Start Date:	7/1/2021	Projected End [Date:	6/30/2022	Department:	Community S	ervices Su	ccess to Date		
Need Addressed:		Ind	ividuals lack a	living wage equivaler	nt income		Level (F/	А/С): ғ		
Date Verified:	2020	Need Identification M	ethod:		Com	munity Assessment				
Strategic Goal:			Individuals ar	d families are stable a	and achieve econd	omic security				
Primary Outcome:		Ind	ividuals obtair	n a living wage equiva	D	Oomain:	Income			
Projected Enrollme	nt:	60 Projected Su	ccess:	5 Measure	ment Tool(s):	Income Documen	ocuments, Budget, Customer Statement			
Action Items (Svc/A	Activity)		Units	Unit Type	Respons	ible Party(ies)	Target Date	% Complete		
Case Management			60	Households	CS	SBG Staff	6/30/2022			
Income Management Co	ounseling		60	Households	CS	SBG Staff	6/30/2022			
Employment Counseling	5		24	Individuals	CS	SBG Staff	6/30/2022			
Employment Supplies			6	Individuals	CS	SBG Staff	6/30/2022			
Education/Skills Develo	pment Co	ounseling	24	Individuals	CS	SBG Staff	6/30/2022			
Housing Payments			29	Payments	CS	SBG Staff	6/30/2022			
Utility Payments			55	Payments	CS	BG Staff	6/30/2022			
Childcare Payments			8	Payments	CS	SBG Staff	6/30/2022			
Fuel Cards			76	Payments	CS	SBG Staff	6/30/2022			
Education/Skills Develop	pment Pa	yments	10	Payments	CS	SBG Staff	6/30/2022			
				•	-		•			

29,546 members of the local population (15.1%) are considered to be living in poverty based on the nationally recognized definition. Although the poverty rate has decreased by 16.02% over the past five years, data indicates that 45,805 households (57%) are at risk of economic insecurity based on household incomes and the region's cost of living. The recent COVID-19 pandemic has further complicated matters with more than 15% of the region's households being impacted by a loss of employment at some point during the past year.

Description: Who are the customers? How are they identified, solicited, enrolled, served, tracked? What financial/other resources will used for implementation? The Community Services Program, funded solely by CSBG, will provide assistance to households with an income level below 200% that are willing and able to work. Customers will be identified through internal/external referrals, social media, and word of mouth. Customer demographics, services, and outcomes will be tracked in the AR4CA database. A team of five staff members will be dedicated to the program.

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Strategy Na	me:			Commu	nity Services Program	
Start Date:	7/1/2021	F	Projected End Date:	6/30/2022	Department:	Community Services
Secondary S	uccess Measur	es:				
	Individuals obtai					
Projected	Served:	60	Projected Success:	7	Measurement Tool(s):	Pay Stub, Check Copy, Employer Statement
Outcome	Individuals incre	ased skills,	qualifications that will help th	nem to secure	meaningful employment	
Projected	Served:	60	Projected Success:	5	Measurement Tool(s):	Certificate, Credential, Diploma
Outeeme						
	Individuals obtai					
Projected	Served:	8	Projected Success:	8	_Measurement Tool(s):	Receipt, Vendor Statement, Customer Statement
Outcome	Individuals that	secure sta	ndard housing			
Projected	Served:		Projected Success:	7	Measurement Tool(s):	Lease Agreement, Customer Statement
					_	
	Obtain medical b					
Projected	Served:	60	Projected Success:	6	_Measurement Tool(s):	Award Letter, Employer Statement
Outcome	:					
Projected	Served:		Projected Success:		Measurement Tool(s):	
Outcome	-					
Projected	Served:		Projected Success:		Measurement Tool(s):	
Outcome	:					
Projected	Served:		Projected Success:		Measurement Tool(s):	
Outcome						
Projected	Served:		Projected Success:		Measurement Tool(s):	

Start Date:	7/1/2021	Pr	ojected End D	ate:	6/30/2022	D	epartment:	Community S	Services	uccess to Dat		
Need Addressed:			Youth lack	the skills nec	essary to sec	ure employ	ment as adults		Level	(F/A/C): F		
Date Verified:	2020	Need Ide	ntification Me	ethod:			Commu	unity Assessment				
Strategic Goal:			In	dividuals and	families are	stable and	achieve econom	ic security				
Primary Outcome	:		Youth obtain	skills necessa	ary to secure	employmer	nt as adults	C	Domain:	Education		
Projected Enrollm	ent:	10	Projected Suc	ccess: 8 Measurement Tool(s):				Pro	Program Certificate			
Action Items (Svc/	Activity			Units	Uni	t Type	Responsi	ible Party(ies)	Target D	ate Comple		
Education Counseling	Education Counseling			10	Indiv	iduals	CS	BG Staff	6/30/202	22		
Need Verification	Why is	the organiza	tion operating th	is strategy?								

