



Department of
Development

CSBG Annual Report

Organization Information

| | | | |
|----------------------|-----------------------|------------------------|----------------|
| Organization Name : | CAC of Portage County | Organization Address : | |
| Telephone : | (330) 297-1456 | Board Chair Person : | Michael Deluke |
| Executive Director : | David Shea | Field Rep : | Tamnee Guy |
| CSBG Coordinator : | David Shea | Fiscal Contact : | Kathy McIntyre |

CSBG Grant Information

| | | | |
|---------------------------|---------------|--------------------------|-------------------------------------|
| Grant Name : | CSBG-2021-47 | Grant Unique Number : | 47 |
| Grant Award Amount : | \$646,446.00 | Grant Carry Over Amount: | \$103,806.00 |
| Grant Allocation Amount : | \$750,252.00 | Start - End Date : | January 1, 2020 - December 31, 2021 |
| Selected Year: | Year 2 | Report Status: | Submitted |

Agency Resources

| 1. FEDERAL RESOURCES | Year 2 Budget Amount | Year 2 Actual Expenditures |
|---|----------------------|----------------------------|
| Weatherization (DOE) (include oil overcharge) | \$488,907.00 | \$484,699.00 |
| Health and Human Services (HHS) | \$2,629,389.00 | \$2,861,154.00 |
| LIHEAP - Fuel Assistance (include oil overcharge \$\$) | \$1,488,885.00 | \$1,863,853.00 |
| LIHEAP - Weatherization (include oil overcharge \$\$) | \$1,020,504.00 | \$977,925.00 |
| Head Start | \$0.00 | \$0.00 |
| Early Head Start | \$0.00 | \$0.00 |
| Older Americans Act | \$0.00 | \$0.00 |
| Social Services Block Grant (SSBG) | \$0.00 | \$0.00 |
| Medicare/Medicaid | \$0.00 | \$0.00 |
| Assets for Independence (AFI) | \$0.00 | \$0.00 |
| Temporary Assistance for Needy Families (TANF) | \$120,000.00 | \$19,376.00 |
| Child Care Development Block Grant (CCDBG) | \$0.00 | \$0.00 |
| Community Economic Development (CED) | \$0.00 | \$0.00 |
| Other HHS Resources | \$0.00 | \$0.00 |
| Department of Agriculture (USDA) | \$141,000.00 | \$223,854.00 |
| Special Supplemental Nutrition for Women, Infants, and Children (WIC) | \$0.00 | \$0.00 |
| All USDA Non-Food programs (e.g. rural development) | \$0.00 | \$0.00 |
| All other USDA Food programs | \$141,000.00 | \$223,854.00 |
| Department of Housing and Urban Development (HUD) | \$35,000.00 | \$470,689.00 |
| Community Development Block Grant (CDBG) - Federal, State, and Local | \$35,000.00 | \$34,070.00 |
| Section 8 | \$0.00 | \$0.00 |
| Section 202 | \$0.00 | \$0.00 |
| Home Tenant-Based Rental Assistance (HOME TBRA) | \$0.00 | \$0.00 |
| HOPE for Homeowners Program (H4H) | \$0.00 | \$0.00 |
| Emergency Solutions Grant (ESG) | \$0.00 | \$0.00 |
| Continuum of Care (CoC) | \$0.00 | \$0.00 |
| All other HUD programs, including homeless programs | \$0.00 | \$436,619.00 |
| Department of Labor (DOL) | \$0.00 | \$0.00 |
| Workforce Innovation and Opportunity Act (WIOA) *previously WIA | \$0.00 | \$0.00 |
| Other DOL Employment and Training programs | \$0.00 | \$0.00 |
| All other DOL programs | \$0.00 | \$0.00 |
| Corporation for National and Community Service (CNCS) programs | \$0.00 | \$0.00 |
| Federal Emergency Management Agency (FEMA) | \$18,294.00 | \$30,408.00 |

