FY2021 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 500 Series 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 ACOUNTABILITY 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 –

MDHHS

STATE OF MICHIGAN
Department of Health and Human Services

Community Services Block Grant Planning Application for FY 2021

Submission Date: **8/14/2020**   Grant Term: **October 1, 2020 to September 30, 2021**

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

Contract Number:	CSBG21-2021-	Grant 21	Federal ID:	38-6004883

Agency Name: | Ottawa County Community Action Agency

Agency Address: | 12251 James St., Suite 300, Holland, MI 49424

Contact Name Regarding Plan: | Jennifer Brozowski | Title: | Program Director
Email: | jbrozowski@miottawa.org | Phone: | (616) 494-5499

Geographic Area to be served: | All of Ottawa County in the state of Michigan

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Certification (Check A, B, or C as appropriate)

A. ☐   Approved by the Agency's Governing Board

B. ☐   Approved by the Agency's Advisory Board

C. ☒   **Will be** approved by the Agency's Board on: August 25, 2020

Authority: PA 230 of 1981
Completion: Mandatory
Penalty: No Funds Released

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 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 Checklist:

Page	Name of Document	Attachments	Yes	No
1.	Agency Information		X	
2.	Completed Checklist		X	
3.	Tri-Partite Board		X	
4.	Community Assessment	Most recent copy should be uploaded in FACSPro/SharePoint	X	
5.	Service Delivery System		X	
6.	Accountability and Reporting Requirements		X	
7.	Assurance of Funds	Complete the *Programs and Funding* tab in the budget	X	
8.	Drug and Child Support Services and Referrals		X	
9.	Linkages		X	
10.	Coordination & Collaboration	Partners must be entered in FACSPro	X	
11.	Coordination with Employment & Training Activities		X	
12.	Specific Assistance		N/A	
13.	Notice of Public Hearing/Public Comment Period	Save a Copy of Notices in your SharePoint folder(Required)	X	
14.	Community Initiatives	Complete in FACSPro	N/A	
15.	Income Eligibility Exception and New Program Questions		N/A	
16.	Action Plan Templates/Logic Models/Annual Report	Complete in SharePoint/FACSPro	x	
Attachment	CSBG Expenditure Plan Spreadsheet (With required Service Categories)	Complete Template and save in SharePoint	X	

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

1. **Please explain below how the individuals on your board are involved in the decision-making process and how they 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:

The governing Board for Ottawa County Community Action Agency (OCCAA) is the County Board of Commissioners. This governing body is somewhat removed from the day-to-day functioning of the OCCAA, however, five of the Commissioners sit on the Health & Human Services Committee, and that committee meets monthly. During this monthly committee meeting several County departments that focus on social services issues, give updates on their programs, including OCCAA. These committee members rotate every few years. As a result, most, if not all, County Commissioners are aware of OCCAA and have received in-depth information on the CAA's programs/services. Constituents, including those that are low-income, that are in the County Commissioner's district are able to express their needs and input to their Commissioner, who can then bring it to the committee meeting. OCCAA routinely provides program updates, data reporting and client participant stories to the committee. Additionally, a formal OCCAA Annual Report is given to the full Board of Commissioners each March, with the opportunity for the Board of Commissioners to ask questions or make comments during this report period.

Advisory Board (Public Agencies):

The Ottawa County Community Action Agency (OCCAA) Advisory Board's main purpose is to advise the agency and the Ottawa County Board of Commissioners (governing board) in setting the basic goals, policies and procedures for OCCAA programs and services. The OCCAA Advisory Board closely adheres to the tripartite structure and has a complete roster of Consumer Sector (low-income) representatives that fully participate in board membership. Currently, one of the OCCAA Advisory Co-Chairs is a Consumer Sector representative, and the other is a Private Sector representative. The OCCAA Advisory Board meets bi-monthly and routinely reviews 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 also participates in discussions related to relevant state and federal level issues that affect Community Action Agencies. The OCCAA Advisory Board meetings also focus on local issues affecting OCCAA programs and procedures. The OCCAA Advisory Board reviews the OCCAA CAP Plan annually at its

August meeting, and each Board member is given the opportunity to have input and make suggestions regarding the CAP Plan at this meeting.

