

2019

Community Service Block Grant ANNUAL REPORT

Community Action Council
of Portage County
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June 2020

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**CSBG OutCome
2018-2019
Annual Report Results (Year 2)
Agency Name: CAC of Portage County**

CSBG Domain:	Education and Cognitive Development			
CSBG Family National Performance Indicators (Goals)	Number of participants served (enrolled in goal)	Target #	Actual Results (Achieving the goal)	Narrative if +/-20% from annual target
FNPI 2c2. 1st grade-8th grade	101	60	74	Enrollment and achievements exceeded planned levels due to higher than expected enrollment in summer activities for the year
FNPI 2c3. 9th grade-12th grade	84	80	52	The grant ended for the 21st Century Community Learning Center as of June 2019.
FNPI 2f. The number of adults who demonstrated improved basic education.	3	5	1	Numerous individuals indicated interest in enrollment in certificate-based training but none completed the training thru 12/31/19.
CSBG Individual and Family Services			Unduplicated number of individuals or households served	
FNPI 2c2. 1st grade-8th grade	SRV 2l. Before and After School Activities		91	
	SRV 2m. Summer Youth Recreational Activities		47	

FNPI 2c3. 9th grade-12th grade	SRV 2i. Other Post Secondary Preparation	16
	SRV 2l. Before and After School Activities	42
	SRV 2p. Mentoring	50
	SRV 2x. Applied Technology Classes	0
FNPI 2f. The number of adults who demonstrated improved basic education.	SRV 2x. Applied Technology Classes	1

CSBG OutCome
2018-2019
Annual Report Results (Year 2)
Agency Name: CAC of Portage County

CSBG Domain:	Health and Social/Behavioral Development			
CSBG Family National Performance Indicators (Goals)	Number of participants served (enrolled in goal)	Target #	Actual Results (Achieving the goal)	Narrative if +/-20% from annual target
FNPI 5b. The number of individuals who demonstrated improved physical health and well-being.	973	500	973	Participation in the Summer Food Program for Children exceeded planned levels.
CSBG Individual and Family Services			Unduplicated number of individuals or households served	
FNPI 5b. The number of individuals who demonstrated improved physical health and well-being.	SRV 5ii. Prepared Meals		973	

CSBG OutCome
2018-2019
Annual Report Results (Year 2)
Agency Name: CAC of Portage County

CSBG Domain:	Housing			
CSBG Family National Performance Indicators (Goals)	Number of participants served (enrolled in goal)	Target #	Actual Results (Achieving the goal)	Narrative if +/-20% from annual target
FNPI 4g. The number of households who experienced improved health and safety due to improvements within their home (e.g. reduction or elimination of lead, radon, carbon dioxide and/or fire hazards or electrical issues, etc).	133	30	133	Services for all home repair services were much greater than expected during the last quarter but were down overall for 2018-19. Housing Trust fund services were much less than projected however.
FNPI 4h. The number of households with improved energy efficiency and/or energy burden reduction in their homes.	9,453	7,005	9,399	Weatherization, EPP, and HEAP/PIPP services greatly exceeded planned levels.
CSBG Individual and Family Services			Unduplicated number of individuals or households served	
FNPI 4h. The number of households with improved energy efficiency and/or energy burden reduction in their homes.	SRV 4i. Utility Payments (LIHEAP-includes Emergency Utility Payments)		5191	
	SRV 4l. Level Billing Assistance		3660	
	SRV 4q. Home Repairs (e.g. structural, appliance, heating systems. etc.) (Including Emergency Home Repairs)		133	

SRV 4t. Energy Efficiency Improvements (e.g. insulation, air sealing, furnace repair, etc.)

