

FY2018 Community Action Plan

**Michigan Department of Health and
Human Services**

**Bureau of Community Action &
Economic Opportunity**

Community Services Block Grant

PURPOSE

The Community Action Plan (CAP) serves as a roadmap demonstrating how Community Services Block Grant (CSBG) eligible entities plan to deliver CSBG services. The CAP identifies and assesses poverty related needs and resources in the community and establishes a detailed plan, goals and priorities for delivering those services to individuals and families most affected by poverty. CSBG funds may be used to support activities that assist low-income families and individuals, homeless families and individuals, migrant or seasonal farm workers and elderly low-income individuals and families by removing obstacles and solving problems that block the achievement of self-sufficiency.

Community Action Plans must adhere to the following federal and state laws:

COMPLIANCE WITH FEDERAL LAW

To comply with the Community Services Block Grant (CSBG) Act, [Public Law 105-285](#), Section 678B (11) eligible entities must complete a CAP, as a condition to receive funding through a Community Services Block Grant. Federal law mandates the eligible entities to include a community-needs assessment in the CAP for the community served.

COMPLIANCE WITH STATE COMMUNITY SERVICES POLICY MANUAL (CSPM)

To comply with Bureau of Community Action and Economic Opportunity's (BCAEO) [CSPM item 301](#) pertaining to the Community Services Block Grant Program, Community Action Plans are to be developed using a processes that assess poverty-related needs, available resources, feasible goals and strategies, and that yield program priorities consistent with standards of effectiveness established for the CSBG program. The CAP should identify eligible activities to be funded in the program service areas and the needs that each activity is designed to meet.

COMPLIANCE WITH CSBG ORGANIZATIONAL STANDARDS

As described in the Office of Community Services (OCS) [Information Memorandum \(IM\) #138, dated January 26, 2015](#), CSBG eligible entities will comply with implementation of the Organizational Standards effective January 1, 2016. Additionally, States reported on the development and implementation of the Standards to OCS beginning January 1, 2016.

STATE PLAN AND APPLICATION REQUIREMENTS

As required by the CSBG Act, Public Law 105-285, states are required to submit a state plan as a condition to receive funding. Information provided in the CAP by eligible entities is included in [Michigan's State Plan](#).

STATE ACCOUNTABILITY MEASURES

Alongside Organizational Standards, the state will be reporting on [State Accountability Measures](#) in order to ensure accountability and improve program performance. Information provided in the CAP may be used to meet the requirements of the measures.



STATE OF MICHIGAN
**Department of
Health and Human
Services**

**Community Services
Block Grant
Planning Application for
FY 2018**

**Bureau of Community Action and
Economic Opportunity**
Grand Tower Building
235 S. Grand Ave, Suite 202
Lansing, MI 48909
(517)241-4871
Fax: (517)335-5042

Submission Date: **08-03-2017**

Grant Term: **October 1, 2017 to September 30, 2018**

Submit the CAP electronically to the MDHHS-BCAEO@michigan.gov mailbox.
Use current forms. Documents must be submitted in their original format.

Contract Number:	CSBG14-70025	Yr 5(FY 18)	Federal ID:	38-6004883
Agency Name:	Ottawa County Community Action Agency			
Agency Address:	12251 James St., Suite 300, Holland, MI 49424			
Contact Name	Paula Huyser	Title:	Program Manager	
Regarding Plan:				
Email:	phuyser@miottawa.org	Phone:	(616) 494-5499	
Geographic Area to be served:	All of Ottawa County in the state of Michigan			

Certification (Check A,B, or C as appropriate)	Authority: PA 230 of 1981 Completion: Mandatory Penalty: No Funds Released
A. <input type="checkbox"/> Approved by the Agency's Governing Board	
B. <input type="checkbox"/> Approved by the Agency's Advisory Board	
C. <input checked="" type="checkbox"/> Will be approved by the Agency's Board on: August 21, 2017	

The Michigan Department of Health and Human Services (MDHHS) does not discriminate against any individual or group because of race, sex, religion, age, national origin, color, height, weight, marital status, genetic information, sexual orientation, gender identity or expression, political beliefs or disability. If you need help with reading, writing, hearing, etc., under the Americans with Disabilities Act, you are invited to make your needs known to a MDHHS office in your county.