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|--|-----------------------------|-----------------------------------|
| Department of Transportation | \$0.00 | \$0.00 |
| Department of Education | \$0.00 | \$0.00 |
| Department of Justice | \$0.00 | \$0.00 |
| Department of Treasury | \$0.00 | \$3,269,382.00 |
| Other Federal Resources | \$0.00 | \$0.00 |
| Total Federal Resources: | \$3,312,590.00 | \$7,340,186.00 |
| 2. STATE RESOURCES ALLOCATED | Year 2 Budget Amount | Year 2 Actual Expenditures |
| State appropriated funds used for the same purpose as Federal CSBG funds | | \$0.00 |
| State Housing and Homeless programs (include housing tax credits) | \$75,000.00 | \$97,048.00 |
| State Nutrition programs | | \$0.00 |
| State Early Childhood Programs (e.g. Head Start, Day Care) | | \$0.00 |
| State Energy programs | \$463,763.00 | \$213,147.00 |
| State Health programs | | \$0.00 |
| State Youth Development programs | | \$0.00 |
| State Employment and Training programs | | \$0.00 |
| State Senior programs | | \$0.00 |
| State Transportation programs | | \$0.00 |
| State Education programs | | \$0.00 |
| State Community, Rural and Economic Development programs | | \$0.00 |
| State Family Development programs | | \$0.00 |
| Other State Resources | \$3,318,027.00 | \$2,950,249.00 |
| Total State Resources: | \$3,856,790.00 | \$3,260,444.00 |
| 3. LOCAL RESOURCES ALLOCATED | Year 2 Budget Amount | Year 2 Actual Expenditures |
| Amount of unrestricted funds appropriated by local government | \$6,000.00 | \$0.00 |
| Amount of restricted funds appropriated by local government | | \$0.00 |
| Value of Contract Services | | \$0.00 |
| Value of in-kind goods/services received from local government | | \$0.00 |
| Total Local Resources: | \$6,000.00 | \$0.00 |
| 4. PRIVATE RESOURCES ALLOCATED | Year 2 Budget Amount | Year 2 Actual Expenditures |
| Funds from foundations, corporations, United Way, other nonprofits | \$615,080.00 | \$403,278.00 |
| Other donated funds | \$25,000.00 | \$16,619.00 |
| Value of other donated items, food, clothing, furniture, etc. | \$31,000.00 | \$52,500.00 |
| Value of in-kind services received from businesses | \$143,583.00 | \$159,855.00 |
| Payments by clients for services | \$0.00 | \$0.00 |
| Payments by private entities for goods or services for low income clients or communities | \$107,714.00 | \$49,324.00 |
| Total Private Resources: | \$922,377.00 | \$681,576.00 |

Agency Capacity

| | Hours of Agency Capacity Building (e.g. training, planning, assessment): | Total Number of Hours |
|---------|--|--------------------------------------|
| B.2a. | Hours of Board Members in capacity building activities | 682 |
| B.2b. | Hours of Agency Staff in capacity building activities | 3,884 |
| | 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 | 3,777 |
| B.3a.1. | Of the above, the total number of volunteer hours donated by individuals with low-incomes | 2,944 |
| | 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 | 0 |
| B.4e. | Number of Staff with a family development certification | 3 |
| 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 | 8 |
| B.4g.2. | Number of Retrofit Installer Technicians | 2 |
| B.4g.3. | Number of Crew Leaders | 1 |
| B.4g.4. | Number of Quality Control Inspectors (QCI) | 5 |
| B.4h. | Number of LEED Risk Certified assessors | 0 |
| B.4i. | Number of Building Performance Institute (BPI) certified professionals | 5 |
| 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 | 34 |
| B.5b. | Faith Based | 5 |
| B.5c. | Local Government | 12 |
| B.5d. | State Government | 3 |
| B.5e. | Federal Government | 1 |
| B.5f. | For-Profit Business or Corporation | 21 |
| B.5g. | Consortiums/Collaborations | 16 |

| | | |
|-------|---|----|
| B.5h. | School Districts | 4 |
| B.5i. | Institutions of Post-Secondary Education/Training | 4 |
| B.5j. | Financial/Banking Institutions | 3 |
| B.5k. | Health Service Organizations | 17 |
| B.5l. | Statewide Associations or Collaborations | 6 |

Domain Expenditures

| A.2 CSBG Expenditures Domains | CSBG Funds Expended |
|---|----------------------|
| Linkages (partnerships that support multiple domains) | \$1,148.01 |
| Agency Capacity Building | \$44,397.88 |
| Education and Cognitive Development | \$85,826.12 |
| Health and Social/Behavioral Development | \$15,432.32 |
| Housing | \$24,908.15 |
| Total | \$ 171,712.48 |
| A.3 Of funds, how much was used for administrative expenses | \$ 95,733.33 |

Agency Management & Accomplishments

CSBG Eligible Entity Management Accomplishments: Describe a notable management accomplishment achieved during the reporting year (FFY). Describe how responsible, informed leadership, and effective, efficient processes led to high-quality, accessible, and well-managed services and strategies.

In 2021—as in 2020—the United States and the entire world have continued to be confronted with the realities of a worldwide pandemic because of the COVID-19 influenza virus and its multiple variants. After the severe restrictions and closures mandated during 2020, most organizations and businesses looking forward to the hope for “normalcy” that 2021 promised. However, while many restrictions were eased, COVID continued to wreak havoc with everyone, and most of us know of or are related to someone who has passed away due to COVID. All of us know someone—an immediate family member, co-worker, or even ourselves who as contracted COVID and required treatment or quarantine. By the end of 2021, 900,000 Americans have succumbed to COVID. While infections and deaths have slowed slightly, we have experienced this type of optimism before, so it is likely that our current situation—with constant monitoring, work slow-downs, remote access, and zoom meetings—will be with us for the foreseeable future.

