

CSBG Eligible Entity Management Accomplishments

Community Action Partnership was successful in increasing agency capacity by securing two additional funding streams to operate its trademark cool and warm center program. CAP Riverside received \$20,000 grants from both the Regional Access Project Foundation and Southern California Edison to operate cool and warm centers during the pandemic. Community Action Partnership facilitates cool and warm centers throughout Riverside County that provide a safe place for residents, especially those most vulnerable, to escape extreme seasonal temperatures and save money on their utility bills. Cool and warm center visitors are provided with water, a nutritious snack, mini fans, PPE, and community resources when they visit a cool or warm center.

Innovative Solutions Highlights

The COVID-19 pandemic had profound effects on Riverside County's residents. In response to COVID, CAP Riverside received a Coronavirus Aid, Relief and Economic Security (CARES) Act allocation of several million dollars to spend in the community in response to COVID. CAP Riverside used the funding to expand utility assistance for income eligible participants to receive assistance with water, trash, sewer, and internet past due bills. In many cases, this was the lifeline Riverside County residents needed that enabled them to make ends meet while balancing expenses after suffering unemployment because of the pandemic. CAP Riverside promoted the expanded utility assistance with a social media blitz, flyers, and to existing LIHEAP customers. The application process was streamlined which enabled CAP Riverside to quickly determine eligibility and process the utility assistance payments directly to the utility companies on behalf of the customer. This program served hundreds of the most vulnerable Riverside County residents putting hundreds of thousands of dollars back into the local community.

State and CSBG Eligible Entity Continuous Improvement

CAP Riverside is dedicated to continuous improvement and delivery of services to the public. During the past year, CAP Riverside embarked on a journey to revamp its customer satisfaction survey to better meet the needs of customers and identify opportunities for improvement. This resulted in a survey that enables management to compare year over year data for customer satisfaction survey responses. Additionally, technology was utilized, and customers can now complete the survey by scanning a QR code in addition to completing hard copy surveys. The new and improved survey instrument used a rating scale for various questions such as, "how many stars do we get for overall satisfaction with the service you received?" CAP Riverside management wanted to ensure we were capturing the agency's goal of recognizing diversity, equity, and inclusion which led to the following survey question, "how many stars do we get for treating you with respect and dignity?" All the customer satisfaction survey data is stored electronically using Microsoft Forms which also allows for reports to be pulled on demand. By using technology and a new rating system, CAP Riverside is better equipped to track, monitor, and report on customer satisfaction and quickly identify opportunities for improvement.

A.1.	CSBG Eligible Entity Reporting Period	Date Range
	Reporting Period	1/1/2021 - 12/31/2021

A.2.	CSBG Expenditures Domains	CSBG Funds
A.2a.	Employment	\$1,394,740.00
A.2b.	Education and Cognitive Development	\$1,158,904.00
A.2c.	Income, Infrastructure, and Asset Building	\$383,856.00
A.2d.	Housing	\$0.00
A.2e.	Health and Social/ Behavioral Development(includes nutrition)	\$0.00
A.2f.	Civic Engagement and Community Involvement	\$764,288.00
A.2g.	Services Supporting Multiple Domains	\$822,038.00
A.2h.	Linkages(e.g.partnerships that support multiple domains)	\$132,868.00
A.2i.	Agency Capacity Building(detailed below in Table C)	\$4,858.00
A.2j.	Other(e.g.emergency management / disaster relief)	\$0.00
A.2k.	Total CSBG Expenditures (auto-calculated)	\$4,661,552.00
A.3.	Of the CSBG funds reported above, report the total amount used for Administration. For more information on what qualifies as Administration, refer to IM37.	\$462,898.00

A.4.	Details on Agency Capacity Building Activities Funded by CSBG:	Selected
1.	Please identify which activities were funded by CSBG as reported under A.2i Agency Capacity in Table A.2.	
	Community Needs Assessment	X
	Data Management & Reporting	X
	Strategic Planning	X
	Training & Technical Assistance	X
	Other*	
	<i>*Below please specify Other Activities funded by CSBG under Agency Capacity:</i>	

B.1.	CSBG Eligible Entity Reporting Period	Date Range
	Reporting Period	1/1/2021 - 12/31/2021