The undersigned hereby certify that this agency complies with the Assurances and Requirements of this FY 2018 Community Action Plan and the information in this CAP is correct and has been authorized by the governing body of this organization. Per Organizational Performance Standards the Community Assessment, which is part of the CAP, must be formerly accepted by the governing board.

Board Chairperson

Date

CSBG Planning Application Coversheet and Checklist:

Page	Name of Document	Attachments	Yes	No
3.	Community Action Agency (CAA) Identification and Contact Information		X	
4.	Completed Checklist		X	
5.	Tri-Partite Board		X	
6.	Community Assessment	Most recent copy should be uploaded in FACSPRO	X	
7.-8.	Service Delivery System	Complete & Attach the Excel form titled <i>Programs and NPIs (Service Delivery Q.2)</i>		8/31
8.	Assurance of Funds		X	
9.	Linkages		X	
10.	Coordination & Collaboration	Partners must be entered in FACSPRO	X	
11.	Coordination with Employment & Training Activities		X	
12.	Specific Assistance		X	
13.	Notice of Public Hearing/Public Comment Period	Attach Copy of Notices (Required)	X	
14.	New Program Questions		X	
Attachment	CSBG Expenditure Plan Spreadsheet (With required Service Categories)	Complete Template	X	
Attachment	Programs and NPIs Excel Sheet	Complete Template		8/31
	Logic Models	Complete in FACSPRO		8/31

Tripartite Board Information (*Section 676(b) of the CSBG Act*):

Section 676B of the Community Services Block Grant Reauthorization Act of 1998 requires that, as a condition of designation, private nonprofit entities and public organizations administer their CSBG program through tripartite boards that **“fully participate in the development, planning, implementation, and evaluation of the program to serve low-income communities.”**

Note: Also see CSBG Information Memorandum #82

Please explain below how the individuals on your board are involved in the decision-making process and participate in the development, planning, implementation and evaluation of programs funded under CSBG to meet the requirements listed above.

NOTE: Please place emphasis on the *low-income individuals* on your board.

Governing Board:

Advisory Board:

The Ottawa County Community Action Agency (OCCAA) Advisory Board has as its main purpose to advise the OCCAA and the Ottawa County Board of Commissioners (governing board) in setting the basic goals, policies and procedures for OCCAA programs. The OCCAA Advisory Board fully complies with the tripartite structure and has a complete roster of Consumer Sector (low-income) representatives that fully participate in board membership. The OCCAA Advisory Board meets bi-monthly to routinely review information related to each program run by OCCAA. Program assistance data is reviewed at each meeting, as well as agency financial information. The OCCAA Advisory Board participates in discussion related to relevant state and federal level issues that affect Community Action Agencies. OCCAA Advisory Board meetings also focus on local issues affecting OCCAA programs and procedures.

More in-depth planning, discussion, evaluation and decision-making regarding OCCAA programs often occurs at the sub-committee level for OCCAA. The Program/Finance Committee is a standing committee and meets bi-monthly prior to each full-Board meeting. It is in this setting that Advisory Board members participate in additional development, informational and analytical activity. Currently, two Consumer Sector Advisory Board members serve on this committee. Their input and experience as low-income individuals is extremely valuable to the Advisory Board Program Committee's function. A systematic review of OCCAA purpose, programs, procedures, and policies occur through the lens of low-income county residents via this committee, and the Advisory Board as a whole.

Community Assessment (*Section 676(b)(11) of the CSBG Act*):

A Community Assessment is defined as a comprehensive assessment of community needs and resources as defined in the CSBG Act. **Regular assessment of needs and resources at the community level is the foundation of Community Action and a vital management and leadership tool that is used across the organization and utilized by the community to set the course for both CSBG and all agency resources.**

1. As part of the CA, please explain how the agency collected and included current data specific to the following for the service area? (Check all that apply) (related to Org Std 3.2)

- Data on Poverty Data on Gender Data on Age Data on Race/Ethnicity

How did you collect this data?