An estimated 25,555 adults in the region lack a high school education. According to the Department of Labor, these individuals are more likely to be unemployed and, those who do secure employment, often earn lower wages. Although the current graduation rate (87.08%) is higher than the state and national averages, only slightly more than half of the region's youth demonstrated adequate proficiencies in Math and English , with 19% of all graduating seniors meeting ACT benchmarks that demonstrate college readiness.

Description: Who are the customers? How are they identified, solicited, enrolled, served, tracked? What financial/other resources will used for implementation? The Getting Ahead program, funded by the Community Services Block Grant, will provide low-income youth (high school aged) with services specifically designed to develop skills that will help them to secure employment as they approach adulthood. Customer data will be tracked on spreadsheets by CSBG staff.

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Strategy Name:		Getting Ahead	
	2021 Projected End Date:	6/30/2022 Department:	Community Services
Secondary Success Mea	asures:		
Outcome:			
Projected Served:	Projected Success:	Measurement Tool(s):	
Outcome:			
Projected Served:	Projected Success:	Measurement Tool(s):	
Outcome:			
Projected Served:	Projected Success:	Measurement Tool(s):	
Outcome:			
Projected Served:	Projected Success:	Measurement Tool(s):	
Outcome:			
Projected Served:	Projected Success:	Measurement Tool(s):	
Outcome:			
Projected Served:	Projected Success:	Measurement Tool(s):	
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Projected Served:	Projected Success:	Measurement Tool(s):	
Outcome:			
Projected Served:	Projected Success:	Measurement Tool(s):	
Quiteomo			
Outcome: Projected Served:	Projected Success:	Measurement Tool(s):	

Strategy Name:				ŀ	Head Start Program					
Start Date:	7/1/2021		Projected End I	Date:	6/30/2022 D	epartment:	Head Sta	art ucc	ess to Dat	
Need Addressed:				Children are	e not prepared for scho	ol		Level (F/A	/C): ₽	
Date Verified:	2020	Need	dentification M	ethod:						
Strategic Goal:			l	ndividuals and	families are stable and	l achieve economic	security			
Primary Outcome	:			Children are	prepared for school	D	Domain: Education (Child)			
Projected Enrollm	ent:	347	Projected Su	ccess:	Measurem	ent Tool(s):	Educational E	ional Evaluations, Staff Reports		
Action Items (Svc)	/Activity)			Units	Unit Type	Responsib	le Party(ies)	Target Date	Comple	
School Readiness Serv	rices			347	Children	Head S	tart Staff	6/30/2021		
Need Verification	: Why is	the orga	vization operating t	his strategy?						

There are 9,722 young children residing in the area served by the organization and only 5,168 childcare facilities, leaving an estimated 4,554 children with no childcare access due to a lack of infrastructure. For the 2,422 of these children living in homes that meet the offiicial poverty definition, research indicates that the inclusion of educational services, ensuring preparation for Kindergarten, is the brightest hope for breaking the cycle of multi-generational poverty.

Description: Who are the customers? How are they identified, solicited, enrolled, served, tracked? What financial/other resources will used for implementation? The Head Start Program will assist young children (ages 3-5) who are in poverty or categorically eligible to build a strong educational foundation, overcome health barriers, and establish a supportive family environment. Customers will be identified through internal/external referrals, social media, word of mouth, and community advertisement. Customer data will be tracked in the Child Plus data system. Contributing fund sources will include Federal Head Start, North Carolina Pre-K, CACFP, non-federal share, and county/local funds. A team of 68 staff members will be dedicated to the project.

