

Start Date: 7/1/2021 **Projected End Date:** 6/30/2022 **Department:** Community Services **Success to Date**

Need Addressed: Individuals lack a living wage equivalent income **Level (F/A/C):** F

Date Verified: 2020 **Need Identification Method:** Community Assessment

Strategic Goal: Individuals and families are stable and achieve economic security

Primary Outcome: Individuals obtain a living wage equivalent **Domain:** Income

Projected Enrollment: 60 **Projected Success:** 5 **Measurement Tool(s):** Income Documents, Budget, Customer Statement

Action Items (Svc/Activity)	Units	Unit Type	Responsible Party(ies)	Target Date	% Complete
Case Management	60	Households	CSBG Staff	6/30/2022	
Income Management Counseling	60	Households	CSBG Staff	6/30/2022	
Employment Counseling	24	Individuals	CSBG Staff	6/30/2022	
Employment Supplies	6	Individuals	CSBG Staff	6/30/2022	
Education/Skills Development Counseling	24	Individuals	CSBG Staff	6/30/2022	
Housing Payments	29	Payments	CSBG Staff	6/30/2022	
Utility Payments	55	Payments	CSBG Staff	6/30/2022	
Childcare Payments	8	Payments	CSBG Staff	6/30/2022	
Fuel Cards	76	Payments	CSBG Staff	6/30/2022	
Education/Skills Development Payments	10	Payments	CSBG Staff	6/30/2022	

Need Verification: Why is the organization 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 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.

CSBG \$: 0 **Fed \$:** 0 **State \$:** 0 **Local \$:** 0 **Private \$:** 0

Strategy Name: Community Services Program

Start Date: 7/1/2021 **Projected End Date:** 6/30/2022 **Department:** Community Services

Secondary Success Measures:

Outcome: Individuals obtained employment

Projected Served: 60 **Projected Success:** 7 **Measurement Tool(s):** Pay Stub, Check Copy, Employer Statement

Outcome: Individuals increased skills/qualifications that will help them to secure meaningful employment

Projected Served: 60 **Projected Success:** 5 **Measurement Tool(s):** Certificate, Credential, Diploma

Outcome: Individuals obtained basic needs

Projected Served: 8 **Projected Success:** 8 **Measurement Tool(s):** Receipt, Vendor Statement, Customer Statement

Outcome: Individuals that secure standard housing

Projected Served: **Projected Success:** 7 **Measurement Tool(s):** Lease Agreement, Customer Statement

Outcome: Obtain medical benefits

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):** _____

Outcome: _____

Projected Served: _____

Projected Success: _____

Measurement Tool(s): _____

Start Date: 7/1/2021 **Projected End Date:** 6/30/2022 **Department:** Community Services **Access to Data:**

Need Addressed: Youth lack the skills necessary to secure employment as adults **Level (F/A/C):** F

Date Verified: 2020 **Need Identification Method:** Community Assessment

Strategic Goal: Individuals and families are stable and achieve economic security

Primary Outcome: Youth obtain skills necessary to secure employment as adults **Domain:** Education

Projected Enrollment: 10 **Projected Success:** 8 **Measurement Tool(s):** Program Certificate

Action Items (Svc/Activity)	Units	Unit Type	Responsible Party(ies)	Target Date	Comple
Education Counseling	10	Individuals	CSBG Staff	6/30/2022	

Need Verification: Why is the organization operating this 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.