The economic impact of COVID is far reaching. Worker and product shortages—as well as increasing demand for various products has resulted in higher wages and inflation. The housing market across the country and in Portage County as well is booming, and housing values are increasing virtually geometrically. This has resulted in ever increasing housing costs, increasing utility costs, and increases on food, gasoline, fuel oil, and other products that we depend on every day. These increasing costs—coupled with previous COVID related layoffs and business closings impact everyone, but are particularly hard on lower income families who must make daily decisions on how to meet basic needs.

Over the past 2 years, the federal government—in conjunction with the states—has passed various pieces of COVID-related legislation designed to assist renters and homeowners with programs that can help with rent, mortgages, utilities, and related housing costs. In Ohio, many of these programs were funneled through the Ohio Department of Development and awarded to the state’s community action network.

In late 2020 and continuing into 2021, the Community Action Council of Portage County received funding through CSBG CARES, and the Corona Virus Relief fund (CRF) to assist local families with housing and utility needs. In February 2021, CAC was awarded \$8,313,558 in funding for funding for rental assistance/utilities thru CAA-HRG (\$7.8 million) and homeowner assistance/utilities thru CDBG-CV program (\$585,000). These grants represent the single largest grant funding that the agency has ever received in its 56-year history. This total funding amount did NOT include CSBG CARES funding totaling \$444,264, limited CSBG 20-21 funding, or the aforementioned CRF funding of \$679,812.

While these funds last until various points in 2022, the organization was faced with creating an entirely new program or group of programs, staffing it, creating various work flow protocols, develop an application process along with compliance and monitoring activities, implement an entirely new set of fiscal procedures and processes, and providing various information dissemination activities (i.e., PR, outreach, community presentations, etc.) so that the information regarding these services could get out into the community. In a year like no other, we believe that the implementation of these programs represents the most notable management accomplishment by the Community Action Council of Portage County for not only 2021, but possibly the most notable accomplishment in the agency’s history.

Through December 2021, the Community Action Council has provided various home relief services to 2,001 families, encompassing roughly 4,200 individuals and has expended \$4,431,336. Roughly 43% of all services were for rent and rental arrearages, 51% were for utility assistance, and 6% were for mortgages. By early January 2022, the Agency had expended nearly 60% of all rent assistance funding under HRG and 97% of all homeowner assistance funding under CDBG-CV.

As of the end of 2021, we have created the Home Relief Department in the organization, staffed by six (6) full and part-time staff. All activities related to running the program were implemented, and have been constantly improved upon over the course of the year. In 2022, we are planning on acquiring new software—if possible—to assist in processing applications, as the demand for services in Portage County has been overwhelming. We have also obtained funding from the Ohio Housing Finance Agency to assist with homeowners and plan to make home relief services—including rent, mortgage and related utilities. In short, in a very short time, the Agency created new program areas to address the conditions of poverty which had not existed prior to November 2020, established diverse partnerships and MOU/Agreements with eleven (11) local service providers, created lasting relationships with hundreds of landlords and local hotels/motels and provided urgently needed financial assistance to over 2000 families. In short, we had changed the overall service delivery system within the Agency and the Portage County community as a whole, and created an efficient, accessible, and well managed program and infrastructure that has provided high quality services to our residents.

Innovative Solutions Highlights: Provide an example of ways in which you addressed a cause or condition of poverty in your community using an innovative or creative approach. Provide local partners involved, outcomes, and specific information on how CSBG funds were used to support implementation.

In late 2020, the Agency Board of Directors revised the agency Mission Statement to reflect the agency’s philosophy to address the multiple causes and conditions of poverty in a more holistic way, though the creation of new collaborations and partnerships throughout the community. The new mission statement is “To educate, empower, assist, and advocate for our community members to achieve their maximum potential and self-sufficiency thru direct services, collaborations, and community partnerships while maintaining a safe environment and ensuring economic opportunity, equality and social justice for all”.

The conceptual framework of these efforts is that the causes and conditions of poverty are complex and ever changing, and while many services and programs exist in Portage County, overall service delivery is fractured by turf considerations and the existence of multiple “silos”. While CAC is Portage County’s designated anti-poverty agency, the complexities of poverty cannot be adequately addressed in the absence of true collaboration.

Partnerships in many program areas, including HOUSING AND HOMELESS PREVENTION, ENERGY SERVICES, including weatherization and home repair, and COMMUNITY HEALTH, including minority health were commenced or implemented, and additional efforts will be focused on that implementation throughout 2022-23.