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Strategy Name:			Migr	ant Head Start Prograr	n					
Start Date:	7/1/2021	Projected Enc	Date:	6/30/2022 C	/30/2022 Department:		art uco	uccess to Dat		
Need Addressed:			Migrant childre	n are not prepared for	school		Level (F/A	\/С): г		
Date Verified:	2020	Need Identification I	Method:		Community Assessment					
Strategic Goal:			Individuals and	families are stable and	d achieve economi	c security				
Primary Outcome	:		Migrant children	are prepared for scho	ol	C	Domain: Education (Child)			
Projected Enrollm	nent:	39 Projected S	uccess:	Measurem	nent Tool(s):	Educational	Evaluations, Staff R	, Staff Reports		
Action Items (Svc	/Activity)		Units	Unit Type	Responsib	ole Party(ies)	Target Date	Comple		
School Readiness Serv	/ices		39	Children	Head S	Start Staff	6/30/2022			

There are 1,027 Hispanic households with young children residing in the area served by the organization, 399 of which meet the officially recognized definition of poverty. With limited childcare opportunities in the community, these families are often disadvantaged due to social isolation and language barriers. Further, research conducted by the Urban Institute indicates that inclusion of educational services, ensuring preparation for Kindergarten, is the brightest hope for breaking the cycle of multi-generational poverty.

Description: Who are the customers? How are they identified, solicited, enrolled, served, tracked? What financial/other resources will used for implementation? The Migrant Head Start Program will assist young children (ages birth-5) from migrant/seasonal families who are in poverty or categorically eligible to build a strong educational foundation, overcome health barriers, and establish a supportive family environment. Customers will be identified through partner referrals and community advertisement. Customer data will be tracked in the Child Plus data system. Supporting fund sources will include Federal Head Start, North Carolina Pre-K, CACFP, non-federal share, and county/local funds. A team of 20-25 staff members will be dedicated to the project.

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Strategy Name:				1	ransport	tation Program					
Start Date:	7/1/202	1	Projected End D	ate:	6/30/2022 Department:		Transportation		Suc	Success to Date	
Need Addressed:				Individ	uals lack	transportation			Level (F/A/C): F		
Date Verified:	2020	Need	Identification Me	ethod:			Commu	nity Assessmer			
Strategic Goal:				Individuals	and fami	lies are stable a	nd achieve economi	c security			
Primary Outcome	:			Individuals	obtain t	ransportation			Domain:	Tran	sportation
Projected Enrollm	nent:	1,711	Projected Suc	cess:	1,711	Measuren	nent Tool(s):		Program Re	cords	
Action Items (Svc,	/Activity	')		Units		Unit Type	Responsible	e Party(ies)	Target	: Date	% Complet
Rides				95,059		Rides	Transporta	ation Staff	6/30/	2022	

The most recently completed Community Needs Assessment indicates that an estimated 3,852 of the region's households do not own a vehicle. Not only can this present a barrier for households needing access to food, healthcare, and other basic necessities, able-bodied inviduals with transportation barriers are limited in their ability to secure employment and improve qualifications that could lead to the establishment of more meaningful employment.

Description: Who are the customers? How are they identified, solicited, enrolled, served, tracked? What financial/other resources will used for implementation? The transportation program will provide a variety of transit services to groups and individuals in Davie, Stokes, Surry, and Yadkin counties. Customers will be identified through internal/external referrals and word of mouth. Although services will be provided to individuals in all income brackets for a small fee, certain fund sources (ROAP, 5310, 5311) will offer subsidized services to veterans, elderly, and disabled individuals. Customer data will be tracked in CTS TripMaster with services provided by a team of 54 staff members.

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Strategy Name:				Weathe	rization	Assistance Pro	gram					
Start Date:	7/1/2021	L	Projected End	Date:	6/30/2	022	Department:	Weatheriz	ation	Suce	cess to) Date
Need Addressed:			Famil	lies reside in h	omes wit	th health/safet	y concerns		Lev	el (F/A	/C):	F
Date Verified:	2020	Need	Identification M	lethod:			Commun	ity Assessment			-	
Strategic Goal:				Individuals ar	nd familie	es are stable ar	nd achieve economic	security				
Primary Outcome	:		Families experien	ce an improve	ment in t	the health/safe	ety of their homes		Domain:	Ho	ousing	
Projected Enrollm	ent:	70	Projected Su	ccess:	70	Measuren	nent Tool(s):	Pre/P	ost Home Ev	aluatior	IS	
Action Items (Svc/	/Activity			Units		Unit Type	Responsible	e Party(ies)	Target	Date	% Con	nplet
Home Repairs				70		Homes	Weatheriza	ation Staff	6/30/	2022		

Although the region has a surplus of 12,465 housing units, data indicates that 20,475 of these units have substandard conditions, nearly half (9,935) of which are severe. Community members reported that the most common conditions included leaking/sagging roofs, broken windows/doors, inadequate insulation, inadequate heating units, holes in walls/ceilings/floors, missing siding, and rodent/insect infestations. Not only can these conditions contribute to health concerns, they often lead to increased energy costs. On average, utility bills in North Carolina are more than \$400 per month.