A number of data resources were used to produce the 2015 United Way Community Assessment conducted for Ottawa County. These data sources included US Census data, ALICE Survival Budget data, Child-Development Services – Lakeshore Headstart Community Needs Assessment 2014-2015, Michigan Department of Education data, Ottawa Intermediate School District data, and several more sources of data. All sources of data are properly referenced in the 2015 Community Assessment.

OCCAA played an integral role in the planning, interpreting, and compilation of the 2015 Ottawa County Community Needs Assessment. The agency’s Executive Director served on the Steering Committee and the Program Supervisor was a co-chair for the Basic Needs Work Group. The Steering Committee established the scope of the Assessment through use of input from Key Stakeholders and household surveys. Approximately 75 local leaders were surveyed and the results helped determine the use and focus of specific Work Groups. The Basic Needs Work Group analyzed and reviewed current relevant data and created the 2015 household survey questions that were used. The Basic Needs Work Group then reconvened to review results of the household surveys and determine the lay-out of the reported data.

- Focus Groups Client Interviews Parent Surveys Questionnaires
 Data Sources: See above paragraph Other: Household surveys_____

2. Describe how your agency collected and analyzed both qualitative and quantitative data on the geographic service area(s) for the CA? (Related to Org Std 3.3)

The OCCAA Program Supervisor served as co-chair of the Basic Needs Work Group of the 2015 Community Needs Assessment and all meetings of the group were hosted by OCCAA. OCCAA actively coordinated the analyzing and compiling of Basic Needs data/results during Work Group sessions. The Work Group analyzed every question of the household survey in order to study the individual responses and the overall quality/reliability of the responses. The Work Group also helped determine the most accurate presentation of the data for the Assessment. A variety of informative charts, graphs, and spreadsheets were used to convey this important information to the community.

OCCAA formally reviewed all sections of the 2015 Ottawa County Community Needs Assessment at the Advisory Board level. The OCCAA Advisory Board was informed about the process of producing

the Community Needs Assessment and OCCAA's key involvement with this process. The Advisory Board focused mainly on examining the interpreting the Basic Needs section of the Assessment and noted strong connectivity between the Community Needs Assessment and the work and programs of OCCAA.

3. List and summarize any other community needs assessments and other client and community needs studies your agency is currently using for annual and long-range strategic planning:

The Community Needs Assessment and data from the Call 2-1-1 Annual Report has consistently been used by OCCAA for analyzing annual and long-range strategic planning. The information from the Call 2-1-1 Annual Report is specifically relevant as it tracks top ten service requests and top ten unmet need requests.

Recently, updated ALICE Survival Budget data/information was made available for Ottawa County and this information has been utilized in the formal agency Strategic Planning process.

4. From the community assessments and client and community needs studies currently being used by your agency for annual and long range strategic planning:

- Describe the top three emerging needs your agency plans to address (directly or through coordination/linkages):

#	Top Three Needs	Program to Address Top Need	List your agency or a partner agency (or both) providing the program or service to address the need?	If need is not addressed by your agency, choose an option why:
1.	Utility Costs	Utility Assistance grants: MEAP, LCA-LIHEAP, EFSP, Walk for Warmth, HBPW-CAP, ZBPW-private grant.	OCCAA and a few other Utility Assistance provider agencies	Choose an item.
2.	Housing Assistance	Emergency Assistance Grant/MSHDA – OCCAA is the fiduciary for the grant, Information & Referral	Good Samaritan Ministries (HARA), Community Action House, The Salvation Army – Gd. Hvn., other local non-profit social service agencies	Choose an item.
3.	Access to Nutritious Food	OCCAA Food Programs (CSFP/Seniors & TEFAP/general population	OCCAA and partner food pantries and programs (Community Action House, Coopersville Cares, Love In Action, Jehovah Jireh Food Pantry, His Harvest), mobile food pantry	Choose an item.