More in-depth planning, discussion, evaluation and decision-making regarding OCCAA programs/services 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 committee setting that the Advisory Board members participate in additional development, informational and analytical activity. Currently, five Advisory Board members participate in this sub-committee, although the committee is open to participation by any member at any time. It is noteworthy to mention that two Consumer Sector members currently serve on this sub-committee. Their input and experience as low-income individuals are extremely valuable to the Program/Finance Committee's function. These two Consumer Sector members often supply a first-hand glimpse at how program recipients experience agency programs and how the programs might be improved or enhanced. 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.

2.   **Does your Board have any vacancies over 90 days?**   ☐ **Yes**   ☒ **No**

If Yes, please explain what your agency is doing to fill the vacancy(ies):

3.   **Do all new Board Members receive training within 60 days of joining**? ☒ **Yes**   ☐ **No**

If No, please explain:

4.   **Do all Board Members sign a Conflict of Interest acknowledgement every two years?**
☒ **Yes**   ☐ **No**   **If No, please explain:**

5.   **Do all Board members get regular ROMA training?**   ☐ **Yes**   ☒ **No**
Please explain: OCCAA previous director was certified ROMA instructor. Once a replacement is trained, Board members will receive this training.

6.   **Please explain how you are holding required Board meetings during the COVID19 pandemic:**
On August 24, 2020, OCCAA will hold a Board meeting via Zoom. During this time, voting was done via email for any new funding. There was not an April or June Board meeting due to the vacancy of the agency director and due to COVID-19. Regular Board meetings will occur starting in August and every other month thereafter, now that a new director is in place. These will take place, most likely, via Zoom.

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

A Community Needs Assessment (CNA) 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. **Date of most current, approved Community Needs Assessment**: September 2018

2. **As part of the CNA, please explain how the agency collected and included current data specific to the following for the service area? (Check all that apply, specifically during COVID19)** *(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 sources were used to produce the 2018 United Way Community Assessment conducted for Ottawa County. These data sources included US Census data, ALICE Survival Budget data, The Ottawa Food – 2018 Food Access Survey, The Ottawa County 2017 Community Health Needs Assessment, Point In Time Homeless Count – Ottawa County, Lakeshore Call 2-1-1 Annual Report for 2017, Child Development Services of Ottawa County Annual Report 2016-2017, MI School data and several more sources of data. All sourcess of data are properly referenced in the 2018 Community Assessment for Ottawa County.

    OCCAA played an integral role in the planning, interpreting, and compilation of the 2018 Ottawa County Community Needs Assessment. The agency's Program Manager served on the Steering Committee and 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. 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 helped to create many of the 2018 household survey questions that were used. Two other Work Groups participated in finalizing the other household survey questions. The Basic Needs Work Group then reconvened to review results of the household surveys and to determine the lay-out of the reported data.

    During the current COVID-19 pandemic, OCCAA is working with local partners to determine the best needs. Health Department did a Health Needs Assessment that included any resources needed during this pandemic. The Health department also send a daily survey to those infected with COVID-19 to assess for basic needs. OCCAA is administering the CSBG-CARES program and also providing quarantine kits to those in need.

    ☐ Focus Groups ☒ Client Interviews ☐ Parent Surveys ☒ Questionnaires

    ☒ Data Sources: _Qualtrics, Census, ALICE Data_ ☒ Other: __**Web-based meetings during COVID**_____

3. **It is a best practice suggestion to add client stories in your Community Needs Assessment. Will you be including this in your next CNA?**

    ☒ Yes ☐ No ☐ Other: _____

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

The previous OCCAA Program Manager served as co-chair of the Basic Needs Work Group of the 2018 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 final published Community Assessment. A variety of informative charts, graphs, and spreadsheets were used to convey this important information to the community. Also included were quotes/comments from actual program participants, and community members facing a variety of challenging individual and social difficulties that many of the local social service agencies seek to address.

OCCAA formally reviewed many sections of the 2018 Ottawa County Community Needs Assessment at the Advisory Board level and at the committee 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.

5. **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 2018 Community Assessment for Ottawa County and data from the Call 2-1-1 2018 Annual Report – Ottawa County section, has been consistently used by OCCAA for analyzing annual and long-range strategic planning. The information from the Call 2-1-1 2018 Annual Report is specifically relevant as it tracks the Top Ten Service Requests and the Top Ten Unmet Need Requests for Ottawa County.