Description: Who are the customers? How are they identified, solicited, enrolled, served, tracked? What financial/other resources will used for implementation? The Weatherization Assistance Program will be used to assist low-income households (<200% poverty), particularly the elderly and disabled, overcome the high cost of energy and improve the condition of their homes through energy efficiency and healthy homes measures. Customers will be identified through internal/external referrals, word of mouth, social media, and other community outreach efforts. Customer data will be tracked in the AR4CA data system. The program will be supported through state Weatherization, Healthy Homes, and Duke Energy fund sources and operated by a team of 8 staff members.

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Start Date:	7/1/2021	Proj	ected End Date:		6/30/2022	Department:	Grace's	Closet	Succ	ess to	Date
Need Addressed:				Individ	luals lack clothing			Leve	el (F/A	/C):	F
Date Verified:	2020	Need Ident	ification Metho	d:		Com	munity Assessment	t		_	
Strategic Goal:			Indivi	duals and	families are stab	e and achieve econ	omic security				
Primary Outcome	:		li	ndividuals	obtain clothing			Domain:	Multi	Clothin	g
Projected Enrollm	ent:	7,131 Pr	ojected Success	s : 7,	131 Measu	rement Tool(s):		Program Lo	gs		
Action Items (Svc/	Activity		L	Jnits	Unit Typ	e Respons	sible Party(ies)	Target	Date	% Com	plet
Clothing Goods			2	9,447	Units	Grace	e's Closet Staff	6/30/2	2022		
Need Verification	: Why is	the organizatio	n operating this stra	ategy?							

29,546 members of the local population (15.1%) are considered to be living in poverty based on the nationally recognized definition. As these individuals are focusing resources on housing, utility, medical, and nutritional needs, community members report that these individuals wearing the same outfit multiple days in a row and/or wearing seasonally inappropriate items. Overall, clothing was ranked as the number 8 need experienced by low-income individuals in the region.

Description: Who are the customers? How are they identified, solicited, enrolled, served, tracked? What financial/other resources will used for implementation? Grace's closet, located in the LH Jones Family Resource Center, will provide clothing to individuals in need. Funded by donations, the program will not require participants to verify that they are living in poverty in order to be assisted. Customers will be identified through internal/external referrals, social media, and word of mouth. A team of 3 staff members will be dedicated to the project, with customer data monitored on a spreadsheet,

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Strategy Name	:		Grac	e's Closet	
Start Date:	7/1/2021	Projected End Date:	6/30/2022	Department:	Grace's Closet
Secondary Suc	cess Measures:				
Outcome:					
Projected Se	erved:	Projected Success:	Me	easurement Tool(s):	
Outcome:					
Projected Se	erved:	Projected Success:	Me	easurement Tool(s):	
Outcome:					
Projected Se	erved:	Projected Success:	Me	easurement Tool(s):	
Outcome:					
Projected Se	erved:	Projected Success:	Me	easurement Tool(s):	
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Projected Se	erved:	Projected Success:	Me	easurement Tool(s):	
Outcome:					
Projected Se	erved:	Projected Success:	Me	easurement Tool(s):	
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Start Date:	7/1/202	1 P	rojected End Da	te:	6/30/2	2022	Department:	LJ Jones	FRC	ucce	ess to Dat
Need Addressed	•			Indivi	duals lacl	k basic needs			Lev	vel (F/A	/ C): F
Date Verified:	2020	Need Id	entification Met	hod:			Commu	unity Assessment			
Strategic Goal:			Indi	ividuals an	nd familie	s are stable an	d achieve econom	ic security			
Primary Outcom	e:			Individual	s obtain l	basic needs		[Domain:	Multi-	Domain
Projected Enrollr	nent:	75,506	Projected Succe	ess:	75,506	Measuren	nent Tool(s):	Program F	Rosters, Par	tner Repo	orts
Action Items (Svo	c/Activity	/)		Units		Unit Type	Responsi	ble Party(ies)	Targe	t Date	Comple
Services Provided				75,506		Units	FRC	Tenants	6/30	/2022	
Need Verification	n: Whyi	s the organiz	ation operating this	strategy?							