Housing and Homeless Prevention

In 2021, as a direct result of CRF, CAA-HRG, CSBG, and CSBG CARES, the Agency developed eleven MOU’s with local service providers to assist in the provision of access to services for low-income Portage county residents. These MOU’s included local housing providers and the local Housing Authority, Children’s and Early Childhood education providers, mental health providers, Job and Family Services, Legal Aid, and others. This series of MOU’s directly resulted in the organization providing rent and mortgage assistance to hundreds of families Moving forward, additional MOU’s will be developed and current MOU’s will be extended to continue providing access to services for families and individuals impacted by COVID-19. Directly or indirectly, these efforts resulted in the provision of home relief services to over 2000 families in 2021.

In 2022, efforts in this area will be continued and additional partnerships with local and regional shelters, units of local government and others. At the end of 2021, discussions commenced with the County Treasurer to develop a new partnership focusing on property tax delinquencies for low-income homeowners and particularly seniors.

The ultimate idealized outcome of our efforts in this area is to create a new collaborative or expand an existing collaborative that can eliminate silos and turf considerations so that housing and homelessness issues can be resolved using multiple agencies and resource

Energy Services, including Home Repair and HWAP

Like home relief and homelessness prevention, the Community Action Council of Portage County took proactive steps in 2021 to increase collaboration and partnerships within Portage County and the surrounding areas. Although there are no other HWAP, EPP or other energy conservation providers in our area, there are other housing rehabilitation providers (i.e., CHIP) through local municipalities and the county as a whole. Similarly, there are many non-profit, for profit, and HUD-certified organizations that provide multi-family housing for low-income families and seniors.

In 2021, we finalized an MOU with the City of Kent and Neighborhood Development Services—who operate the city’s CHIP housing rehabilitation program to collaborate on the provision of services to reduce costs and provide more effective programming. We have collaborated on several large CHIP housing rehab projects so that CAC can provide certain services—such as furnace replacements—which is mutually beneficial to both organizations and the low-income family that is receiving the service. Costs are reduced, the unit is no longer a deferral due to severe structural problems, and the low-income recipient is reducing its’ household energy burden. Similarly, this collaboration allows the organizations to share contractors who are trained and licensed in the county for similar services, such as electrical, plumbing, and roofing. As an HWAP provider, CAC is continually looking for additional “vetted” contractors that would allow us to provide services to our HWAP customers quicker, particularly in the winter months. We plan on expanding this collaborative in 2022 and including various cities and providers in Trumbull County as well.

We have also commenced discussions with several other non-profit groups—most of whom are faith-based—who provide home repair services in the northern area of Portage County. We hope to collaborate with these organizations (i.e., “Neighbor to Neighbor” and others) to partner on services for our mutual low-income constituents.

Similarly, in the fall of 2021, the Agency developed a partnership with the Kentway Retirement Center, a local senior housing project where roughly 50%--or approximately 100 families—are low-income so that eligible residents could receive free air conditioners and fans through the Summer Crisis Program. We ultimately provided 25 a/c units to eligible families and utilized staff of the retirement center to assist with SCP applications and various other information requirements, which significantly streamlined the required processes under SCP. We hope to continue this activity in the 2022 Summer Crisis Program.

As a direct result of this small project, the agency developed an additional partnership to provide electric efficiency services to Kentway residents through our First Energy Community Connections Program. Early in 2022, roughly 100 residents will receive various electric efficiency services by CAC, including refrigerators, LED’s and other services. This will result in significant reductions in the residents’ energy burden and definitely improve their quality of life.

In 2022, we will be reaching out to other non-profit and for profit multi-family housing providers to implement similar project.

Community and Minority Health Partnerships

In 2021, the Community Action Council of Portage County also began the development of a partnership with Pathways to implement a Community Health Worker program in Portage County. CAC would become a community care provider, and collaborate with an existing “hub” to provide extensive services to low-income families. The Pathways Community Hub Project is a community based outreach and navigation system that uses Community Health Workers to provide case management services to low-income families who are enrolled on Medicaid—minority and non-minority--that identify risk factors, provide referrals and direct services, and track outcomes to address the social determinants of health and improve health outcomes. The project is national in scope, but is an evidenced- based model co-designed by Drs. Sarah and Mark Redding that began in Mansfield, Ohio.

The basis of the project is to connect agencies, hospital systems, FQHCs, non-profit and government organizations and use Community Health Workers to work with families, identify risk factors, provide evidence-based interventions that address the social determinants of health to improve health outcomes and provide very low-income individuals with better access to services. One of the best models is the program that is operated by Community Action/Akron focusing on Summit County. The approach and the program design is a good fit for community action and the Community Service Block Grant (CSBG) and we believe is replicable in Portage County. In 2022, it is hoped that the program can be implemented by CAC through a revision of the 2022-23 CSBG grant.