    Recently, updated ALICE Survival Budget data/information was made available for Ottawa County by the local United Way. This information was recently reviewed by the OCCAA Program/Finance Committee. Additionally, ALICE information was utilized by the agency during its Strategic Planning process back in the summer of 2017.

    The 2020 Census data will be included in the next CNA.

6. **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 from CNA	Program to Address Top Need	Updated top three needs during COVID19	If need is not addressed by your agency, choose an option why:
1.	Utility Costs	Utility Assistance grants: MEAP, EFSP/FEMA, HBPW-Direct Assist private grant, ZBPW private grant, HBPW -C.A.P., Walk For Warmth - agency funds, Consumers Discretionary, LCA-LIHEAP-if available	Utility Assistance	Choose an item.

2.	Housing Assistance	Emergency Solutions Grant/MSHDA – OCCAA is the fiduciary for this grant; Information & Referral	Housing Assistance	Another agency providing Service
3.	Free Tax Prep	TAX Assistance Program (CSBD-D)	Food	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

2. Describe the intake process utilized for clients seeking services and assistance. Please note if the process is the same at all locations and/or how it has changed during COVID19.
    Currently the intake process is being done mainly via email and telephone. If participants choose to do a face-to-face appointment, they must schedule an appointment; No walk-in appointments are accepted at this time. Clients must take a COVID-19 symptom screening while in the lobby and wear a face mask at all times inside the building. Clients meet with a staff member behind plexiglass.

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

4. If you do not use FACSPro for real time data entry for some programs, explain how (and when) 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: (please also include Mass Entry)
    N/A

5   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

6. How does your agency avoid duplication of services in your service area?
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 up-to-date with 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.

7.   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.

Accountability and Reporting Requirements: (*Section 678(E) of the CSBG Act*)

1.   Describe how your agency uses the ROMA cycle to improve service delivery.

OCCAA, in collaboration with its grant partnerships, uses ROMA to help assess, develop, and delivery the needs of the community. OCCAA new director will be attending ROMA training as soon as it is available.

2.   Check all that apply:

☒   Staff, including frontline staff, know what ROMA is and understand the ROMA cycle.

☒   The Board knows what ROMA is and understands the ROMA cycle

☒   Management and other staff regularly use ROMA to describe and report outcomes.

☐   Individual program results are regularly reviewed and compared to targets.

☒   The CAA reports program outcomes to their Board using the ROMA framework.

☐   Other:_____

3.   Are there Services or Outcomes that your agency provides that aren't collected due to no choices in the current Services and FNPIs?

☐ Yes   ☒ No

If yes, please explain.

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 Funding tab in the budget.

Drug and Child Support Services and Referrals: (*Section 678G of the CSBG Act*)

Drug Testing and Rehabilitation: (1) inform participants who test positive for any controlled substances about the availability of treatment or rehabilitation services and refer such participants for appropriate treatment or rehabilitation services.

NOTE: Drug testing is not currently required in Michigan, but this assurance is part of the CSBG Act so is placed here for reference. If Michigan did start requiring drug testing, agencies would be required to refer those who test positive to appropriate treatment and rehabilitation services.

Child Support Services and Referrals:(1) inform custodial parents in single-parent families that participate in programs, activities or services carried out or provided with CSBG funds about the availability of child support services; and (2) refer eligible parents to the child support offices of State and local governments.

1. How does your agency determine if a participant is a custodial parent in a single-parent family?

This question is covered during the intake or application part of the process when a household is seeking services. Household composition questions are handled as part of the data entry into FACS Pro, which lends itself well to a worker asking about custodial parenting. If the applicant is a single parent and is providing information about income sources, the topic of child support is automatically asked.

2. If a participant is a custodial parent in a single-parent family, how does the agency inform and refer them to child support offices?

It is quite rare that a single-parent household is not aware of, or is not receiving child support. When this does happen, the OCCAA worker is able to provide the DHHS booklet on Child Support to the client.   All clients receiving child support through Friend of the Court, or other means, must provide appropriate documentation for such.

Linkages: (*Section 676(b)(3)(B) of the CSBG Act and State Accountability Measure 7Sa*)

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:
    a. **Housing**: rent payment assistance, utility payment assistance, community shelters, rent deposit assistance, homeless motel vouchers
    b. **Transportation**: vehicle gas money assistance
    c. **TAX assistance**: VITA Program sites
    d. **Household goods**: general furniture provision

Household goods: general furniture provision

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

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 & Referral services for housing needs. The agency also is an active participant in a county-wide initiative, 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 may be that a county-wide millage could be pursued for this purpose in the next few years.