29,546 members of the local population (15.1%) are considered to be living in poverty based on the nationally recognized definition. Although poverty may impact every household in a different way, regional survey data indicates that the most common concerns include the ability to secure/maintain (1) safe and affordable housing, (2) physical healthcare, (3) nutritious foods, (4) mental healthcare, (5) electricity, (6) safety from violence/abuse, (7) heat, (8) clothing, and (9) water.

Description: Who are the customers? How are they identified, solicited, enrolled, served, tracked? What financial/other resources will used for implementation? *YVEDDI's Jones Family Resource Center will be utilized to address a variety of community needs through the housing of like-minded service organizations. Programs will be offered on a regular basis to improve health and wellness, education, recreation, socialization, and volunteerism. Program eligibility will vary based on the individual requirements of each occupant. A team of 3 staff members will be dedicated to the project, with customer data tracked on spreadsheets (may contain duplications). The program will be supported by cost sharing and county support.*

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Strategy Name				ly Resource Center		
Start Date:	7/1/2021	Projected End Date:	6/30/2022	Department:	LJ Jones FRC	
Secondary Suco	cess Measures:					
Outcome:						
Projected Se	rved:	Projected Success:	M	easurement Tool(s):		
Outcome:						
Projected Se	rved:	Projected Success:	M	easurement Tool(s):		
Outcome:						
Projected Se	rved:	Projected Success:	M	easurement Tool(s):		
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Projected Se	rved:	Projected Success:	M	easurement Tool(s):		
Outcome:						
Projected Se	rved:	Projected Success:	М	easurement Tool(s):		
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Strategy Name:				Doi	mestic \	/iolence Progran	า				
Start Date:	7/1/2023	L	Projected End D	ate:	6/30,	/2022 🕻	Department:	DV/SA	ł	Suc	cess to Date
Need Addressed:			Inc	dividuals live	in unsa	fe home enviror	nments		Leve	el (F/A	/C): F
Date Verified:	2020	Need I	dentification Me	ethod:			Comn	nunity Assessment			
Strategic Goal:				Vulnerable p	opulati	ons maintain a s	afe and healthy e	nvironment			
Primary Outcome	:		Indivi	duals escape	unsafe	home environm	ents	[Domain:	Heal	th: Family
Projected Enrollm	ent:	1,740	Projected Suc	cess:	198	Measurem	nent Tool(s):	Staff Evalu	ation, Custo	mer Sta	ement
Action Items (Svc/	/Activity)		Units		Unit Type	Responsi	ble Party(ies)	Target	Date	% Complete
Information				8,270		Units	D	√ Staff	6/30/2	2022	
Advocacy				5,050		Session	D	√ Staff	6/30/2	2022	
Transportation				70		Rides	D	√ Staff	6/30/2	2022	
Counseling				2,880		Sessions	D	√ Staff	6/30/2	2022	
Court				2,340		Sessions	D	√ Staff	6/30/2	2022	
Utility Assistance				296		Payments	D	√ Staff	6/30/2	2022	

In 2014, a study conducted by the University of North Carolina estimated that 2% of the state's population experiences domestic violence each year. Among these, 97% of these victims reported emotional abuse, with 71% stating that they had been physically abused, 31% reporting financial abuse, 18% reporting technological abuse, and 13% being abused sexually. A child was involved in nearly half of all situations (47.5%). In the service area, a total of 2,387 individuals reported that they had been abused during 2018, 4 of which lead to death.

Description: Who are the customers? How are they identified, solicited, enrolled, served, tracked? What financial/other resources will used for implementation? The Domestic Violence Program, funded by the North Carolina Council for Women and Youth Involvement, FVPSA, the Governor's Crime Commission, United Fund, and county monies, is designed to help end the cycle of violence through public awareness efforts and preventative measures focused on helping victims escape unsafe/unhealthy home environments. Customers will be identified through internal/external referrals, social media, and word of mouth. A team of 6 staff members will be dedicated to the project with customer data is tracked in the CAP60 client tracking software. Secondary indicators of success include (1) the number of individuals who obtain a living-wage equivalent income.