Additionally, in late 2021, the Community Action Council of Portage County was approached by the Ohio Commission on Minority Health to continue various activities that the agency completed in 2015 regarding minority health education and outreach. The Commission has offered funding—by mid-2022—and has also indicated a willingness to assist in the development of the aforementioned Pathways community hub.

Thus, although no significant outcomes have been achieved for 2021, it is hoped that the linkages, partnerships and capacity building efforts started in 2021 will be implemented in 2022, with the following possible outcomes:

- Develop and implement a community health worker program through a partnership with Pathways/Summit County focusing on the provision of access to services for low-income families and families receiving Medicaid
- Develop a Community and Minority Health Task Force/Advisory Group
- Develop a strong relationship with local health departments, federally qualified health centers (Access Point), local hospitals (University Hospital), colleges and universities (Kent State University, Northeast Ohio College of Medicine);
- Continue and strengthen the partnership with State of Ohio's Commission on Minority Health for funding, services, and community education.

Domain Outcomes

Linkages

How did you develop 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? If other linkages were provided, please describe those activities.

In 2020, the Board of Directors of the Community Action Council of Portage County revised its 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 and relationships with over 100 local organizations in a wide variety of areas. Additionally, the organization maintains thirty (35) Memoranda's of Agreement or Understanding (MOU/MOA) so as to promote flow of information, ideas, and integration in achievement of shared objectives and to fill gaps in services and promote inter-agency collaboration to better serve our constituents. These agreements are broad, and range from collaborating on inter-agency referrals, specific programs, data-sharing agreements, summer food service agreements, and the provision of services by outside organizations to agency clientele (i.e., after school).

Most recently in 2020, the agency added roughly ten (10) MOU's with local service providers so as to improve access to services under the CSBG CARES program and subsequent home relief services under the Corona Virus Relief Program (CRF or Home Relief 1.0). This series of MOUs have directly resulted in the organization providing rent and mortgage assistance to over 2000 low-income families with expenditures in excess of \$4 million during CY 2021. As discussed in other sections of this report, additional MOU's and partnerships will be developed and current MOU's will be extended to continue providing access to services for families and individuals impacted by COVID-19.

The Agency has continued participation in local and statewide committees and boards, such as the CSBG Advisory Group, the Portage County EFSP Board, the Portage and Trumbull County's Housing Collaboratives, the Portage County Community Planning Committee, OACAA's 21st Century CAA Group, and various statewide boards, including the HWAP Policy Advisory Committee, OACAA, and the Ohio Partners for Affordable Energy.

Agency Capacity Building

| Agency Capacity Building Activities | Provide a narrative of activities completed during the reporting period |
|---|--|
| <input checked="" type="checkbox"/> Community Needs Assessment | <p>The Community Action Council of Portage County completed a Community Needs Assessment (CNA) with the submission of the 2020-2021 CSBG Grant. In July 2020, the Agency completed a CNA Update with the submission of the CSBG CARES grant. Both Needs Assessment documents were approved by the CAC Board of Directors.</p> <p>In May-June 2021, the Agency's Community Needs Assessments were reviewed during the agency's Organizational Standards Review by ODOD/OCA staff and were found sufficient and in accordance with the standards. Throughout 2020 and 2021, the Agency received monthly updates from United Way 211 to ascertain whether there were any significant changes in community needs due to COVID 19 and other factors. Through the end of 2021, there appear to be no significant changes or trends observed through the 211 data in comparison to data collected for the 2020 CNA.</p> <p>The next Agency-wide Community Needs Assessment will be started in mid-2022 and completed in mid-to-late 2023 for submission with the 2024-20-25 CSBG grant application.</p> |
| <input checked="" type="checkbox"/> Data Management & reporting | <p>There were no significant activities or accomplishments in this area during most of CY 2021 primarily due to the agency's focus on our various home relief grants. Periodic but on-going research and discussions occurred throughout the year—and with ODOD—to determine whether any low-cost software options exist that would be not only affordable but sustainable but none have been found to date. On-going research and discussions with Microsoft continued to acquire and implement Microsoft 365 as soon as possible to allow for agency-wide data sharing that could significantly improve virtually all agency programs but nothing was finalized.</p> <p>In late 2021, the Agency tested and ultimately acquired the COAD-WIS cloud-based software program to replace the HWAP Weathertite program but full implementation has been hindered by various issues, including on-going COVID 19 infections and outbreaks. In fact, the entire HWAP program basically ground to halt for the month of November when four (4) HWAP Inspectors got COVID.</p> <p>A major area of focus during 2022—although no firm resolution is clear as of yet--is the possible</p> |