Service Delivery System: (*Section 676(b)(5) of the CSBG Act*)

Describe the OVERALL Service Delivery System for services provided or coordinated with CSBG funds, targeted to low-income families in the state– please include specific examples.

Describe the agency’s service delivery system for services provided with or coordinated with CSBG funds.

Please include:

1. Where do the clients enter into your agency’s system? (Check all that apply)

- Main Administrative Office
- Centralized Call Center
- Field Offices/Neighborhood Centers County(ies): Ottawa County
- Mobile Site
- On-line Application
- Other: telephone and agency general email address

Ottawa County Community Action Agency offers several options by which clients can enter the agency’s service system. These options include: telephoning the agency, walk-in hours during standard office times, utilizing the agency’s general email address, on-line application via the OCCAA website for two programs, and referral from other social service agencies.

The agency’s service delivery system targeted to low-income individuals and families in Ottawa County, is typically described in terms of four quadrants of Ottawa County – northwest, northeast, southwest, southeast. Each quadrant is somewhat unique in its demographics. The southwest quadrant is primarily urban and contains the largest city of the county (Holland), which has a moderately high percentage of minority population. At times it is necessary for service providers, including OCCAA, to offer services bilingually in English and Spanish to assure comprehensive service provision. The southeast quadrant has two very populous and growing communities making it a large area of the county and one that is considered generally as an affluent area. The northwest quadrant is described as a lakeshore resort-like community with three cities that rely heavily on summer tourism. The northeast quadrant is primarily rural with many farming operations and a number of small towns. This quadrant is also home to Grand Valley State University’s main campus, which accompanies a large student population.

The main offices of Ottawa County governmental human service agencies, including the Department of Human Services (DHS), Department of Public Health (DPH) and Community Mental Health (CMH) Department are located in the southwest quadrant of the county, although some have satellite offices in other parts of the county and some offer on-line services. Ottawa County Community Action Agency (OCCAA) is located in the same complex as these agencies and as such, is easily able to network with, access, and refer clients to these services. DHS, DPH, CMH and OCCAA provide the core services for low-income individuals and families throughout Ottawa County. Many customers enter into the service system through referrals from these agencies, as well as by calling CALL 2-1-1 of the Lakeshore for assistance. OCCAA personnel are very involved in community collaborative groups, such as the Lakeshore Housing Alliance, and related subcommittees, ensuring that other agency personnel are very familiar with OCCAA’s services and are able to make appropriate referrals.

All agencies that provide services to the low-income population recognize that working together in

a coordinated and collaborative manner is in the best interest of the client. There are two groups, the North Ottawa Case Coordinators and the Holland Area Case Coordinators, that meet about every six to eight weeks to exchange agency information and collaborate on designing intervention plans to address the needs of specific families. OCCAA staff members participate actively in both groups.

2. List the services provided by your agency, the funding source(s), and the NPI(s) used to report it:
NOTE: Fill out and attach the Excel form titled *Programs and NPIs (Service Delivery Q.2)*

3. Describe the intake process utilized for clients seeking services and assistance. Please note if the process is the same at all locations.

Intake screening most often occurs by phone, via on-line application, or as a “walk-in” at the OCCAA office. This helps to quickly determine if a household will be eligible for services through a specific program. It is at this time that the applicant is asked for some initial information about total household income and household size. If the household meets the basic eligibility criteria for the program, an appointment is scheduled, for most programs within 1-3 days, and specific documentation must be brought in at the time of the appointment in order to verify income, residency, household size, etc. At the time of the appointment, the OCCAA worker reviews the eligibility documentation carefully and also explains the program, answers any questions, and makes appropriate referrals for other internal or external agency services.

4. Describe the method used to refer clients to programs operated by your agency and to refer clients to services and assistance from outside entities.