CSBG \$: 0 **Fed \$:** 0 **State \$:** 0 **Local \$:** 0 **Private \$:** 0

Strategy Name:

Getting Ahead

Start Date: 7/1/2021

Projected End Date: 6/30/2022

Department: Community Services

Secondary Success Measures:

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):** _____

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): _____

CSBG \$:	0	Fed \$:	0	State \$:	0	Local \$:	0	Private \$:	0
-----------------	---	----------------	---	------------------	---	------------------	---	--------------------	---

CSBG \$:	0	Fed \$:	0	State \$:	0	Local \$:	0	Private \$:	0
-----------------	---	----------------	---	------------------	---	------------------	---	--------------------	---

CSBG \$:	0	Fed \$:	0	State \$:	0	Local \$:	0	Private \$:	0
-----------------	---	----------------	---	------------------	---	------------------	---	--------------------	---

Strategy Name: Weatherization Assistance Program						
Start Date: 7/1/2021		Projected End Date: 6/30/2022		Department: Weatherization		Success to Date
Need Addressed: Families reside in homes with health/safety concerns					Level (F/A/C): F	
Date Verified: 2020		Need Identification Method: Community Assessment				
Strategic Goal: Individuals and families are stable and achieve economic security						
Primary Outcome: Families experience an improvement in the health/safety of their homes					Domain: Housing	
Projected Enrollment: 70		Projected Success: 70		Measurement Tool(s): Pre/Post Home Evaluations		
Action Items (Svc/Activity)						
		Units	Unit Type	Responsible Party(ies)		Target Date
Home Repairs		70	Homes	Weatherization Staff		6/30/2022
Need Verification: Why is the organization operating this strategy?						
<p>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.</p>						
Description: Who are the customers? How are they identified, solicited, enrolled, served, tracked? What financial/other resources will used for implementation?						
<p>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.</p>						

CSBG \$:	0	Fed \$:	0	State \$:	0	Local \$:	0	Private \$:	0
-----------------	---	----------------	---	------------------	---	------------------	---	--------------------	---

Start Date: 7/1/2021 **Projected End Date:** 6/30/2022 **Department:** Grace's Closet **Success to Date:**

Need Addressed: Individuals lack clothing **Level (F/A/C):** F

Date Verified: 2020 **Need Identification Method:** Community Assessment

Strategic Goal: Individuals and families are stable and achieve economic security

Primary Outcome: Individuals obtain clothing **Domain:** Multi: Clothing

Projected Enrollment: 7,131 **Projected Success:** 7,131 **Measurement Tool(s):** Program Logs

Action Items (Svc/Activity)	Units	Unit Type	Responsible Party(ies)	Target Date	% Complete
Clothing Goods	29,447	Units	Grace's Closet Staff	6/30/2022	

Need Verification: Why is the organization 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. 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,

CSBG \$: 0 **Fed \$:** 0 **State \$:** 0 **Local \$:** 0 **Private \$:** 0

Strategy Name:

Grace's Closet

Start Date: 7/1/2021

Projected End Date: 6/30/2022

Department: Grace's Closet

Secondary Success Measures:

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):** _____

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 **Projected End Date:** 6/30/2022 **Department:** LJ Jones FRC **Access to Data:**

Need Addressed: Individuals lack basic needs **Level (F/A/C):** F

Date Verified: 2020 **Need Identification Method:** Community Assessment

Strategic Goal: Individuals and families are stable and achieve economic security

Primary Outcome: Individuals obtain basic needs **Domain:** Multi-Domain

Projected Enrollment: 75,506 **Projected Success:** 75,506 **Measurement Tool(s):** Program Rosters, Partner Reports

Action Items (Svc/Activity)	Units	Unit Type	Responsible Party(ies)	Target Date	Completed
Services Provided	75,506	Units	FRC Tenants	6/30/2022	

Need Verification: Why is the organization 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 be 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.

CSBG \$: 0 **Fed \$:** 0 **State \$:** 0 **Local \$:** 0 **Private \$:** 0

Strategy Name:

LH Jones Family Resource Center

Start Date: 7/1/2021

Projected End Date: 6/30/2022

Department: LJ Jones FRC

Secondary Success Measures:

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):** _____

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): _____

Strategy Name: Domestic Violence Program
Start Date: 7/1/2021 **Projected End Date:** 6/30/2022 **Department:** DV/SA **Success to Date**

Need Addressed: Individuals live in unsafe home environments **Level (F/A/C):** F
Date Verified: 2020 **Need Identification Method:** Community Assessment