    According to county-specific Call 2-1-1 of the Lakeshore data for 2017-2018, 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.

For the second year in a row, the Call 2-1-1 of the Lakeshore Annual Report lists requests for VITA Program sites high on its unmet needs in Ottawa County. Ottawa County Community Action Agency has operated its TAX Assistance Program to the community for over 10 years. This program continues to receive many requests for service during the tax season. OCCAA previously received CSBG-T funds for this program for many years, however, more recently this funding was combined into CSBG-D funding, which was not offered to the agency three years ago, and was not available to the agency two years ago. Fortunately, last year, OCCAA was awarded CSBG-D funding and was able to provide this critical service this past tax season. With "automatic" CSBG-D funding availability this year, OCCAA plans to offer this program again for the upcoming 2020 Tax season.

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 coordinates services with other organizations routinely. Information about OCCAA services is available through the Ottawa County website, www.miottawa.org/caa, which provides agency 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 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 or coordinating services to meet the unmet needs 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.

OCCAA plans to coordinate services regarding these requests by providing Information & Referral to those agencies in the county that do provide the services, or similar services.

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 a specific area (Legal Aid), and other agencies provide for the requested service (holiday assistance for gifts and toys).

Please provide a narrative if needed

Coordination & Collaboration: (*Sections 676(b)(9) and 676(b)(3)(C) of the CSBG Act and State Accountability Measure 7Sa*)

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. (Please include new COVID19 partnerships)

   OCCAA is involved in a partnership with numerous 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 (HARA) 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 2019-2020 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 Community SPOKE team (partnership formed to strengthen the collaboration between county government and private non-profit agencies). 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, Resilience (local Domestic Violence agency – formerly 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 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. CSBG funds will help defray some of the staffing costs related to the administration of this local grant program.

   OCCAA coordinates a Walk for Warmth fundraiser annually to generate local, 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.

During the COVID 19 pandemic OCCAA is working closely with the Ottawa County Health Department to address the needs of those affected by COVID-19. OCCAA is also providing cloth face masks to the local CMH, the Pathways to Better Health Program, and other county programs to be distributed to the public. OCCAA will be collaborating with local water providers to assist with water arrearages to Ottawa County members.

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 portion of the funding for OCCAA. OCCAA has approximately 21 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 previously utlized the County Sheriff's Department Inmate Work Crew Program for the CSFP food program. This is not being used due to the pandemic, but may be revisited after it is safe to do so. This collaborative approach within the County also results in a cost savings for staffing needs for OCCAA. 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.

OCCAA will be working with new local water providers to assist with water bill arrearages due to COVID. OCCAA is also working closer with the County health Department to distribute quarantine kits for those affected by COVID-19.

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?

6. Please explain how your agency updates the 211 database to keep it current.

    OCCAA participates with 2-1-1 to complete an annual survey updating the database to ensure it is current with all programs provided. OCCAA also updates 2-1-1 regularly when there are funding changes for accurate programmatic information. This information is communicated via email as it occurs.

7. Are there any opportunities for improvement with how your 211 data is updated?

    Not at this time.

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. How 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?

OCCAA does not provide this service, however, OCCAA refers to West MI Works! West MI Works! is the local agency that specializes in employment and training activities/services and OCCAA has a close relationship with this organization. Both OCCAA and West MI Works! used to be housed under the same department at Ottawa County, thus coordination of services was very integrated. Per previous Michigan Governer Order, West MI Works! was formed as a regional entity in October 2015, and the local Ottawa County MI Works! became a part of that entity. Although no longer a "sister" department, the connection between OCCAA and West MI Works – Ottawa County! remains intact and strong. OCCAA regularly refers clients to the West MI Works! programs/services and in turn, that organization makes regular referrals to OCCAA services (TAX Assistance Program, Utility Assitance Program, Food Commodity Program, etc). As a result, OCCAA does not have any formal programs in this category at this time.

2. Please check which one(s) applies:

☐ The agency is part of a **One-stop delivery system** or **One-stop system,** which is used to refer to the system of partners, operations, and centers described below. In other words, it is the set of entities and operations that provide the on-the-ground services that are the core of the WIOA.