602

CSBG OutCome
2018-2019
Annual Report Results (Year 2)
Agency Name: CAC of Portage County

CSBG Domain:	Linkages (partnerships that support multiple domains)			
CSBG Family National Performance Indicators (Goals)	Number of participants served (enrolled in goal)	Target #	Actual Results (Achieving the goal)	Narrative if +/-20% from annual target
<i>No NPI's are selected for this ROMA Workplan Domain.</i>				
CSBG Individual and Family Services	Unduplicated number of individuals or households served			
Describe what activities you plan to do to established linkages to assure the effective delivery of and coordination of CSBG services to people with low- incomes and communities and avoid duplication of services:	0			
Describe what linkages would be developed to fill identified gaps in services, through the provision of information, referrals, case management, and follow-up consultations:	0			

All Characteristics Report
Goal 1: Individuals and Families with low-incomes are stable and achieve economic security

Name of CSBG Eligible Entity Reporting : CAC of Portage County

A. Total unduplicated number of all INDIVIDUALS about whom one or more characteristics were obtained:

8,223

B. Total unduplicated number of all HOUSEHOLDS about whom one or more characteristics were obtained:

3,758

C. INDIVIDUAL LEVEL CHARACTERISTICS

1. Gender	Number of individuals
a. Male	3,285
b. Female	4,900
c. Other	0
d. Unknown/not reported	38
2. Age	Number of individuals
a. 0-5	916
b. 6-13	1,560
c. 14-17	692
d. 18-24	513
e. 25-44	1,818
f. 45-54	873
g. 55-59	563

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h. 60-64	483		
i. 65-74	539		
j. 75+	266		
k. Unknown/not reported			
3. Education levels	Number of individuals		
	[ages 14-24]	[ages 25+]	
a. Grades 0-8	541	107	
b. Grades 9-12/Non-Graduate	418	925	
c. High School Graduate/Equivalency Diploma	132	2,204	
d. 12 grade + Some Post-Secondary	43	714	
e. 2 or 4 years College Graduate	11	331	
f. Graduate of Other post-secondary school	0	55	
g. Unknown/not reported	3	108	
4. Disconnected youth	Number of individuals		
a. Youth ages 14-24 who are neither working or in school	0		
5. Health	Number of individuals		
	Yes	No	Unknown
a. Disabling Condition	1,847	6,376	
b. Health Insurance	7,485	406	322
Health Insurance Sources			
i. Medicaid	6,177		

ii. Medicare	1,031
iii. State Children's Health Insurance Program	0
iv. State Health Insurance for Adults	0
v. Military Health Care	
vi. Direct-Purchase	6
vii. Employment Based	271
viii. Unknown/not reported	322
6. Ethnicity/Race	Number of individuals
I. Ethnicity	
a. Hispanic,Latino or Spanish Origins	49
b. Not Hispanic,Latino or Spanish Origins	6,370
c. Unknown/not reported	0
II. Race	
a. American Indian or Alaska Native	6
b. Asian	33
c. Black or African American	1,632
d. Native Hawaiian and Other pacific Islander	1
e. White	6,224
f. Other	257
g. Multi-race(two or more os the above)	123

h. Unknown/not reported	63
7. Military Status	Number of individuals
a. Veteran	39
b. Active Military	116
c. Unknown/not reported	8,059
8. Work Status	Number of individuals
a. Employed Full-Time	636
b. Employed part-Time	429
c. Migrant Seasonal Farm Worker	0
d. Unemployed (Short-term, 6 months or less)	147
e. Unemployed (Long-term, more than 6 months)	171
f. Unemployed(Not in Labor Force)	3,172
g. Retired(Not in Labor Force)	238
h. Unknown/not reported	117

D.HOUSEHOLD LEVEL CHARACTERISTICS

9. Household Type	Number of Households
a. Single Person	1,733
b. Two Adults NO children	323
c. Single Parent Female	1,088
d. Single Parent Male	77
e. Two Parent Household	393

f. Non-Related Adults with Children	0
g. Multigenerational Household	0
h. Other	69
i. Unknown/not reported	0
10. Household Size	Number of Households
a. Single Person	1,721
b. Two	799
c. Three	545
d. Four	388
e. Five	168
f. Six or more	137
g. Unknown/not reported	
11. Housing	Number of Households
a. Own	1,421
b. Rent	2,173
c. Other permanent housing	0
d. Homeless	0
e. Other	4
f. Unknown/not reported	4
12. Level of Household Income	Number of Households
<i>(% of HHS Guideline)</i>	

