequently does the supervisor review CSBG performance data that is received from neighborhood centers? Data collection is done on a monthly basis at which time the data is reviewed.
4. What process is used to verify the accuracy and completeness of the (demographics, NPIs) data reported in the monthly CSBG performance report? On a monthly basis, the sub-recipient submits a list of clients and the services they received, this data is compared to the data collected on the MFFPR and the NPI's. The data is also compared to individual payment vouchers for clients assisted.
5. How is data gathered from other programs to report monthly in the CSBG Performance Report? CSBG intake application is taken to collect all CSBG data required to report on MFFPR. Each applicants data is transferred to tally sheets and then to the MFFPR.
6. How are NPI enrollment and outcome data gathered from other providers on clients referred for services? Each subcontracted provider is responsible for gathering their data and reporting to the administrative office.

## ATTACHMENT C: SERVICE DELIVERY SYSTEM

**Subrecipient:** City of Lubbock

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 3<sup>rd</sup> 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:** City of Lubbock

**Instructions:** Complete Attachment D by providing the requested response and/or information and by completing the accompanying forms related to Attachment C, section I.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?
- Review of Timesheets and Personnel Activity Reports with detailed information on the number of hours dedicated to case management?  Yes  No
  - 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?
- Review of caseworker's progress towards meeting assigned TOP goal ( number working to TOP, status of clients, number that have TOP, etc.)?  Yes  No
  - 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:** City of Lubbock

**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**

**Subrecipient:** City of Lubbock

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: The ultimate goal is to assist participants to be gainfully employed in the chosen field and earn a living wage on their education/training is complete. PEP staff members assist with writing resumes, job searches, clothing (via our Resale Center), interviewing skills, reference letters, uniform vouchers (if required) and occasionally job placement assistance.

2. What entities and organizations does the subrecipient work with to help clients attain employment goals? Explain: Texas Workforce Commission and secondary educational entities.

3. What type of assistance is provided to clients to assist them to attain employment goals? Explain: Resume preparation, job searches, and interview coaching in the form of interviewing etiquette, tips and attire as well as basic interview skills.

D. 1. How are client's **education goals** addressed? Explain: Clients are counseled monthly and re-certified for assistance each semester, case manager meets with client monthly to follow-up on progress of grades and identify and address any issues that may hinder their progress.

2. What entities and organizations does the subrecipient work with to help clients attain education goals? Explain: Universities and colleges, LEARN Inc., My Father's House, Buckner Children and Family Services, TWC, Child Care Services.

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3. What type of assistance is provided to clients to assist them to attain education goals? Explain: Rent, utilities, text books, tuition, fees, mileage, prescription and child care

**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:

(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

**Subrecipient:** City of Lubbock

### 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: **We evaluate on a monthly basis utilizing data collected monthly**
- 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? **monthly**
  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: **When clients complete the program, they are given an exit interview questionnaire.**
- 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? **100%**
  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? **NA**
  3. What percentage of the TOP goal is anticipated to be met in 2015? **100%**
  4. If it is anticipated that the TOP goal for 2015 will not be met, what factors contributed to not meeting the TOP goal?
5. How many of the caseworkers are anticipated to meet their goal for the number of persons they would assist on Working to TOP? (in response, state how many total case workers and how many will meet the goal) **1 caseworker meeting 100% of her goal**

## ATTACHMENT D- CASE MANAGEMENT SYSTEM

**Subrecipient:** City of Lubbock

6. How many of the caseworkers are anticipated to meet their goal for the number of persons they would assist to TOP? (in response, state how many total case workers and how many will meet the goal) 1 caseworker meeting 100% of her 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. We are on target to meet our goal.
- E.
  1. What obstacles are staff and management experiencing in the provision of case management services to persons working to TOP? Not having sufficient funding amounts for all clients.
  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.)? Potentially more extensive fundraising efforts.

**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 , #2 , #3 , #4 , #5**

**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.

Number the performance statements sequentially, that is, if the performance statements for NPI 1.1 series (1.1s) end at #3, begin with #4 in the 1.2 series, and continue numbering

**1.1s EMPLOYMENT**

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
1	1	CSBG	Assist participants obtain employment	1.1A	1.1A	30	21
2	1	CSBG	Employed and maintained a job for at least 90 days	1.1B	1.1B	25	19
3	1	CSBG	Employed and obtained an increase in employment income/benefits	1.1C	1.1C	15	15
4	1	CSBG	Achieve a living wage	1.1D	1.1D	25	14

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

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
5	1	CSBG	Provide financial assistance with tuition, fees, books, certification and testing cost for persons enrolled in technical or higher education institutions or obtaining a GED	1.2A, 1.2B, 1.2C			
6	1	CSBG, CEAP	Provide employment support such as child care, transportation, rental and utility assistance.	1.2E, 1.2F, 1.2H, 1.2J, 1.2L			

**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 Requiring Target	Current Year to Date Outcomes as of August 2015 for NPIs Requiring Target
7	1	CSBG	Participants obtain court ordered child support	1.3B	1.3B	10	40
8	1	CSBG	Enroll participants in telephone lifeline and/or energy discounts	1.3C	1.3C	50	0
9	1	CSBG	Provide budget counseling and assist in developing household budgets (workshops)	1.3D	1.3D	50	40