As mentioned above, at the time of the initial intake conversation and/or at the time of an application appointment, each client's individual situation is assessed and internal and external referrals are made for other appropriate services. Internal referrals could be for one, or more, OCCAA service programs. External service referrals vary considerably and could also be for one or more services. OCCAA often distributes a summary sheet of area service agencies to the client and highlights the services that would be the most helpful. Occasionally, a phone call is made to a referring agency giving them more specific information on the referral.

5. If you do not use FACSPRO for realtime data for some programs, explain how you gather and report the data to the main administrative office to roll up into the Annual Report. If no field offices/neighborhood centers, write N/A:

N/A

6. Identify which counties, if any, in the CSBG service area **do not** have a neighborhood (county) center and explain how services are delivered to residents of those counties:

N/A

7. How does your agency avoid duplication of services in your service area?

As mentioned earlier, OCCAA actively participates in both Ottawa County case collaborators groups that meet regularly to share agency/program information. Participation in these groups allows OCCAA to stay abreast of new programs or changes in programs that may affect the population base that it serves. If there was potential for duplication to occur, OCCAA can initiate or participate in discussions to deal with this issue. Ottawa County has traditionally been a county where there is a high degree of communication and cooperation between its social service agencies.

8. How does your agency use the ROMA cycle to improve service delivery?

OCCAA applies the ROMA cycle to all of its programs during the program year. The agency has grouped all agency programs into two separate groups. Two regularly rotating scheduled staff meetings focus on these individual programs for planning, review, and revision purposes. The Advisory Board Program Committee also takes part in the ROMA cycle by regularly reviewing programs, policies, and guidelines and making suggestions for changes/revisions and then evaluating these results. The full Advisory Board is also involved in the ROMA cycle through its regular review of agency programs and functioning. Board meetings are an open forum for planning, review of results, and suggestions for change. The agency also makes use of satisfaction surveys for evaluation purposes and to make improvements in agency programs, human resources areas, and with respect to the OCCAA Advisory Board.

9. If your agency provides case management, how is this service provided?

Case management is currently not offered by OCCAA, however, there are other agencies in the community that offer this type of service in very limited circumstances, primarily related to housing and transitioning out of homelessness.

CSBG Federal Assurances: *Sections 676(b)(1)(A)&(B) and 676(b)(4) of the CSBG Act*

Public Law 105-285 establishes programmatic assurances for the State and eligible entities as a condition of receiving CSBG funds.

Note: *Because CSBG funds support the CAA as a whole, please include all services and programs.*

This section will be covered by filling out the attached Programs and NPIs Excel sheet.

Linkages: (Section 676(b)(3)(B) of the CSBG Act)

Gaps in services are needs (for services or assistance) of low-income persons that have not been met or is not being sufficiently met by either the CAA or other service providers, usually due to lack of staff, funding, or resources. The gaps in services may correspond to the Top Three Needs in the Community Needs Assessment and/or can also be identified by the CAA or a coordinating organization. Describe how linkages will be developed to fill identified gaps in services, through the provision of information, referrals, case management, and follow-up consultations.

1. Identify, by county, the gaps in services which still exist:

Housing: electric payment assistance, rent payment assistance, rent deposit assistance, homeless motel vouchers, affordable housing.

Transportation: gas money, general transit/ride programs.

2. How were gaps in service identified (Check all that apply)

- Community Needs Assessment
- Customer Surveys
- Focus Group
- Anecdotal information from customers, partner agencies, etc.
- Other Call 2-1-1 Annual Report for 2015-2016

3. Explain how your agency plans to meet these unmet needs or coordinate services and funding with other organizations.

Although there are several resources in Ottawa County for housing assistance, the demand for this service far outweighs the available supply of funding. Most funding is restrictive in terms of eligibility criteria, which results in few households that can and do receive the assistance. Ottawa County Community Action Agency (OCCAA) will continue to provide information and referral services for housing needs. The agency also is an active participant in a county-wide initiative, Ottawa Housing Next, that seeks to increase affordable housing through a variety of different avenues. OCCAA is a member of the Housing Trust Fund sub-committee, and it is looking optimistic that a county-wide millage will be pursued for this purpose in the next couple of years.