a. Up to 50%	1,268
b. 51% to 75%	826
c. 76% to 100%	692
d. 101% to 125%	519
e. 126% to 150%	345
f. 151% to 175%	89
g. 176% to 200%	17
h. 201% to 250%	2
i. 250% and over	0
j. Unknown/not reported	0
13. Source of Household Income	Number of Households
a. Income from Employment Only	49
b. Income from Employment and Other Income Source	9
c. Income from Employment, Other Income Source and Non-Cash Benefits	5
d. Income from Employment and Non-Cash Benefits	26
e. Other Income Source Only	29
f. Other Income Source and Non-Cash Benefits	19
g. No Income	0
h. Non-Cash Benefits Only	2,627
i. Unknown/not reported	0
14. Other Income Source	Number of Households

a. TANF	30
b. Supplemental Security Income (SSI)	152
c. Social Security Disability Income (SSDI)	21
d. VA Service-Connected Disability Compensation	3
e. VA Non-Service Connected Disability Pension	0
f. Private Disability Insurance	
g. Worker's Compensation	3
h. Retirement Income from Social Security	64
i. Pension	99
j. Child Support	7
k. Alimony or other Spousal Support	
l. Unemployment Insurance	20
m. EITC	
n. Other	38
o. Unknown/not reported	
15. Non-Cash Benefits	Number of Households
a. SNAP	2,559
b. WIC	55
c. LIHEAP	
d. Housing Choice Voucher	127
e. Public Housing	73

f. Permanent Supportive Housing	18
g. HUD-VASH	55
h. Childcare Voucher	17
i. Affordable Care Act Subsidy	8
j. Other	55
k. Unknown/not reported	1,435

Agency Resources
2018-2019
Annual Report Results (Year 2)
Agency Name: CAC of Portage County

1. FEDERAL RESOURCES	Year 2 Budget Amount	Year 2 Actual Expenditures
Weatherization (DOE) (include oil overcharge)	\$365,000.00	\$439,056.97
Health and Human Services (HHS)	\$1,844,000.00	\$1,754,310.10
LIHEAP - Fuel Assistance (include oil overcharge \$\$)	\$934,000.00	\$837,248.18
LIHEAP - Weatherization (include oil overcharge \$\$)	\$785,000.00	\$826,704.46
Head Start		
Early Head Start		
Older Americans Act		
Social Services Block Grant (SSBG)		
Medicare/Medicaid		
Assets for Independence (AFI)		
Temporary Assistance for Needy Families (TANF)	\$125,000.00	\$90,357.46
Child Care Development Block Grant (CCDBG)		
Community Economic Development (CED)		
Other HHS Resources		
Department of Agriculture (USDA)	\$90,000.00	\$83,909.64
Special Supplemental Nutrition for Women, Infants, and Children (WIC)		
All USDA Non-Food programs (e.g. rural development)		

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All other USDA Food programs	\$90,000.00	\$83,909.64
Department of Housing and Urban Development (HUD)	\$35,000.00	\$35,790.11
Community Development Block Grant (CDBG) - Federal, State, and Local	\$35,000.00	\$35,790.11
Section 8		
Section 202		
Home Tenant-Based Rental Assistance (HOME TBRA)		
HOPE for Homeowners Program (H4H)		
Emergency Solutions Grant (ESG)		
Continuum of Care (CoC)		
All other HUD programs, including homeless programs		
Department of Labor (DOL)	\$0.00	\$0.00
Workforce Innovation and Opportunity Act (WIOA) *previously WIA		
Other DOL Employment and Training programs		
All other DOL programs		
Corporation for National and Community Service (CNCS) programs		
Federal Emergency Management Agency (FEMA)	\$16,000.00	\$18,499.92
Department of Transportation		
Department of Education	\$200,000.00	\$110,663.89
Department of Justice		
Department of Treasury		
Other Federal Resources		
Total Federal Resources:	\$2,550,000.00	\$2,442,230.63