B.2.	Hours of Agency Capacity Building	Hours
B.2a.	Hours of Board Members in capacity building activities	415
B.2b.	Hours of Agency Staff in capacity building activities	3106

B.3.	Volunteer Hours	Hours
B.3a.	Total number of volunteer hours donated to the agency	40161
B.3a.1.	Of the above, the total number of volunteer hours donated by individuals with low incomes	8032

B.4.	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:	Number
B.4a.	Number of Nationally Certified ROMA Trainers	0
B.4b.	Number of Nationally Certified ROMA Implementers	1
B.4c.	Number of Certified Community Action Professionals(CCAP)	2
B.4d.	Number of Staff with a child development certification	0
B.4e.	Number of Staff with a family development certification	0
B.4f.	Number of Pathways Reviewers	0
B.4g.	Number of Staff with Home Energy Professional Certifications	8
B.4g.1.	Number of Energy Auditors	8
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)	1
B.4h.	Number of LEED Risk Certified assessors	5
B.4i.	Number of Building Performance Institute(BPI) certified professionals	1
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):	
	Number of HVAC -- EPA Certified	2

B.5.	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:	Number
B.5a.	Non-Profit	76
B.5b.	Faith Based	82
B.5c.	Local Government	50
B.5d.	State Government	3
B.5e.	Federal Government	4
B.5f.	For-Profit Business or Corporation	19

B.5g.	Consortiums / Collaborations	15
B.5h.	School Districts	22
B.5i.	Institutions of Post-Secondary Education/ Training	7
B.5j.	Financial / Banking Institutions	9
B.5k.	Health Service Organizations	5
B.5l.	Statewide Associations or Collaborations	2

C.1.	CSBG Eligible Entity Reporting Period	Date Range
	Reporting Period	1/1/2021 - 12/31/2021

C.2.	Amount of FY 2021 CSBG allocated to reporting entity	Amount
	Amount	\$3,952,683.00

C.3.	Federal Resources Allocated (Other than CSBG)	Amount
C.3a.	Weatherization (DOE) (include oil overcharge \$\$)	\$365,592.00
C.3b.	Health and Human Services (HHS)	
C.3b.1.	LIHEAP - Fuel Assistance (include oil overcharge \$\$)	\$2,617,447.00
C.3b.2.	LIHEAP - Weatherization (include oil overcharge \$\$)	\$2,806,167.00
C.3b.3.	Head Start	\$0.00
C.3b.4.	Early Head Start	\$0.00
C.3b.5.	Older Americans Act	\$0.00
C.3b.6.	Social Services Block Grant (SSBG)	\$0.00
C.3b.7.	Medicare/Medicaid	\$0.00
C.3b.8.	Assets for Independence (AFI)	\$0.00
C.3b.9.	Temporary Assistance for Needy Families (TANF)	\$0.00
C.3b.10.	Child Care Development Block Grant (CCDBG)	\$0.00
C.3b.11.	Community Economic Development (CED)	\$0.00
C.3b.12.	Other HHS Resources (Please specify others below):	
C.3b.13.	Total Other HHS Resources	\$0.00
C.3c.	Department of Agriculture (USDA)	
C.3c.1.	Special Supplemental Nutrition for Women, Infants, and Children (WIC)	\$0.00
C.3c.2.	All USDA Non-Food programs (e.g. rural development)	\$0.00
C.3c.3.	All other USDA Food programs	\$0.00
C.3d.	Department of Housing and Urban Development (HUD)	
C.3d.1.	Community Development Block Grant (CDBG) - Federal, State, and Local	\$0.00
C.3d.2.	Section 8	\$0.00
C.3d.3.	Section 202	\$0.00
C.3d.4.	Home Tenant-Based Rental Assistance (HOME TBRA)	\$0.00
C.3d.5.	HOPE for Homeowners Program (H4H)	\$0.00
C.3d.6.	Emergency Solutions Grant (ESG)	\$0.00
C.3d.7.	Continuum of Care (CoC)	\$0.00
C.3d.8.	All other HUD programs, including homeless programs	\$0.00
C.3e.	Department of Labor (DOL)	
C.3e.1.	Workforce Innovation and Opportunity Act (WIOA) *previously WIA	\$0.00
C.3e.2.	Other DOL Employment and Training programs	\$0.00
C.3e.3.	All other DOL programs	\$0.00
C.3f.	Corporation for National and Community Service (CNCS) programs	\$0.00
C.3g.	Federal Emergency Management Agency (FEMA)	\$0.00
C.3h.	Department of Transportation	\$0.00