Strategic Goal: Vulnerable populations maintain a safe and healthy environment

Primary Outcome: Individuals escape unsafe home environments **Domain:** Health: Family

Projected Enrollment: 1,740 **Projected Success:** 198 **Measurement Tool(s):** Staff Evaluation, Customer Statement

Action Items (Svc/Activity)	Units	Unit Type	Responsible Party(ies)	Target Date	% Complete
Information	8,270	Units	DV Staff	6/30/2022	
Advocacy	5,050	Session	DV Staff	6/30/2022	
Transportation	70	Rides	DV Staff	6/30/2022	
Counseling	2,880	Sessions	DV Staff	6/30/2022	
Court	2,340	Sessions	DV Staff	6/30/2022	
Utility Assistance	296	Payments	DV Staff	6/30/2022	

Need Verification: Why is the organization operating this strategy?
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 emergency shelter and (2) the number of individuals who obtain a living-wage equivalent income.

CSBG \$:	0	Fed \$:	0	State \$:	0	Local \$:	0	Private \$:	0
-----------------	---	----------------	---	------------------	---	------------------	---	--------------------	---

Strategy Name: Domestic Violence/Sexual Assault Program

Start Date: 7/1/2021 **Projected End Date:** 6/30/2022 **Department:** DV/SA **Access to Data:**

Need Addressed: Individuals live in unsafe home environments **Level (F/A/C):** F

Date Verified: 2020 **Need Identification Method:** Community Assessment

Strategic Goal: Vulnerable populations maintain a safe and healthy environment

Primary Outcome: Individuals escape unsafe environments **Domain:** Health: Family

Projected Enrollment: 45 **Projected Success:** 21 **Measurement Tool(s):** Staff Evaluation, Customer Statement

Action Items (Svc/Activity)	Units	Unit Type	Responsible Party(ies)	Target Date	Completed
Information	100	Units	SA Staff	6/30/2022	
Advocacy	70	Session	SA Staff	6/30/2022	
Transportation	5	Rides	SA Staff	6/30/2022	
Counseling	35	Sessions	SA Staff	6/30/2022	
Court	25	Sessions	SA Staff	6/30/2022	

Need Verification: Why is the organization operating this strategy?

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
-----------------	---	----------------	---	------------------	---	------------------	---	--------------------	---

Strategy Name: Senior Services					
Start Date: 7/1/2021	Projected End Date: 6/30/2022	Department: Senior Services		Success to Date	
Need Addressed: Seniors have a heightened risk of poor to fair health				Level (F/A/C): F	
Date Verified: 2020	Need Identification Method: Community Assessment				
Strategic Goal: Vulnerable populations maintain a safe and healthy environment					
Primary Outcome: Seniors maintain Independent wellness				Domain: Health	
Projected Enrollment: 4,500	Projected Success: 5	Measurement Tool(s): Staff Evaluation, Customer Statement			
Action Items (Svc/Activity)	Units	Unit Type	Responsible Party(ies)	Target Date	% Complete
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	Sessions	Senior Svc Staff	6/30/2022	
Senior General Transportation	9,724	Rides	Senior Svc Staff	6/30/2022	
Senior Medical Transportation	1,768	Rides	Senior Svc Staff	6/30/2022	
RSVP	14,109	Hours	Senior Svc Staff	6/30/2022	
Senior Center Participation	3,423	Seniors	Senior Svc Staff	6/30/2022	
Need Verification: Why is the organization operating this strategy?					
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.					