2. STATE RESOURCES ALLOCATED	Year 2 Budget Amount	Year 2 Actual Expenditures
State appropriated funds used for the same purpose as Federal CSBG funds		
State Housing and Homeless programs (include housing tax credits)	\$84,000.00	\$81,615.69
State Nutrition programs		
State Early Childhood Programs (e.g. Head Start, Day Care)		
State Energy programs	\$414,000.00	\$296,287.22
State Health programs		
State Youth Development programs		
State Employment and Training programs		
State Senior programs		
State Transportation programs		
State Education programs		
State Community, Rural and Economic Development programs		
State Family Development programs		
Other State Resources		
Total State Resources:	\$498,000.00	\$377,902.91
3. LOCAL RESOURCES ALLOCATED	Year 2 Budget Amount	Year 2 Actual Expenditures
Amount of unrestricted funds appropriated by local government		
Amount of restricted funds appropriated by local government	\$4,000.00	\$0.00
Value of Contract Services		
Value of in-kind goods/services received from local government		

Total Local Resources:	\$4,000.00	\$0.00
4. PRIVATE RESOURCES ALLOCATED	Year 2 Budget Amount	Year 2 Actual Expenditures
Funds from foundations, corporations, United Way, other nonprofits		
Other donated funds	\$18,000.00	\$11,773.29
Value of other donated items, food, clothing, furniture, etc.	\$32,901.00	\$72,910.00
Value of in-kind services received from businesses	\$100,000.00	\$116,293.03
Payments by clients for services		
Payments by private entities for goods or services for low income clients or communities	\$670,000.00	\$508,786.01
Total Private Resources:	\$820,901.00	\$709,762.33

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**Agency Capacity Building
2018-2019
Annual Report Results (Year 2)
Agency Name: CAC of Portage County**

Agency Capacity Building Activities/Services	
Activities/Services	Describe what activities were completed during the reporting period
Community Needs Assessment	<p>The Agency commenced development of a new 3-year Community Needs Assessment during 2018 in conjunction with the 2019 Strategic Plan. Customer surveys were developed and nearly 900 surveys were received and analyzed during 2019. 110 additional surveys were obtained from staff, board members, and the community organizations as well. The results of the surveys were summarized and formed an integral part of the 2019-2020 Community Needs Assessment. Similarly, various methodologies were employed to gather needed demographic information applicable to Portage County, including on-going census analysis, review of existing reports and documents, and others. On-going data collection activities continued through September 2019. The “final” 2019-20 Community Needs Assessment was completed, presented to, and approved by the CAC Board of Directors on December 4, 2019. It is expected however, that additional changes will occur to the CNA during 2020-21 to incorporate additional narrative, new perceived community needs, and related information. The Community Needs Assessment was included in the 2020-2021 CSBG grant application as approved by the CAC Board and forwarded to ODSA/OCA on December 18, 2019.</p>
	<p>Commencing in early 2018, the Agency began planning for the implementation of new Interactive Voice Response Unit in conjunction with the existing VOIP phone system for use in the Home Energy Assistance Program. Various changes in the HEAP and PIPP intake and application processing requirements made this development not only desirable, but also virtually required. Contact was initiated with ODSA/OCA regarding the availability of future (2019) funding for the project and funds were requested and tentatively approved by</p>

Data Management & reporting

ODSA pending final approval of the office in September. 2018. In July 2018, development was initiated through CDS, after a comparative bidding process, various estimates were obtained, and all logistic steps were established for implementation after September 2018. At that time, funding was approved and the system was acquired. Full implementation began in mid-October 2018 and the system was fully integrated into the agency's HEAP/PIPP programs as of November 1, 2018. In 2019, the IVR was upgraded to include an automated appointment-calling feature. The development of the new IVR system has significantly increased the efficiency and effectiveness of the agency's HEAP/PIPP operations. In late 2019, discussions began regarding the potential acquisition of new software for various reporting requirements, starting with weatherization. The CAP60 software was initially reviewed at the Weatherize Ohio conference in October 2019, and demonstrations will be scheduled in early 2020. It is anticipated that if the software will meet the agency's needs, the acquisition can be included in the 2020-21 HWAP Management Plan after July 1, 2020.