According to county-specific Call 2-1-1 of the Lakeshore data for 2015-2016, requests for utility assistance continues to be the most common service request of callers. There is a near constant demand for utility assistance, both electric and heating assistance. Although there are several agencies that provide utility assistance in Ottawa County, the demand for the assistance far outweighs the supply. OCCAA will continue to offer utility assistance to eligible households using a variety of funding sources. OCCAA keeps in close touch with Call 2-1-1 regarding funding, and also disseminates information about available funding via the two case collaborators groups that meet regularly in Ottawa County.

There are small areas of Ottawa County that are served by public transportation, but there is no comprehensive public transportation system throughout the county. OCCAA is able to make a small impact in this area by providing gas vouchers for agency appointments to clients that reside in out-lying county locations. OCCAA also routinely refers clients to other agencies that have limited assistance available for transportation needs. The need far outweighs available programs and funding at the current time.

OCCAA information is available through the Ottawa County website, www.miottawa.org/caa, which provides information and links to other service providers in the region. Information and referrals can also be obtained through CALL 2-1-1 of the Lakeshore. Information exchange occurs continuously at various meetings and committees on which OCCAA staff participates, including the Lakeshore Housing Alliance, the Ottawa County Food Policy Council, the Migrant Resource Council, and the two Case Collaboration groups which meet at regular intervals with the primary purpose of keeping human service personnel apprised of program, service and agency changes and related issues throughout the county.

Similar to what was noted in the previous section, referrals can be facilitated using CALL 2-1-1 of the Lakeshore. Agencies have the ability to submit current referral information to Call 2-1-1 in order to provide timely and accurate information to the low-income individual/family seeking assistance. For example, if an agency is out of funds for a particular need and has updated its information, the individual and/or family would not be referred to that organization and would be saved the frustration of receiving another denial. CALL 2-1-1 provides OCCAA with updated reports that identify the types of services requested, and any gaps in services. In addition, referral information and processes are discussed regularly at the Case Collaboration meetings. Finally, in Ottawa County there is a cooperative effort among the social service agencies to place phone calls to verify assistance availability and to make referrals.

4. Explain any gaps in service that your agency does not plan on addressing this fiscal year.

There are several other frequently requested services that OCCAA is not able to provide: furniture, emergency shelter, holiday toys/gifts, general legal aid, etc.

5. What is the reason behind those gaps identified in question 4?

- Federal Rules
- State Rules
- Lack of Funding
- Lack of resources, staff, etc.
- Other Lack of expertise in specific area (legal aid), other agencies provide for the requested service (holiday assistance for toys/gifts).

Please provide a narrative if needed

Coordination & Collaboration: (*Sections 676(b)(9) and 676(b)(3)(C) of the CSBG Act.*)

It is a requirement of the CSBG Act that CAAs explain how they will coordinate funds/services by collaborating and partnering with other public and private organizations, including faith-based organizations, charitable groups, and community organizations. This information must be entered into FACSPRO, which rolls up into the CSBG Annual report – see your system admin.

1. Please explain **how** your agency will coordinate services with other organizations within your geographical service area:

OCCAA is itself a representative of a public entity as a division of the County of Ottawa. As such, at both the administrative and programmatic level, the organization has close ties with each of the other county-based public entities, including DHS, CMH, and Public Health. OCCAA also has an affiliation with the local West Michigan Works!.

OCCAA is involved in a partnership with many agencies through the local housing Continuum of Care coordinating body (named the Lakeshore Housing Alliance). The LHA identifies the housing needs of Ottawa County, and designates the lead agency to meet each particular need. All of the participating agencies in the LHA have an understanding that efforts will be coordinated on behalf of the client to meet their needs. OCCAA staff members serve on committees, such as the, Executive Committee, and Special Events Committee, to help meet the needs of the community. CSBG will cover the costs of staff to work with the LHA and respective committees.

Currently, OCCAA is the fiduciary agent on behalf of the Lakeshore Housing Alliance relative to administration of the MSHDA Emergency Solutions Grant (ESG). This arrangement will continue for the 2017-2018 ESG grant year. Formal partnerships (MOU'S) are in place with the following organizations for this program: Good Samaritan Ministries, Community Action House, and the Salvation Army of Grand Haven.