If the box above is checked, please check your role below:

☐ The agency is a **One-stop partner**, which is an entity that is either required or chosen to participate in the one-stop system.

☐ The agency is a **One-stop operator**, which is an entity that receives WIOA funds to operate the one-stop centers.

☐ The agency operates a **One-stop center**, which is the physical location where the services are provided.

☐ Other, please explain:

☒ The agency is **NOT** part of a One-stop delivery system.

Specific Assistance to Individuals:

Specific Assistance is anything of monetary value that is given to the client, such as training stipends, payments on behalf of clients to vendors, payments to clients, clothing, transportation (including bus passes/tokens and gas cards), food, shelter, medical care, etc.

Specific Assistance programs require an eligibility component requirement for both income and assets.

Please list the Agency's **CSBG-funded** Specific Assistance below. If specific assistance will be provided, it should also be listed in the budget on the Specific Assistance page.

1. All **CSBG-funded** Specific Assistance must be entered in FACSPro. Please include the CSBG Program Title, the FACSPro Program Name, and the FACSPro System Name below:

Program Title	Agency Program Name in FACSPro	System Name in FACSPro
ACME CSBG Homeless Prevention	*CSBG*	*ACME CSBG Homeless Prevention*

2. If *CSBG-funded* Specific Assistance is provided in the form of non-cash awards such as tokens, gift cards, bus passes, food baskets, etc., please describe the program below.

   N/A

3. How is the funding tracked in FACSPro?

   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: Monday, September 14, 2020 through Friday, September 25th, 2020

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)
Sunday, 8/16/2020	The Holland Sentinel (affidavit to be sent upon receipt week of 8/17/2020)
8/17/2020-9/25/2020	The OCCAA website
9/10/2020	Public Announcement at Holland Case Collaborators Meetings
8/12/2020	Public Announcement at the Ottawa County Health & Human Services Committee meeting

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

Community Initiatives:

1. <mark>Please list the names of all agency Community Initiatives or projects, including those that aren't included in any reporting or where you are part of a larger collaboration.</mark>

    <mark>N/A</mark>

2. Are you reporting any Community Initiatives in FACSPro?

    ☒ Yes   ☐ No   If no, why not?

    OCCAA, in collaboration with the Holland Board of Puclic Works, provides lower my bill audits and this is tracked in FACSPro.

Income Eligibility Exceptions: Please explain if your agency has any programs that use the income eligibility exception listed in CSPM 502.

1. Name of program:
2. Service Area:
3. Reason for eligibility determination exclusion (See 502):
4. Proof that the clients will be predominantly income-eligible:

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

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?

Action Plan Templates/Logic Models/Annual Report:

Action Plan Templates, Logic Models and the Annual Report should be completed for the new fiscal year.

1. Will you be reviewing all agency Action Plan Templates and making any needed corrections?

   ☒ Yes ☐ No If no, why not?

2. Are there any new Action Plan Templates that must be created for new programs?

   ☒ Yes ☐ No If yes, what program? Action Plans will be included for the new Water Assistance Program and any other COVID-19 related funding, as needed.

3. How (and how often) do you analyze your program data to create the projected numbers for your logic models?

OCCAA typically determines projected numbers for Logic Models based on the previous year's actual numbers and available funding for each program (which can vary from year to year). These two items have proven to be the most helpful when making accurate projections. Occasionally, when a drastic change occurs mid-year (MEAP for this past year) projected numbers will be adjusted in FACS Pro.

4. Has a new Annual Report been created in FACSPro for this fiscal year? (See CSBG Annual Report Guide for Instructions) This should be completed.

   ☒ Yes ☐ No If no, why not?

5. Do you track volunteer hours using FACSPro?

   ☒ Yes ☐ No If no, why not?

   How do you determine if the client is a low-income volunteer?

   Agency staff help determine this item. They are aware of their volunteers and make this determination based on knowledge of the volunteer's background (HCV participant, previous Weatherization Program participant, etc.).

6. Do you track Staff and Board training using FACSPro?

   ☒ Yes ☐ No If no, why not?

7. Do you have an internal tracking system to determine unduplicated counts for programs that do not use FACSPro for intake?

    ☐ Yes   ☒ No   If yes, please explain?

    All programs are tracked in FACSPro at this time.