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Strategy Name:				Domestic V	iolence	e/Sexual Assault F	Program				
Start Date:	7/1/2021		Projected End D	ate:	6/30	/2022 D	epartment:	DV/SA	A Contraction of the second se	ucc	ess to Dat
Need Addressed:			Inc	dividuals live	in unsa	afe home environ	ments		Lev	vel (F/A	/С): ғ
Date Verified:	2020	Need	Identification Me	ethod:			Comm	unity Assessment			
Strategic Goal:			V	ulnerable po	pulatio	ns maintain a saf	e and healthy en	vironment			
Primary Outcome	:		Inc	lividuals esca	pe uns	afe environment	S	[Domain:	Health	n: Family
Projected Enrollm	ent:	45	Projected Suc	cess:	21	Measurem	ent Tool(s):	Staff Evaluat	tion, Custo	mer State	ement
Action Items (Svc,	/Activity)			Units		Unit Type	Responsi	ble Party(ies)	Targe	t Date	Comple
Information				100		Units	S	A Staff	6/30	/2022	
Advocacy				70		Session	S	A Staff	6/30	/2022	
Transportation				5		Rides	S	A Staff	6/30	/2022	
Counseling				35		Sessions	S	A Staff	6/30	/2022	
Court				25		Sessions	S	A Staff	6/30	/2022	

In 2014, a study conducted by the University of North Carolina estimated that 2% of the state's population experiences domestic violence each year. Among these, 97% of these victims reported emotional abuse, with 71% stating that they had been physically abused, 31% reporting financial abuse, 18% reporting technological abuse, and 13% being abused sexually. A child was involved in nearly half of all situations (47.5%). In the service area, a total of 2,387 individuals reported that they had been abused during 2018, 4 of which lead to death.

Description: Who are the customers? How are they identified, solicited, enrolled, served, tracked? What financial/other resources will used for implementation? The agency's Sexual Assault Program is designed to help individuals experiencing sexual assault escape violence and begin the healing process through advocacy and support services. Customers will be identified through internal/external referrals, social media, word-of-mouth, and community outreach. Program funding will be provided by the North Carolina Council for Women and Youth Involvement, FVPSA, The Governor's Crime Commission, United Funds, and county monies. A team of 6 staff members will be dedicated to the project, with customer progress is documented in the CAP60 client tracking system.

CSBG \$: 0 Fed \$: 0 State \$: 0 Local \$: 0 Private \$:	0
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Strategy Name:					Senior S	ervices						
Start Date: 7/1/2021		Projected End D	Date:	6/30/20	22 Г	Department:	Senior Services		Suc	Success to Dat		
Need Addressed:			Senio	rs have a heig	htened ris	k of poor to	fair health		Lev	el (F/A	/C):	F
Date Verified:	2020	Need	Identification Me	ethod:			Comm	unity Assessmen	t		_	
Strategic Goal:				Vulnerable p	opulations	maintain a	safe and healthy er	vironment				
Primary Outcome:			Se	niors maintai	n Indepen	dent wellnes	s		Domain:		lealth	
Projected Enrollmo	ent:	4,500	Projected Suc	cess:	5	Measuren	nent Tool(s):	Staff Eva	luation, Customer Stater		tement	
Action Items (Svc/	Activity)		Units	U	nit Type	Responsib	le Party(ies)	Target	t Date	% Com	nplete
Meals on Wheels				61,850		Meals	Senior	Svc Staff	6/30/	2022		
Congregate Meals				25,900		Meals	Senior	Svc Staff	6/30/	2022		
Legal Advocacy				161	Se	essions	Senior	Svc Staff	6/30/	2022		
Senior General Transpo	ortation			9,724		Rides	Senior	Svc Staff	6/30/	2022		
Senior Medical Transpo	ortation			1,768		Rides	Senior	Svc Staff	6/30/	2022		
RSVP				14,109	ŀ	lours	Senior	Svc Staff	6/30/	2022		
Senior Center Participa	ation			3,423	S	eniors	Senior	Svc Staff	6/30/	2022		

Over the past five years, the number of senior citizens (age 65+) has increased by 11.6% from 35,138 to 38,808 individuals. This migration has resulted in an increase of 4.07% in the median age during the same time period. Among these, an estimated 3,528 seniors had incomes below the nationally recognized poverty level, representing 9.4% of the senior population. These individuals often live on fixed incomes and are more likely to experience health problems, food insecurity, social isolation, and other factors that impact quality of life.

Description: Who are the customers? How are they identified, solicited, enrolled, served, tracked? What financial/other resources will used for implementation? The program will serve individuals who are over the age of 50. While the program will not require participants to meet any income guidelines, some components may require older age requirements than others. Customers will be identified through internal/external referrals, social media, community outreach, and word of mouth. The program will be supported by the Older American's Act, United Fund of Surry, Yadkin County United Fund, Yadkin Valley United Fund, state/local funds, consumer contributions, fundraisers, and other donations. A team of 12 staff members will be dedicated to the project, with customer progress tracked in the NCID and ServeTracker databases.