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| | <p>acquisition and implementation of additional software to assist with various activities under the agency's rent and mortgage relief programs. Discussions were held with United Way and other CAA's regarding possible options but none have been found as of the end of 2021.</p> |
| <p><input checked="" type="checkbox"/> Other</p> | <p>A major capacity building activity that essentially cuts across all agency programs, strategic planning and other activities is the agency's intent to acquire and build a new facility to house all agency programs. After major delays due to the pandemic, the agency finally closed on the acquisition of over 5 acres in Ravenna Township to ultimately build a new facility, but due to rapid program expansion in other areas, such as Home Relief as well as rising building costs--no additional progress has been made although an architect has been selected. It is hoped that significant progress can be made through 2022 in this endeavor, although the organization does have major concerns regarding significant price increases for building materials and supply shortages. Additionally, another capacity building activity that was substantially completed in 2021 was the expansion of the agency's partnership with the local Kiwanis focusing on the development of a new playground for the agency's Youth and Family /Center and after school program. The Kiwanis has sponsored several fund-raisers and obtained mini-grants such that by the end of 2020, nearly 50% of the funds needed to build the [playground have been obtained. An additional \$50,000 was then successfully obtained from the City of Ravenna.</p> <p>On November 6, 2021, a "community-build" was held in conjunction with the Ravenna Kiwanis and approximately 35 community volunteers to building and install the new playground. An all-day project, the rubberized surface material was installed on or around November 10, 2022 and final activities—the installation of 2 benches and the covering on the shade structure—will occur when the weather breaks. A grand opening will be scheduled in June 2022 in conjunction with the start of the planned Summer Recreation Program. Lydia Mihalik—the Director of the Ohio Department of Development—visited our agency in December 2021 and toured the playground. She has tentatively agreed to return to help with the playground grant opening.</p> |
| <p><input checked="" type="checkbox"/> Strategic Planning</p> | <p>In 2019, the Community Action Council of Portage County completed a five year Strategic Plan with the assistance of the Ohio Association of Community Action Agencies and the Ohio Community Action Training Organization (OACAA/OCATO). Due to COVID, no significant reviews and updates on the Plan were undertaken during 2020 or 2021 although various updates were provided to the Board of Directors. .</p> <p>While the goals/outcomes identified in the Plan are generally valid, several are being reviewed to determine whether they should be pursued further. Additional discussions and board reviews will occur during 2022.</p> <p>Efforts will be initiated in late 2022 or early 2023 to commence a new 5-yaer Strategic Plan so that it can be completed by 2024 in compliance with the CSBG Organizational Standards.</p> |
| <p><input checked="" type="checkbox"/> Training and Technical Assistance</p> | <p>In 2020-21, all Agency weatherization staff were enrolled in the National Health Homes Conference and the Building Performance Institute which were available remotely to all staff through July 2021. . Various Agency staff and Board attended the in-person OACAA Conference in January 2020, and virtually all Agency staff and Board were registered for the OACAA Summer Conference, which was held virtually. Similar attendance occurred at the virtual OACAA 2021 Winter Conference and the 2021 OACAA "Summer" Conference held in October 2021.</p> <p>Three (3) staff attended and completed Family Development training and it is hoped that two (2) additional staff will complete said training in 2022. Community Health worker training and certifications will be scheduled when available in 2022 and it is hoped that at least five (5) staff can obtain said certifications by 2023.</p> <p>Throughout 2021, bi-weekly webinars and zoom sessions were held with OACAA covering various subjects, and monthly training sand information sessions were held with David Bradley from NCAF. These sessions will continue into 2022 and beyond.</p> <p>Discussions are currently in process with OCATO to schedule Board and Staff training throughout 2022 in a wide variety of areas, including ROMA, Board Governance, Diversity, Sexual Harassment, CPR, and others. It is not known whether these trainings can be accomplished in person or will be held remotely.</p> |

Education and Cognitive Development

| FNPI | Number of participants served (enrolled in goal) | Target Number of participants | Actual Results (Number achieving the goal) | Narrative if +/- 20% from Target |
|--|--|-------------------------------|--|------------------------------------|
| FNPI 2c3. 9th grade-12th grade | 0 | 29 | 0 | Services Suspended due to COVID-19 |
| FNPI 2f. The number of adults who demonstrated improved basic education. | 0 | 4 | 0 | Services Suspended due to COVID-19 |
| FNPI 2c2. 1st grade-8th grade | 0 | 48 | 0 | Services Suspended due to COVID-19 |
| Services | Unduplicated Number of Individuals Served | | | |
| SRV 2l. Before and After School Activities | 0 | | | |
| SRV 2p. Mentoring | 0 | | | |
| SRV 2i. Other Post Secondary Preparation | 0 | | | |
| SRV 2x. Applied Technology Classes | 0 | | | |
| SRV 2m. Summer Youth Recreational Activities | 0 | | | |