CSBG \$:	0	Fed \$:	0	State \$:	0	Local \$:	0	Private \$:	0
-----------------	---	----------------	---	------------------	---	------------------	---	--------------------	---

CSBG \$:	0	Fed \$:	0	State \$:	0	Local \$:	0	Private \$:	0
-----------------	---	----------------	---	------------------	---	------------------	---	--------------------	---

CSBG \$:	0	Fed \$:	0	State \$:	0	Local \$:	0	Private \$:	0
-----------------	---	----------------	---	------------------	---	------------------	---	--------------------	---

Strategy Name: Board Development Initiative			
Start Date: 6/1/2021	Projected End Date: 6/30/2022	Department: Administration	Success to Date
Need Addressed: Some members of the governing body are not fully engaged		Level (F/A/C): A	
Date Verified: 2020	Need Identification Method: Community Assessment		
Strategic Goal: The agency is compliant and uses resources efficiently to promote economic security			
Primary Outcome: The organization experiences an increase in board engagement		Domain: Capacity: Governance	
Baseline: N/A	Target: N/A	Measurement Tool(s): Board Minutes, Board Evaluation	
Action Items (Svc/Activity)		Responsible Party(ies)	Target Date % Complete
Develop a board self-assessment		Executive Director	6/30/2021
Develop board training plan		Executive Director	8/31/2021
Schedule a board retreat		Executive Director	6/30/2022
Need Verification: Why is the organization operating this strategy?			
<p><i>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.</i></p>			
Description: What processes/resources will be used for implementation?			
<p><i>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.</i></p>			

CSBG \$:	0	Fed \$:	0	State \$:	0	Local \$:	0	Private \$:	0
-----------------	---	----------------	---	------------------	---	------------------	---	--------------------	---

Strategy Name: Staff Retention			
Start Date: 5/1/2021	Projected End Date: 6/30/2022	Department: Administration	Success to Date:
Need Addressed: Several agency programs were identified as having high turnover rates			Level (F/A/C): A
Date Verified: 2020	Need Identification Method: Community Assessment		
Strategic Goal: The agency is compliant and uses resources efficiently to promote economic security			
Primary Outcome: Increase staff retention		Domain: Capacity: Human Resources	
Baseline: N/A	Target: N/A	Measurement Tool(s): Personnel Records	
Action Items (Svc/Activity)		Responsible Party(ies)	Target Date % Complete
Schedule a leadership team meeting		Leadership Team	5/31/2021
Develop/disseminate surveys to identify mental wellness needs		Leadership Team	7/31/2021
Schedule a staff meetings to discuss opportunities for change		Leadership Team	12/31/2021
Need Verification: Why is the organization operating this strategy?			
<p><i>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.</i></p>			
Description: What processes/resources will be used for implementation?			
<p><i>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.</i></p>			

CSBG \$:	0	Fed \$:	0	State \$:	0	Local \$:	0	Private \$:	0
-----------------	---	----------------	---	------------------	---	------------------	---	--------------------	---

Strategy Name: Agency-wide data consolidation Initiative			
Start Date: 7/1/2021	Projected End Date: 6/30/2023	Department: Administration	Access to Data:
Need Addressed: The organization is currently not able to produce agency-wide unduplicated data			Level (F/A/C): A
Date Verified: 2020	Need Identification Method: Community Assessment		
Strategic Goal: The agency is compliant and uses resources efficiently to promote economic security			
Primary Outcome: The organization produces agency-wide unduplicated data			Domain: Capacity: Data
Baseline: N/A	Target: N/A	Measurement Tool(s): Unduplicated Agency Reports	
Action Items (Svc/Activity)		Responsible Party(ies)	Target Date Complete
Create list of all software systems used for client tracking		Program Leads/ED	10/31/2021
Identify reporting/analysis needs		Program Leads/ED	3/31/2022
Research software/API solutions		Program Leads/ED	3/31/2022
Release RFP		Executive Director	6/30/2022
Need Verification: Why is the organization operating this strategy?			
<p><i>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 (NASCS) clearly states the expectation of every Community Action Agency to produce unduplicated data for the CSBG Annual Report.</i></p>			
Description: What processes/resources will be used for implementation?			
<p><i>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.</i></p>			

CSBG \$:	0	Fed \$:	0	State \$:	0	Local \$:	0	Private \$:	0
-----------------	---	----------------	---	------------------	---	------------------	---	--------------------	---