Other

Over the course of 2018-19, all agency policy manuals were updated, as well as the Agency Mission Statement. In June 2018, the Board By-Laws were updated, and were again updated in December 2019 to assure compliance with ODSA guidance. In September 2018, the Personnel Policies were amended and approved by the Board and were again revised and board-approved in June 2019. The Agency Financial Procedures Manual and Procurement Policy was updated in September 2018 to reflect the revised Simplified Acquisition Thresholds and to comply with Organizational Standards. Staff reviews were begun in December 2019 designed to incorporate single agency audit requirements and depreciation and should be completed by mid-2020. The Agency's Mission Statement was reaffirmed by the Board with the approval of the 2019 Strategic Plan and were again revised in September 2019 to reflect collaboration and partnership development in line with the Articles of Incorporation. Four (4) new Memorandums of Understanding were developed with a faith-based group, two (2) school districts, and the local Department of Job and Family Services and new MOU/MOA agreements were added throughout the year. A new and unique partnership was developed in late 2019 with the local Kiwanis that will result in a new Kiwanis-funded playground for the Agency's After School Center in late 2020. Efforts were also

	<p>continued to institutionalize various activities that assist the agency in meeting CSBG Organizational Standards, particularly as they relate to Board reviews. In the spring of 2018, the agency developed a simplistic but workable spreadsheet for all Organizational Standards, which allows the organization to track and determine compliance and timeliness with regard to meeting all standards. The spreadsheet was shared with ODSAS/OCA during their Organizational Standards visit in June 2018, and shared with three (3) other CAA's. The spreadsheet was updated in 2019 and the Executive Director gave a presentation at the summer OACAA Conference in July 2019 on Board governance related to the standards and shared the updated spreadsheet with the CAA network. An Agency-wide Risk Assessment was completed in April-May 2018 and an updated assessment was begun in December 2019. An updated Risk Assessment will be completed in mid-2020.</p>
<p style="text-align: center;">Strategic Planning</p>	<p>In the summer of 2018, the Agency contacted OACAA for the development of a new Strategic Plan for CAC in 2019. The agency solicited a consultant through OCATO, and initial planning and scheduling began. In July 2018, the Executive Director established a Strategic Planning Committee of Board & Staff, and the Committee completed a rough outline of activities/benchmarks and periods for the development of the Plan. In November/December 2018, initial surveys were developed related to needs and forwarded to the community, agency partners, and other entities via survey monkey. On December 5 & 6, 2018, day long retreats were held with staff, upper management, and the Board of Directors to review initial findings and begin a draft Strategic Plan. In late February 2019, a draft plan was completed by the consultant and forwarded to the agency. Staff and board review continued through March and April 2019 and a tentative final plan was forwarded to the Board for review in May 2019. The Board of Directors approved the Strategic Plan on June 19, 2019. The Agency has met the organizational requirement for Strategic Planning.</p>
	<p>In addition to strategic planning training and development activities described earlier, In 2018, agency staff attended a wide variety of training, including but not limited to various weatherization and EPP training (ODSA/COAD/OPAE), OCEAN training for new staff, fiscal and fiscal software training,(OACAA) food safety training, education and after school training, and housing rehabilitation training through the Office of Community Development. In 2019, the Agency provided</p>

Training and Technical Assistance

roughly 2900 hours in various staff training activities that are included under capacity building. During the calendar year, nearly 800 hours of board training were provided as well, including Diversity training with Scott Warwick in September 2019; and Board Governance and Organizational Standards training in October 2019 using Jeff Diver from OACAA/OCATO. In 2020, training activities will continue; the agency has contacted OACAA to schedule—if possible—family development, additional diversity, and potential poverty training using either a poverty simulation or Bridges out of Poverty. It is hoped that ROMA Implementer” training, CPR training, and Individual Development Account (IDA) can be developed and held during 2020, as well as other training..