Health and Social/Behavioral Development

| FNPI | Number of participants served (enrolled in goal) | Target Number of participants | Actual Results (Number achieving the goal) | Narrative if +/- 20% from Target |
|--|--|-------------------------------|--|----------------------------------|
| FNPI 5b. The number of individuals who demonstrated improved physical health and well-being. | 1,375 | 1,180 | 1,375 | |
| Services | Unduplicated Number of Individuals Served | | | |
| SRV 5ii. Prepared Meals | 1,375 | | | |

Housing

| FNPI | Number of participants served (enrolled in goal) | Target Number of participants | Actual Results (Number achieving the goal) | Narrative if +/- 20% from Target |
|--|--|-------------------------------|--|------------------------------------|
| FNPI 4h. The number of households with improved energy efficiency and/or energy burden reduction in their homes. | 8,175 | 8,969 | 8,013 | |
| 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). | 75 | 149 | 75 | Services were down due to COVID-19 |
| Services | Unduplicated Number of Individuals Served | | | |
| SRV 4i. Utility Payments (LIHEAP-includes Emergency Utility Payments) | 4,645 | | | |
| SRV 4t. Energy Efficiency Improvements (e.g. insulation, air sealing, furnace repair, etc.) | 439 | | | |
| SRV 4q. Home Repairs (e.g. structural, appliance, heating systems. etc.) (Including Emergency Home Repairs) | 75 | | | |
| SRV 4l. Level Billing Assistance | 2,909 | | | |

Client Characteristics

All Characteristics Report

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

| | |
|---|-------|
| A. Total unduplicated number of all INDIVIDUALS about whom one or more characteristics were obtained: | 6,930 |
| B. Total unduplicated number of all HOUSEHOLDS about whom one or more characteristics were obtained: | 3,372 |

C. INDIVIDUAL LEVEL CHARACTERISTICS

| 1. Gender | Number of individuals | |
|---|-----------------------|------------|
| a. Male | 2,688 | |
| b. Female | 4,187 | |
| c. Other | 1 | |
| d. Unknown/not reported | 54 | |
| 2. Age | Number of individuals | |
| a. 0-5 | 732 | |
| b. 6-13 | 1,167 | |
| c. 14-17 | 531 | |
| d. 18-24 | 491 | |
| e. 25-44 | 1,615 | |
| f. 45-54 | 746 | |
| g. 55-59 | 453 | |
| h. 60-64 | 455 | |
| i. 65-74 | 492 | |
| j. 75+ | 248 | |
| k. Unknown/not reported | 0 | |
| 3. Education levels | Number of individuals | |
| | [ages 14-24] | [ages 25+] |
| a. Grades 0-8 | 367 | 79 |
| b. Grades 9-12/Non-Graduate | 382 | 738 |
| c. High School Graduate/Equivalency Diploma | 163 | 2,012 |
| d. 12 grade + Some Post-Secondary | 54 | 638 |
| e. 2 or 4 years College Graduate | 6 | 329 |
| f. Graduate of Other post-secondary school | 2 | 61 |
| g. Unknown/not reported | 48 | 152 |
| 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 | 1,592 | 5,339 | -1 |
| b. Health Insurance | 6,286 | 321 | 323 |
| Health Insurance Sources | | | |
| i. Medicaid | 5,133 | | |
| ii. Medicare | 879 | | |
| iii. State Children's Health Insurance Program | 0 | | |
| iv. State Health Insurance for Adults | 0 | | |
| v. Military Health Care | | | |
| vi. Direct-Purchase | 14 | | |
| vii. Employment Based | 260 | | |
| viii. Unknown/not reported | 644 | | |
| 6. Ethnicity/Race | Number of individuals | | |
| I. Ethnicity | | | |
| a. Hispanic, Latino or Spanish Origins | 39 | | |
| b. Not Hispanic, Latino or Spanish Origins | 4,604 | | |
| c. Unknown/not reported | 2,287 | | |
| II. Race | | | |
| a. American Indian or Alaska Native | 15 | | |
| b. Asian | 28 | | |
| c. Black or African American | 1,531 | | |
| d. Native Hawaiian and Other Pacific Islander | 3 | | |
| e. White | 5,015 | | |
| f. Other | 249 | | |
| g. Multi-race (two or more of the above) | 88 | | |
| h. Unknown/not reported | 1 | | |
| 7. Military Status | Number of individuals | | |
| a. Veteran | 67 | | |
| b. Active Military | 78 | | |
| c. Unknown/not reported | 6,785 | | |
| 8. Work Status | Number of individuals | | |
| a. Employed Full-Time | 436 | | |
| b. Employed part-Time | 356 | | |
| c. Migrant Seasonal Farm Worker | 0 | | |
| d. Unemployed (Short-term, 6 months or less) | 196 | | |

| | |
|---|-------|
| e. Unemployed (Long-term, more than 6 months) | 237 |
| f. Unemployed(Not in Labor Force) | 2,594 |
| g. Retired(Not in Labor Force) | 271 |
| h. Unknown/not reported | 410 |