**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

**2.2s COMMUNITY QUALITY OF LIFE AND ASSETS**

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

**2.3s, 3.1s, 3.2s COMMUNITY ENGAGEMENT, ENHANCEMENT, AND EMPLOYMENT**

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
10	1	CSBG	Board members attend meetings	2.3A, 2.3B, 3.1A, 3.2A			

**4.1s COMMUNITY WIDE PARTNERSHIPS**







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

Subrecipient: City of Lubbock

(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	Education	Yes	Child care, energy assistance, budgeting, rent skills, transportation	Yes	Educaion expenses and support services	Subcontract with Catholic Charities who coordinates services with providers
2	Housing Repairs	Yes	Emergency Car or Home Repair, Obtain safe and affordable housing	Yes	Emergency repair, barrier free, energy efficiency, home rehab	Community development Housing staff, contractors
3	Rent and Utility Assistance	Yes	Obtain and/or maintain safe and affordable housing, Emergency Rent or Mortgage Assistance	Yes	Family supports and emergency assistance	Subcontract to local agency Lutheran Social Services
4	I&R	Yes	Information and Referral calls	Yes	Information & Referral and 211 services	Community Development and local agency
5	Transportation	No	Obtain reliable transportation and/or drivers license, Emergency Transportation	Yes	Direct assistance	Assistance provided to participants of the PEP program administered by Catholic Family Charities

**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)	(2)	(3)	(4)
County	Describe Gaps in Services	Describe how the subrecipient will address the gaps in services	Identify the Coordinating Partner Organization(s) and how they will help address the gaps in services.
Lubbock	Food Vouchers	The provide referrals to coordinating partner organizations that will provide vouchers to participants for food.	Salvation Army, Lutheran Social Services, Neighborhood House, Sun Set Church of Christ, Indiana Baptist Church will provide vouchers to participants
Lubbock	Rent Payment	The City will provide referrals to coordinating partner organizations that may provide rental assistance to participants.	Lubbock County General Assistance, Life Run & Salvation Army will provide rental assistance.
Lubbock	Electric and Natural Gas Assistance	The City has state contracts with Lutheran Social Services (Neighborhood House) and Catholic Charities. We have a federal contract with Salvation Army to provide utility assistance to its participants. The City will also provide referrals (via 311 or direct referrals) to additional agencies (Lubbock County General Assistance) that may assist with utility assistance.	Neighborhood House, Catholic Charities will provide utility assistance to participants. If they are unable to assist, participants will be referred to Salvation Army or Lubbock County General Assistance who may also assist with utility assistance.
Lubbock	Utility Disconnection Service Assistance	The City will make referrals to Lutheran Social Services (Neighborhood House) who receives funding to administer CEAP Household crisis component and for disconnection assistance. We will also refer participants to Adult Protective Services will also assist with disconnection of services when applicable.	Lutheran Social Services and Catholic Charities will help participants with disconnections Service assistance where applicable.

**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 identifies 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 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:**

(1)	(2)	(3)	(4)	(5)	(6)	(7)
Name of Referral Organization	City and County Where Referral Organization is Located	Describe Referral Services	Method of Referral (verbal, written, call, email)	Methods of Client Follow-Up (meeting, phone, e-mail, etc.)	Method of Follow-Up with Referral Organization (phone, e-mail, etc.)	Describe System Used to Obtain Enrollment & Outcome Data from Organizations (form, email, etc.)
South Plains Association of Governments	Lubbock	all services that are requested that are available	verbal, written, email & call	A certain percentage of callers are follow-up on by phone	phone	referral form
City of Lubbock Call Center	Lubbock	all services that are requested that are available	verbal, written, email & call	none	none	not collected
City of Lubbock CommDev	Lubbock	all services that are requested that are available	verbal, written, email & call	none	none	not collected
SPCAA	Lubbock	all services that are requested that are available	verbal, written, email & call	Meeting with client or phone call	email and phone	On application track the outcome
Lutheran Social Services	Lubbock	all services that are requested that are available	verbal, written, email & call	Phone, email and client meeting	email and phone	On application track the outcome
Catholic Charities	Lubbock	all services that are requested that are available	verbal, written, email & call	Mostly phone calls also Client meeting	email and phone	On application track the outcome

**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: <input type="checkbox"/>	Is funding coordination thru a written agreement or informal?
Catholic Charities	Lubbock	CSBG funds are provided to Catholic Charities to assist clients in the Parent Empowerment Program to Transition out of poverty	written agreement
Lutheran Social Services	Lubbock	CSBG funds are used for staff program cost providing CEAP services	written agreement