OCCAA has a representative on the Human Services Coordinating Council, and agency staff participates in one of its standing subcommittees. Other affiliations include being a financial supporting member of CALL 2-1-1 of the Lakeshore. CSBG will assist with covering the costs of staff working in these capacities.

OCCAA has a formal partnership with Ottawa County Community Mental Health, The Center for Women In Transition, and Good Samaritan Ministries to provide annual housing inspection support to their rental housing programs. This partnership helps to ensure the health and safety of the agency program renters/residents.

OCCAA is a participant in the Ottawa County Case Collaboration groups. These meetings are held every six to eight weeks in both the northwest and southwest quadrants of the county, and provide a forum to bring agencies together on behalf of individuals and families. The information obtained through these meetings is very valuable in facilitating comprehensive and coordinated assistance to agency clientele. CSBG will cover the costs of staff to participate in the case collaboration meetings.

Low-income senior citizens of Ottawa County are served by Community Action Agency under formal agreements with Georgetown Township Senior Center, Evergreen Commons, Senior Resources and Four Pointes (North Ottawa County Council on Aging). These agreements allow

for the provision of enrichment services that enable seniors to enjoy a more active and productive life.

OCCAA coordinates a Walk for Warmth fundraiser annually to generate private funds to prevent utility shut-offs to low-income households. The Walk for Warmth event brings a number of community groups together on the day of the event.

2. Please provide your agency’s sustainability plan to leverage other funding sources and increase programmatic and/or organizational capacity.

OCCAA has consistently sought to diversify funding in order to produce new funding, or leverage existing funding. Several OCCAA programs are a result of these efforts and each program is a “piece” of the funding “puzzle” for OCCAA. OCCAA has approximately 19 funding sources that comprise its overall budget. These funding sources vary in both size and scope. There are a mix of funding sources; federal, state, local and private. This variety of funding contributes to the agency’s solvency, and helps to alleviate the agency being dependent on only one or two main funding streams. OCCAA’s various funding streams also contributes to a wider variety of services being available to the agency’s clientele.

OCCAA seeks to reduce staffing costs by utilizing volunteers as much as possible. The agency has a large pool of volunteers that assist with the two food programs (TEFAP and CSFP), which results in significant savings in manpower costs. The agency is also able to utilize volunteers in other capacities on a limited basis. OCCAA plans to continue to seek out volunteer assistance when possible (office work, Tax Assistance Program, Walk For Warmth, etc).

3. Please list any new partnerships created in this fiscal year to stimulate coordination and linkages within the community action network.

No new formal partnerships were created in this fiscal year, however, a previous partnership with Community Action Agency of Allegan County (CAAC) was revitalized. This partnership involves OCCAA providing specific Training & Technical Assistance to several CAAC staff members. OCCAA has a number of seasoned staff members who have developed a level of expertise related to several areas of Community Action programs and procedures. These staff members have provided the Training & Technical Assistance that CAAC requested.

OCCAA also plans to pursue a partnership with another local municipality in Ottawa County that provides energy services in order to develop a similar program as that between OCCAA and Holland Board of Public Works/Zeeland Board of Public Works. This action item came about as an outgrowth of the current Strategic Planning process.

4. Public Resources – has your agency entered their public partnerships, affiliations, MOUs and Formal Agreements into FACSPRO?

Yes

No

If no, why not?

5. Private Resources - has your agency entered their private partnerships, affiliations, MOUs and Formal Agreements into FACSPRO?

Yes

No

If no, why not?

Coordination with Employment & Training (E&T) Activities: (*Section 676(b)(5) of the CSBG Act*)

If the agency provides E&T activities with Workforce Investment Act funds, the agency must describe how it will coordinate the provision of employment and training activities in communities with entities providing activities through statewide and local workforce investment systems. If the agency provides supportive services to Work First or Welfare-to-Work program participants with non-Workforce Investment Act funds, describe the services provided.