D.HOUSEHOLD LEVEL CHARACTERISTICS

| 9. Household Type | Number of Households |
|-------------------------------------|----------------------|
| a. Single Person | 1,548 |
| b. Two Adults NO children | 287 |
| c. Single Parent Female | 948 |
| d. Single Parent Male | 72 |
| e. Two Parent Household | 308 |
| f. Non-Related Adults with Children | 0 |
| g. Multigenerational Household | 0 |
| h. Other | 56 |
| i. Unknown/not reported | 153 |
| 10. Household Size | Number of Households |
| a. Single Person | 1,645 |
| b. Two | 777 |
| c. Three | 436 |
| d. Four | 297 |
| e. Five | 135 |
| f. Six or more | 82 |
| g. Unknown/not reported | 0 |
| 11. Housing | Number of Households |
| a. Own | 1,566 |
| b. Rent | 3,155 |
| c. Other permanent housing | 0 |
| d. Homeless | 33 |
| e. Other | 3 |
| f. Unknown/not reported | 0 |
| 12. Level of Household Income | Number of Households |
| <i>(% of HHS Guideline)</i> | |
| a. Up to 50% | 1,526 |
| b. 51% to 75% | 672 |
| c. 76% to 100% | 426 |
| d. 101% to 125% | 358 |
| e. 126% to 150% | 271 |

| | |
|--|-----------------------------|
| f. 151% to 175% | 93 |
| g. 176% to 200% | 11 |
| h. 201% to 250% | 12 |
| i. 250% and over | 3 |
| j. Unknown/not reported | 0 |
| 13. Source of Household Income | Number of Households |
| a. Income from Employment Only | 347 |
| b. Income from Employment and Other Income Source | 15 |
| c. Income from Employment, Other Income Source and Non-Cash Benefits | 8 |
| d. Income from Employment and Non-Cash Benefits | 151 |
| e. Other Income Source Only | 70 |
| f. Other Income Source and Non-Cash Benefits | 41 |
| g. No Income | 0 |
| h. Non-Cash Benefits Only | 2,326 |
| i. Unknown/not reported | 414 |
| 14. Other Incoem Source | Number of Households |
| a. TANF | 12 |
| b. Supplemental Security Income (SSI) | 207 |
| c. Social Security Disability Income (SSDI) | 30 |
| d. VA Serivce-Connected Disability Compensation | 7 |
| e. VA Non-Serivce Connected Disability Pension | 3 |
| f. Private Disability Insurance | |
| g. Worker's Compensation | 2 |
| h. Retirement Income from Social Security | 146 |
| i. Pension | 96 |
| j. Child Support | 11 |
| k. Alimony or other Spousal Support | |
| l. Unemployment Insurance | 141 |
| m. EITC | |
| n. Other | 74 |
| o. Unknown/not reported | 2,643 |
| 15. Non-Cash Benefits | Number of Households |
| a. SNAP | 2,256 |
| b. WIC | 69 |
| c. LIHEAP | |
| d. Housing Choice Voucher | 322 |
| e. Public Housing | 20 |
| f. Permanent Supportive Housing | 20 |

| | |
|--------------------------------|-----|
| g. HUD-VASH | 61 |
| h. Childcare Voucher | 17 |
| i. Affordable Care Act Subsidy | 11 |
| j. Other | 37 |
| k. Unknown/not reported | 559 |

Number of Individuals and Households Who May or May Not be Included in the Totals Above

| Program Name | Unduplicated number of individuals | Unduplicated number of households |
|---|------------------------------------|-----------------------------------|
| Summer Food Program For Children | 3773 | 1797 |
| Project Housewarming/Dominion East Ohio | 191 | 91 |
| Community Connections/First Energy | 120 | 57 |
| City of Kent Furnace Replacement Program | 13 | 6 |
| JFS/PRC Utility Assistance Program | 88 | 42 |
| EFSP Utility Assistance | 609 | 290 |
| Unrestricted Energy Assistance | 4 | 2 |
| CTLC Global Testing Program | 587 | 587 |
| Housing Trust Fund/Project HOPE Home Repair | 63 | 30 |
| SFSP/PPE Supplies | 250 | 250 |
| Miscellaneous Referrals | 5198 | 5198 |