Eligible Entity Capacity & Resources
2018-2019
Annual Report Results (Year 2)
Agency Name: CAC of Portage County

	Hours of Agency Capacity Building (e.g. training, planning, assessment):	Total Number of Hours
B.2a.	Hours of Board Members in capacity building activities	531
B.2b.	Hours of Agency Staff in capacity building activities	2,072
	Volunteer Hours of Agency Capacity Building (e.g. program support, service delivery, fundraising):	Total Number of Hours
B.3a.	Total number of volunteer hours donated to the agency	6,958
B.3a.1.	Of the above, the total number of volunteer hours donated by individuals with low-incomes	4,860
	The number of staff who hold certifications that increase agency capacity to achieve family and community outcomes, as measured by one or more of the following:	Total Number
B.4a.	Number of Nationally Certified ROMA Trainers	0
B.4b.	Number of Nationally Certified ROMA Implementers	0
B.4c.	Number of Certified Community Action Professionals (CCAP)	0
B.4d.	Number of Staff with a child development certification	1
B.4e.	Number of Staff with a family development certification	2
B.4f.	Number of Pathways Reviewers	0
B.4g.	Number of Staff with Home Energy Professional Certifications	0
B.4g.1.	Number of Energy Auditors	6
B.4g.2.	Number of Retrofit Installer Technicians	2
B.4g.3.	Number of Crew Leaders	2

B.4g.4.	Number of Quality Control Inspectors (QCI)	4
B.4h.	Number of LEED Risk Certified assessors	0
B.4i.	Number of Building Performance Institute (BPI) certified professionals	4
B.4j.	Number of Classroom Assessment Scoring System (CLASS) certified professionals	0
B.4k.	Number of Certified Housing Quality Standards (HQS) Inspectors	0
B.4l.	Number of American Institute of Certified Planners (AICP)	0
B.4m.	Other (Please specify others below):	0
	Number of organizations, both public and private, that the CSBG Eligible Entity actively works with to expand resources and opportunities in order to achieve family and community outcomes:	Unduplicated Number of Organizations
B.5a.	Non-Profit	30
B.5b.	Faith Based	5
B.5c.	Local Government	10
B.5d.	State Government	3
B.5e.	Federal Government	1
B.5f.	For-Profit Business or Corporation	16
B.5g.	Consortiums/Collaborations	18
B.5h.	School Districts	3
B.5i.	Institutions of Post-Secondary Education/Training	6
B.5j.	Financial/Banking Institutions	3
B.5k.	Health Service Organizations	7
B.5l.	Statewide Associations or Collaborations	3
	Question	Narrative Response

(1) 21st CAA Work Group/OACAA

In 2018, the OACAA entered into a partnership with a consulting group to implement a work group of Ohio CAA staff—including Executive Directors and staff—to develop strategies and ideas around the concept of what a 21st century CAA should look like. It is OACAA’s intent to roll out the results of that group sometime in 2020. The Executive Director of CAC of Portage County was invited to participate, along with several other ED’s, Planners, and management staff. The total membership of the group approximated 12-15 persons so that ideas from every geographic part of Ohio as well as from CAA’s of varying size could be included. Over 2019, the group met several times, had telephone conference calls, and e-mails. At the 2019 Summer Conference the group brainstormed for an entire day regarding poverty and various changes that should occur as we move forward into the 21st century.

This requires a many changes to our approach to management, organizational adjustments, strategizing as to the causes/conditions of poverty, new ways to connect with our “constituents, and expanding the use of technology. One area that was significant and especially relative to 2019 related to the causes and conditions of poverty. CAC of Portage County would be developing a new 3-year community needs assessment for inclusion in the 2020-2021 CSBG Work plan. The work group identified 40 barriers to curing poverty that can be adapted to reflect causes/conditions of poverty such as living wages, safe and affordable housing, quality education/training, access to health care, community engagement, economic equity and diversity training, transitional and reentry programs, mental health and addiction treatment, internet access, technology training, transportation, nutritious food, and others. When reviewing these barriers and comparing them to identified needs in our CAN, we found them to be almost identical in content.