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Strategy Name:			Weatherization Initiative						
Start Date:	7/1/2021 Projected End D		Date: 6/30/2022		Department: Weathe		rization		ss to Dat
Need Addressed: Housing		Housing u	nits in the co	mmunity have health/sa	afety concerns		Leve	(F/A/	C): C
Date Verified:	2020	Need Identification Me	ethod:		Communi	ity Assessment			
Strategic Goal:			Communiti	es are healthy and offe	r economic opportu	unity			
Primary Outcome	:	The condition	n of the com	nunity's housing units i	s improved	C	Oomain:	Hous	sing
Baseline:	N/A	Target:	70	Measurem	ent Tool(s):	Pre/Pos	st Home Evalu	uations	
Action Items (Svc,	/Activity)		Units	Unit Type	Responsibl	e Party(ies)	Target I	Date	Comple
Home Repairs			70	Homes	Weatheriz	ation Staff	6/30/20	022	

Data indicates that 20,475 of the 92,199 housing units available in the region (22%) have at least one substandard condition, 9,935 of which (10.78%) had at least one severe substandard condition. Community members explained that the greatest conditions included sagging/leaking roofs, broken windows/doors, inadequate insulation, holes in walls/ceilings/floors, missing siding, and insect/rodent infestation.

Description: What processes/resources bill be used for implementation?

The Weatherization Initiative is designed to improve the quality of the community's housing units through energy efficiency and home health repairs. Housing units will be identified through applications submitted by low-income households. A team of 8 staff members will be dedicated to the project, with success monitored in the AR4CA data system. The initiative will be supported by state Weatherization funds, Healthy Homes, and Duke Energy.

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Strategy Name:			Tra	ansportation Initiativ	/e				
Start Date:	7/1/2021	Projected End	Date:	6/30/2022 Department: Trans		Transporta	portation Success to		
Need Addressed:		The comm	unity lacks ade	equate public transp	ortation resources		Level (F/A	/C): C	
Date Verified:	2020	Need Identification M	lethod:		Commun	ity Assessment			
Strategic Goal:			Communi	ties are healthy and	offer economic opport	unity			
Primary Outcome	:	The comm	unity improves	s its transportation in	nfrastructure	[Domain: Multi: Ti	ransportation	
Baseline:	N/A	Target:	4	Measure	ement Tool(s):		Program Records		
Action Items (Svc/	Activity)		Units	Unit Type	Responsible	e Party(ies)	Target Date	% Complete	
Transportation Resour	rces Provid	ed	4	counties	Transporta	tion Staff	6/30/2022		

In 2018, the U.S. Census Bureau identified 3,852 households in the service area without a vehicle, limiting access to employment, education, food, medical care, social interaction, and other basic needs. For these households, access to public transportation is crucial to survival. Although YVEDDI currently operates a public transportation initiative, community members participating in surveys and focus groups report that public transportation options are limited throughout the region, indicating the need to continue operations.

Description: What processes/resources bill be used for implementation?

The transportation initiative is designed to improve the public transportation infrastructure in Davie, Stokes, Surry, and Yadkin counties. A team of 54 staff members will be dedicated to the project, with the initiatives scope of success tracked in the CTS TripMaster software.

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Strategy Name:		E	Board Developmen	nt Initiative	2			
Start Date: 6/1/2021		Projected End Date:	6/30/2022	De	epartment:	Administra	ation Su	cess to Date
Need Addressed: Some members of		the governing bod	ly are not f	fully engaged		Level (F/	A/C): A	
Date Verified:	2020	Need Identification Method:			Commu	inity Assessment		
Strategic Goal:		The agency is comp	liant and uses reso	ources effi	ciently to promot	e economic securit	ÿ	
Primary Outcome	:	The organization experi	iences an increase	in board e	engagement	C)omain: Capacit	y: Governance
Baseline:	N/A	Target: N/	/A Me	easureme	ent Tool(s):	Board Mi	nutes, Board Evalu	ation
		Action Items (Svc/Activity)			Responsib	le Party(ies)	Target Date	6 Complet
Develop a board self-a	assessment				Executiv	e Director	6/30/2021	
Develop board trainin	ıg plan				Executiv	e Director	8/31/2021	
Schedule a board retr	eat				Executiv	e Director	6/30/2022	

During the analysis of agency strengths and weaknesses, it was determined that some members of the organization's governing body were not fully engaged in the duties and responsibilities generally associated with the position. Although attendance in regularly scheduled meetings is a critical expectation of all members of a governing body, the most effective organizations are led by those who are fully engaged in all aspects of the organization's mission, strategic direction, and assessment of progress.