Note: The CSBG Act, Sec. 676 (b)(5) requires that CAAs coordinate the provision of employment and training activities with Workforce Investment Act programs. The Workforce Innovation and Opportunity Act (WIOA), which was signed into law on July 22, 2014, supersedes the Workforce Investment Act of 1998 (WIA).

WIOA requires priority be given to public benefits recipients, other low-income individuals, and individuals who are basic skills deficient when providing career and training services using WIOA Title I Adult funds.

1. Does the agency coordinate the provision of employment and training activities, as defined in section 3 of the Workforce Innovation and Opportunity Act, with entities providing activities through statewide and local workforce development systems under such Act?

Yes If Yes, describe how the agency will coordinate the provision of Employment & Training Activities under the **WIOA**. (For example, workforce services for out-of-school youth and career pathways approaches and bundled service strategies that support postsecondary education and training for adults, priority given to low-income individuals, etc.)

No

If No, does the agency provide supportive services (such as extended day care, transportation, skills enhancement, etc.) to **Work First** or **Welfare-to-Work** program participants **with non-WIOA funds**?

Yes No If yes, please list the fund source and services provided:

2. If No to all above, please explain why:

OCCAA does coordinate with the local West Michigan Works! on appropriate referrals to OCCAA programs (ie: TAX Assistance Program, Utility Assistance Program, Food Commodity Programs, and the Migrant Assistance Program). Several other agencies in Ottawa County specialize in Employment & Training activities and services. OCCAA regularly refers clients to these programs. As a result, OCCAA does not have any formal programs in this category at this time.

Specific Assistance to Individuals:

Please explain if CSBG funds will provide specific assistance. If so, please explain how. Specific Assistance is considered to be anything of monetary value that is given to the client, i.e., cash, tokens, clothing, transportation, food, shelter, medical care, gas cards, etc. If specific assistance will be provided, it should also be listed in the budget on the Specific Assistance page.

1. Please list any Specific Assistance, a description of it and the need for CSBG funding:

OCCAA is not anticipating offering specific assistance with the current CSBG allocation. If OCCAA has adequate Carry-forward funding available, the agency plans to operate the Migrant Assistance Program in early summer of 2018. Details of this Specific Assistance would be spelled out in the Carry-forward Expenditure Plan and a revised Community Action Plan (CAP).

2. Please enter all CSBG-funded specific assistance programs being recorded in FACSPRO (Please include the CSBG Program Title, the FACSPRO System Name, and the FACSPRO Program Name:

N/A

Public Hearing/Public Comment Period:

A summary of the agency’s proposed plan must be published and made available locally for review and comment by officials and other residents within the service area. The agency shall conduct at least one **public hearing** or provide for a **public comment period**.

1. The agency has made (or will make) the plan available for review using the following process:

Public Hearing

Date of Public Hearing was/will be: _____

Place of Public Hearing was/will be: _____

Public Comment Period

Inclusive Dates for Comment: Wednesday, August 9, through Wednesday, August 23, 2017

2. When and where was/will be the Notice(s) published or posted? List the dates and where below

Date	Where (name of newspaper, website, or public place posted)
Saturday, 8-5-17	The Holland Sentinel
8/9/17 – 8/23/17	The OCCAA website
8/1/17	Public Announcement at the Holland Case Collaborators group

***Submit a pdf copy of proof of the published notice(s) with the CAP Application.**

New Programs (Optional): Please answer the following questions for any new programs your agency may have reservations about:

*N/A

1. Name of Program:
2. How does your Community Needs Assessment Support this initiative? (How is it helping the community?):
3. How did you pick this group or initiative over others:
4. How does this meet one of the CSBG Assurances (Section 676(b)(1) of the act):
5. How is this helping move clients out of poverty:
6. How will you determine eligibility:
7. Is this a reasonable use of funds:
8. Are there any possible conflicts of interests with CAA staff or board members:
9. What is the breakdown of the cost:
10. If this is a subcontract, how will you monitor funds?