B.6

Describe 1-3 notable management accomplishments achieved during the reporting period. Describe how responsible, informed leadership and effective, efficient processes led to highquality, accessible, and wellmanaged services and strategies.

We consider the agency’s participation in the 21st CAA work group as a significant management accomplishment because it directly resulted in (1) A more comprehensive community needs assessment that reflects local needs, is dynamic, and will result in new programs and services that are responsive to emergent and on-going local needs; and (2) the revision of key agency documents—including the Mission Statement and the Board By-Laws so as to more accurately reflect our core values. It is expected that OACAA will expand the work group to include all Ohio agencies later in 2020.

(2) Organizational Standards Compliance Protocols

A 2nd accomplishment in 2019 was the implementation and maintenance of on-going protocols to assure compliance with mandated organization standards. Commenced in 2018, these protocols were expanded and refined in 2019 and were shared with the network at the 2019 OACAA Summer Conference. While neither earth shattering, nor complex, these protocols will result in 100% compliance, and will lead to new institutionalized best practices assuring compliance for years to come.

- The development of a mechanism that monitors compliance with all organizational standards. We developed and continually upgrade a simple excel spreadsheet that lists all standards, due dates, and various other information that we feel is necessary. As standards are met/exceeded, information is added to the spreadsheet, including dates, documents location and other information.
- Provide consistent information regarding the standards to the CAC Board at Board Meetings. At every board meeting, the CEO provides a report to the Board that includes information and requests for approval that list specific standards (e.g., 5.4, 9.1 etc.). As

		<p>recommendations are approved or presented, the spreadsheet is updated. When standards are addressed at the Board level, members are made aware that the voluminous information being provided to them is directly related to the standards and is reflected in the minutes. This practice assures that the Board understands and is updated on compliance issues, and CEO is constantly reviewing standards over the course of the year.</p> <ul style="list-style-type: none"> • Develop processes to assure that management staff are aware of/familiar with the standards. We meet periodically to review the standards to assure that managers are on-board and aware of expectations/data collection requirements. Meetings are held at least quarterly with all managers, and monthly with all fiscal staff. This reinforces that compliance is the responsibility of everyone. • Maintain copies of the Ohio Monitoring Tool and review it often. Information provided by the Community Action Partnership is also maintained along with due dates.
		<p style="text-align: center;">(1) Mentoring/EPIC</p> <p>In 2016-17, CAC of Portage County implemented a mentoring program in conjunction with the Ravenna School District under the 21st Century Community Learning Center Program. In 2017-18, the Agency was awarded grants thru the Department of Education under the “Community Connectors Program” to partially fund the mentoring program. Entitled, EPIC—or Empowering People in Connection—the program was well received, generated many local partners, and was highly successful. The program was not only based on an identified community need, but was located in a school district, where 100% of students attending are classified as low-income. In 2019 funding under the 21st Century CCLC program ended, and the DeWine</p>

Administration eliminated the Community Connectors program. Thus, a successful program faced elimination, as the school district lacked financial resources to maintain it.

In mid-2019, the District approached CAC seeking ways to maintain the program, since many district staff acted as mentors and saw the impact of the program on middle and hi school students. After discussion with the Board and ODSA, CAC decided to support the program and the district, partners, and mentors would provide significant in-kind. In June 2019—in consultation with our OCA Field Rep—CAC revised the work plan to include funding for the program. Thru 2019, CAC expended \$4,608 on mentoring. Funds were used to provide supplies and educational materials, assist in field trips, and provide small incentives for mentors and mentees. Under the National Performance Indicator (NPI) for education 2c3 and Service Code 2p, outcomes were reported in the 7th and 8th quarters of 2019. 50 students participated in mentoring along with 35 mentors. There have been many partial success stories achieved, and the program has proved both popular and effective; CAC included mentoring in the 20-21 CSBG budget and work plan. In 2020, the District has also asked CAC reapply for funding through the 21st CCLC and if funded, will help support mentoring beyond 20-21. .