Description: What processes/resources will be used for implementation?

The Executive Director will work with members of the governing body to identify any areas in which they feel less than confident in their ability to appropriately oversee and direct the operations of the organization. Once a full understanding of these areas is identified, a training plan will be strategically developed to boost member confidence and engagement.

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Strategy Name:			Staff Rete	ention					
Start Date:	5/1/2021	5/1/2021 Projected End Date: 6/30/2		2 D	epartment:	Administ	istration Success to D		
Need Addressed: Several agency programs were identif		ns were identified	d as having h	igh turnover rates		Level (F	/A/C): A		
Date Verified:	2020	Need Identification Method:			Community	/ Assessment			
Strategic Goal:		The agency is com	pliant and uses re	esources effi	ciently to promote ec	onomic secur	rity		
Primary Outcome	:	Inc	rease staff reten	ition			Domain: apacity:	Human Resourc	
Baseline:	N/A	Target: N	/A N	/leasurem	ent Tool(s):		Personnel Records		
		Action Items (Svc/Activity)			Responsible I	Party(ies)	Target Dat	e % Complet	
Schedule a leadership	team mee	ting			Leadership	Team	5/31/2021		
Develop/disseminate	surveys to	identify mental wellness needs			Leadership	Team	7/31/2021		
Schedule a staff meeti	ings to disc	cuss opportunities for change			Leadership	Team	12/31/2021		

The recently completed SWOT analysis found that several of the agency's programs suffered from staff shortages, at least partially attributed to a high turnover rate. Although a strong majority of the staff members participating in the research explained that they were confident in their understanding and ability to complete their required duties, many explained that they felt underpaid and had insufficient technology to do their jobs effectively.

Description: What processes/resources will be used for implementation?

The agency's leadership team, in coordination with the Executive Director, will schedule a meeting to discuss the scope of the problem. Surveys will be developed and disseminated to team members in each department to identify potential morale concerns. Once evaluated, the leadership team will follow up with a staff meeting to discuss opportunities to improve morale and increase retention.

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Strategy Name:		Agency	/-wide data con	nsolidation Init	tiative				
Start Date:	7/1/2021	Projected End Date:	6/30/202	23 De	epartment:	Administ	ration	ICCE	ess to Da
Need Addressed:		The organization is currently i	not able to proc	duce agency-v	vide unduplicated	data	Le	vel (F/A	/C): A
Date Verified:	2020	Need Identification Method:			Community	y Assessment			
Strategic Goal:		The agency is complia	ant and uses res	sources efficie	ently to promote ed	conomic securit	у		
Primary Outcome:	:	The organization proc	duces agency-w	vide unduplica	ated data		Domain:	Capaci	ty: Data
Baseline:	N/A	Target: N/	/A ľ	Measureme	ent Tool(s):	Undupl	icated Agen	cy Report	S
		Action Items (Svc/Activity)			Responsible	e Party(ies)	Targe	et Date	Comple
Create list of all softwa	are systems	s used for client tracking			Program L	.eads/ED	10/3	1/2021	
Identify reporting/ana	lysis needs				Program Leads/ED			3/31/2022	
Research software/AP	I solutions				Program L	.eads/ED	3/31	L/2022	
Release RFP					Executive	Director	6/30)/2022	

While it is understood that the agency operates a variety of fund sources that require customer data to be tracked in separate systems, producing an unduplicated count of customers served by the entirety of an organization, as well as each program operated under its auspices, is necessary to fully understand its effectiveness. Further, guidance from the National Association of State Community Services Programs (NASCSP) clearly states the expectation of every Community Action Agency to produce unduplicated data for the CSBG Annual Report.

Description: What processes/resources will be used for implementation?

The agency's leadership team will develop a list of all software systems used by the organization to track customer demographics, services, and outcomes and the current reporting/analysis needs of the organization. This will be followed by research of existing software systems and data bridges (APIs). Once the needs are identified, they will be used to develop a Request For Proposals that will be released and published to software developers identified.

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