

## RESULTS ORIENTED MANAGEMENT AND ACCOUNTABILITY ANNUAL PERFORMANCE REPORT

TIMEFRAME: OCTOBER 1, 2023 - SEPTEMBER 30, 2024

Agency Capacity Building	Hours
Hours of Board Members in capacity building activities	89.00
Hours of Agency Staff in capacity building activities	547.50
Total number of volunteer hours donated to the agency	640.00
Of the above, the total number of volunteer hours donated by individuals with low-incomes	212.50

SERVICES PROVIDED TO FAMILIES	
<b>Employment Services</b>	
On-the-Job and other Work Experience	5.00
Job Readiness Training	14.00
Coaching	37.00
Resume Development	5.00
Job Referrals	30.00
<b>Education and Cognitive Development Services</b>	
Financial Literacy Education	116.00
Before and After School Activities	150.00
Behavior Improvement Programs (attitude, self-esteem, Dress-for-Success, etc.)	150.00
Mentoring	152.00
Leadership Training	150.00
College applications, text books, computers, etc.	13.00
Home Visits	61.00
<b>Income and Asset Building Services</b>	
Financial Capability Skills Training	116.00
Financial Coaching/Counseling	137.00
Financial Management Programs (including budgeting, credit management, credit repair, credit counseling,	104.00
Health Insurance	11.00
SNAP Benefits	18.00
Saving Accounts/IDAs and other asset building accounts	2.00
<b>Housing Services</b>	

Financial Capability Skill Training	20.00
Financial Coaching/Counseling	14.00
Rent Payments (includes Emergency Rent Payments)	315.00
Deposit Payments	184.00
Eviction Counseling	23.00
Landlord/Tenant Mediations	23.00
Landlord/Tenant Rights Education	23.00
Utility Payments (LIHEAP-includes Emergency Utility Payments)	16,391.00
Utility Deposits	28.00
Temporary Housing Placement (includes Emergency Shelters)	83.00
Transitional Housing Placements	99.00
Permanent Housing Placements	184.00
Rental Counseling	37.00
Home Repairs (e.g. structural, appliance, heating systems. etc.) (Including Emergency Home Repairs)	63.00
Healthy Homes Services(e.g. reduction or elimination of lead, radon, carbon monoxide and/or fire hazards or electrical issues, etc.)	63.00
Energy Efficiency Improvements (e.g. insulation, air sealing, furnace repair, etc.)	63.00
<b>Health and Social/Behavioral Development Services</b>	
Physicals	191.00
Prescription Payments	15.00
Doctor Visit Payments	198.00
Wellness Classes (stress reduction, medication management, mindfulness, etc.)	247.00
Substance Abuse Screenings	246.00
Substance Abuse Counseling	246.00
Mental Health Assessments	246.00
Mental Health Counseling	246.00
Substance Abuse Support Group Meetings	984.00
Mental Health Support Group Meetings	772.00
Prepared Meals	738.00
Life Skills Coaching Sessions	246.00
Kits/boxes	324.00
Hygiene Facility Utilizations (e.g. showers, toilets, sinks)	324.00
<b>Civic Engagement and Community Involvement Services</b>	
Tri-partite Board Membership	24.00

Getting Ahead Classes	316.00
<b>Services Supporting Multiple Domains</b>	
Case Management	200.00
Eligibility Determinations	16,769.00
Referrals	89.00
Transportation Services (e.g. bus passes, bus transport, support for auto purchase or repair; including	3,196.00
Social Security Card	11.00
Emergency Clothing Assistance	82.00

<b>OUTCOMES ACHIEVED</b>	
<b>Employment</b>	
The number of unemployed adults who obtained employment (up to a living wage).	9.00
The number of unemployed adults who obtained and maintained employment for at least 90 days	7.00
The number of unemployed adults who obtained employment (with a living wage or higher).	4.00
The number of employed participants in a career-advancement related program who entered or transitioned into a position that	10.00
Of the above, the number of employed participants who Increased income from employment through wage or salary amount	1.00
Of the above, the number of employed participants who increased income from employment through hours worked increase.	7.00
The number of employed participants in a career advancement related program who increased benefits related to employment.	2.00
<b>Education and Cognitive Development</b>	
The number of parents/caregivers who improved their home environments.	51.00
The number of adults who demonstrated improved basic education.	247.00
<b>Income and Asset Building</b>	
The number of individuals who achieved and maintained capacity to meet basic needs for 90 days.	31.00
The number of individuals who achieved and maintained capacity to meet basic needs for 180 days.	12.00
The number of individuals who used their savings to purchase an asset.	9.00
The number of individuals who improved their credit scores.	15.00
The number of individuals who increased their net worth.	2.00
The number of individuals engaged with the Community Action Agency who report improved financial well-being.	80.00
<b>Housing</b>	
The number of individuals experiencing homelessness who obtained safe temporary shelter.	110.00
The number of individuals who obtained safe and affordable housing.	184.00
The number of individuals who maintained safe and affordable housing for 90 days.	53.00
The number of individuals who avoided eviction.	131.00

The number of individuals who experienced improved health and safety due to improvements within their home (e.g. reduction	63.00
The number of individuals with improved energy efficiency and/or energy burden reduction in their homes.	63.00
<b>Health and Social/Behavioral Development</b>	
The number of individuals who demonstrated improved physical health and well-being.	224.00
The number of individuals who demonstrated improved mental and behavioral health and well-being.	294.00
<b>Civic Engagement and Community Involvement Indicators</b>	
The number of individuals who increased skills, knowledge, and abilities to enable them to work with Community Action to	5.00
Community Action program participants who improved their leadership skills.	1.00
Community Action program participants who improved their social networks.	1.00
Community Action program participants who gained other skills, knowledge and abilities to enhance their ability to engage.	4.00
<b>Outcomes Achieved Across One or More Domains</b>	
The number of individuals who achieved one or more outcomes in the identified National Performance Indicators in one or	1,238.00