(2) Global Testing/Community Technology Learning Center

A second innovative way that the CAC of Portage County approached a cause or condition of poverty is through the global testing program of the Agency’s technology training arm, the Community Technology Learning Center. In 2017, the agency realized that students completing training at CTLC did not have a local location to finalize required certification testing. In addition, the Agency realized that many occupations

B.7

Provide 1-3 examples of ways in which your agency addressed a cause or condition of poverty in the community using an innovative or creative approach. Provide the local partners involved, outcomes, and specific information on how CSBG funds were used to support implementation.

require on-line testing for recruitment, hiring, and required continuing education. On line tests are administered by testing entities and provided by certified testing centers with trained proctors. There are no testing centers in the area, and students need to travel to Cleveland, Columbus, Pittsburgh, and other locations. Further, "testing entities"—such as Prometric, Castle, Pearson Vue, and many others—pay fees to testing centers who meet all requirements. At the same time, the Ohio Department of Education began requiring GED students to complete on-line tests. Since CAC already partners with the local adult basic education provider (now called ASPIRE), it was decided that the testing program would be expanded to include GED testing. Since individuals lacking a GED tend to be low-income, Agency management felt that such an endeavor is consistent with our mission.

On-line testing began in the 2017 CSBG grant under goal 5 under capacity building as a revenue-generating project to offset technology training. We believe that CAC is the only CAA in Ohio that acts as a testing center for various on-line tests for continuing education and GED services. No CSBG funds were used directly in testing operations although CSBG funds are used in various capacity building activities and provide for funding for planning purposes related to testing.

In 2019, the Agency and ASPIRE were approached by the Portage County Sheriff to provide GED training and testing in the jail for inmates pursuing their GED while incarcerated. Since GED students tend to be overwhelmingly low-income, and incarcerated individuals have no income, CAC implemented an innovative mobile testing center in the county jail. During 2019, CAC provided over 2,000 tests to a wide variety of individuals from Ohio and Pennsylvania, and provided 804 GED tests. The agency provided over 25 days of mobile GED testing to 58 inmates in the county jail and GED testing comprises between 17% and 20%

		<p>of agency-provided testing. Yet, the services provided to low-income and incarcerated individuals cannot be reported in CSBG, since no service code exists for the service and the agency cannot ask for income information. In 2020, it is hoped that the CSBG work plan can be revised to reflect services under capacity building. Discussions will be held with OCA to pursue this option further.</p>
<p>B.8</p>	<p>Describe how your agency developed linkages to fill identified gaps in the services, through the provision of information, referrals, case management, and follow-up consultations, according to the assurance under Section 676(b)(3)(B) of the CSBG Act.</p>	<p>In 2019, the Community Action Council of Portage County revised our agency mission statement to reflect the creation of partnerships as a primary goal of the organization. The Community Action Council of Portage County maintains formal and informal linkages with over fifty (50) local organizations so as to promote flow of information, ideas, and integration in achievement of shared objectives and has developed formal linkages—via Memoranda’s of Agreement or Understanding—with roughly eighteen (18) Portage County organizations to fill gaps in services and promote inter-agency collaboration and the creation and maintenance of partnerships to serve our constituents.</p> <p>Such agreements are maintained with the Portage County Department of Job and Family Services, the Portage Metropolitan Housing Authority, Townhall II, Passages (Fatherhood Initiative), Kent State University, the Ravenna (Reed Memorial) Library, the Kent Free Library, ASPIRE (Adult Basic Education/GED), the Portage County Sheriff, Junior Achievement, the Ravenna School District, the Windham Exempted Village School District, and an additional eight (8) agreements with various organizations under the Summer Food Program for Children.</p>