**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, 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.

**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/worksheet.



**Attachment B, 4.B.2. Social Service Coalitions  
2016 Community Action Plan**

**Subrecipient:**

Name of Existing Coalitions in Service Area	Members/Organizations Represented	How does coalition coordinate services?	Is your agency a member? If not, explain why not.	City & County where coalition meets	How often does the Coalition meet?
Homeless Consortium	Ben Pickett - Monterey Baptist Church, Janis Putteet - Lubbock United Way, Mary Gutersloh - HOPE, Michael Boyd - Veteran's Admin, Anthony Gonzales - Veteran's Admin, Les Burrus - Link Ministries, & Myrna Porras - Link Ministries	Share information through Charity Tracker and HMIS	YES	Lubbock, Lubbock	Monthly
Resources United	Total of 92 agencies. Here is a list of a few agencies: Community Health Centers of Lubbock, Family Promise, Catholic Charities, managed Care, MHMR, Health and Human Services, Goodwill, WorkSource of the South Plains, etc.	At meetings there aer always 2 speakers that form a participating agency that presents available services in their organization	YES	Lubbock, Lubbock	Quarterly
Rural South Plains Coalition	Juan Chavez - Bailey County, Daniel Guzman - Bailey County, Joe Hardgrove - Cosby County, Judge Billy D. Carter - Cochran County, Roy Borchardt - Hale County, Roger J. Locke - Lynn County, Diane Washington - Motley County & Enola	At meetings agenencies share there resources	NO	Levelland, Hockley	Quarterly







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

**Subrecipient: City of Lubbock**

<b>County</b>	<b>City</b>	<b>Address of Centers</b>	<b>Services Provided</b>	<b>CSBG Staff Positions at Office</b>	<b>Days of Operation</b>	<b>Hours of Operation</b>
Lubbock	Lubbock	102 Ave J	Case Management, Food and rent assistance, Clothing Vouchers	Case manager, Support Staff	Monday - Friday	8 am - 5 pm
Lubbock	Lubbock	1212 13th	CEAP Utility Assistance, Food Vouchers	Program Manager, Assistants	Monday - Friday	8 am - 4:30 pm
Lubbock	Lubbock	1611 10th St	Referrals	Office Assistant	Monday - Friday	8 am - 5 pm

**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)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)
Name	Title	Case Management Duties	Location (city and county) and Contact Information (email,phone #)	% of Time Paid with CSBG Funds	Approximate Number of Hours Per Month Dedicated to Case Management	Number of Persons Projected to be Working towards TOP	Number of Households Projected to be Working towards TOP	Number Persons Projected to TOP	Number Households Projected to TOP
Sabrina Robbins	Case Manager	Workshops, Enrollment, Process applications, meet with students, Bill and Pay student tuition	Lubbock, Lubbock (806)765-8475 sabrina@cclubbock.org	100.00%	160	200	67	115	30

**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 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
25	0	0

### 2016 Goals for TOP Program

#	Goal Criteria	ANSWER
1	Average household size (refer to CSBG monthly performance report, divide total persons by total households.)	3
2	Number of Persons (count all hhd 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.	115
3	Estimated # of Households to TOP (divide #2 by #1)	38
4	Estimated Number of Persons projected to be Working Towards TOP (count all hhd members)	200
5	Estimated # of Households projected to be Working Towards TOP (divide #4 by #1)	67
6	# of case workers assigned to work with persons Working towards TOP and to TOP	1
7	Estimated Average # of persons Working Towards TOP assigned to each caseworker (divide #4 by #6)	200
8	Estimated Average # of households Working Towards TOP assigned to each caseworker (divide #5 by #6)	67
9	Estimated Average # of Persons that will TOP assigned to each caseworker (divide #2 by #6)	115
10	Estimated Average # of Households that will TOP assigned to each caseworker (divide #3 by #6)	38
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)	
12	CSBG funds budgeted for TOP assistance? (Note: The Department strongly recommends budgeting 3%-5% for TOP assistance.)	
13	Types of assistance to be provided with TOP Direct Service funds? (Note: subrecipient is not limited to only these items.)	

**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.







		TARGET for PY _____	ACTUAL Performance at end of 1st Quarter PY _____	ACTUAL Performance at end of 2nd Quarter PY _____	ACTUAL Performance at end of 3rd Quarter PY _____	ACTUAL Performance at end of 4th Quarter PY _____	SUCCESS RATE or % of Target Achieved at end of 4th Qtr	Factors contributing and reasons for Attaining, Not Attaining, or Exceeding Target (this column can be completed quarterly):	Improvements planned for next PY _____ to improve performance (this column can be completed quarterly):
11	Avg # of Households each Caseworker is assigned to assist in "Working to TOP"								
12	# of Persons each Caseworker will "TOP"								
13	# of Households each Caseworker will "TOP"								

**Guidance:** The Department recommends that performance be assessed at the end of each quarter (in April, July, October, and January) and that the results of the evaluation be documented each quarter or at least twice a year. Regular evaluation of performance will allow for improvements throughout the year. Subrecipients will need to maintain documentation that their case management program is being evaluated and program improvements made based on the evaluation. This form can be utilized for such or another evaluation tool can be developed and used.

The Target column is to be completed prior to the beginning of the January - December CSBG Program Year (PY).

The Actual Performance, Success Rate, Factors Contributing and Improvements Planned columns should be completed at the end of each quarter (in April, July, October, and January) or at least every 6 months.

**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					