C.3i.	Department of Education	\$0.00
C.3j.	Department of Justice	\$0.00
C.3k.	Department of Treasury	\$0.00
C.3l.	Other Federal Resources (Please specify others below):	
	2020-2021 VITA Matching Grant (IRS)	\$162,623.00
C.3m.	Total Other Federal Resources (auto-calculated)	\$162,623.00
C.3n.	Total: Non-CSBG Federal Resources Allocated (auto-calculated)	\$5,951,829.00

C.4.	State Resources Allocated	Amount
C.4a.	State appropriated funds used for the same purpose as Federal CSBG funds	\$0.00
C.4b.	State Housing and Homeless programs (include housing tax credits)	\$0.00
C.4c.	State Nutrition programs	\$0.00
C.4d.	State Early Childhood Programs (e.g. Head Start, Day Care)	\$0.00
C.4e.	State Energy programs	\$0.00
C.4f.	State Health programs	\$0.00
C.4g.	State Youth Development programs	\$0.00
C.4h.	State Employment and Training programs	\$0.00
C.4i.	State Senior programs	\$0.00
C.4j.	State Transportation programs	\$0.00
C.4k.	State Education programs	\$0.00
C.4l.	State Community, Rural and Economic Development programs	\$0.00
C.4m.	State Family Development programs	\$0.00
C.4n.	Other State Resources (Please specify others below):	
	Dispute Resolutions Programs Act	\$180,000.00
	Department of Public Social Services (DPSS)	\$83,633.00
C.4o.	Total Other State Resources (auto-calculated)	\$263,633.00
C.4p.	Total: State Resources Allocated (auto-calculated)	\$263,633.00
C.4q.	If any of these resources were also reported under Item 15 (Federal Resources), please estimate the amount.	\$0.00

C.5.	Local Resources Allocated	Amount
C.5a.	Amount of unrestricted funds appropriated by local government	\$250,000.00
C.5b.	Amount of restricted funds appropriated by local government	\$58,492.00
C.5c.	Value of Contract Services	\$0.00
C.5d.	Value of in-kind goods/services received from local government	\$0.00
C.5e.	Total: Local Resources Allocated (auto-calculated)	\$308,492.00
C.5f.	If any of these resources were also reported under Item 15 (Federal Resources), please estimate the amount.	\$0.00

C.6.	Private Sector Resources Allocated	Amount
C.6a.	Funds from foundations, corporations, United Way, other nonprofits	\$20,000.00
C.6b.	Other donated funds	\$0.00
C.6c.	Value of other donated items, food, clothing, furniture, etc.	\$0.00

C.6d.	Value of in-kind services received from businesses	\$0.00
C.6e.	Payments by clients for services	\$0.00
C.6f.	Payments by private entities for goods or services for low income clients or communities	\$0.00
C.6g.	Total: Private Sector Resources Allocated (auto-calculated)	\$20,000.00
C.6h.	If any of these resources were also reported under Item 15, 17, or 20 (Federal, State or Local Resources), please estimate the amount.	\$0.00

C7/C8	Total Resources Allocated	Amount
C.7.	Total Non-CSBG Resources Allocated: (Federal, State, Local & Private)	\$6,543,954.00
C.8.	Total Resources in CSBG Eligible Entity (including CSBG)	\$10,496,637.00

Employment Indicators	I.) Number of Individuals Served	II.) Target	III.) Actual Results	IV.) Percentage Achieving Outcome	V.) Performance Target Accuracy
FNPI 1a. The number of unemployed youth who obtained employment to gain skills or income.	6	5	5	83.33333333	100
FNPI 1b. The number of unemployed adults who obtained employment (up to a living wage)	66	60	61	92.42424242	101.6666667
FNPI 1c. The number of unemployed adults who obtained and maintained employment for at least 90 days (up to a living wage).	66	60	61	92.42424242	101.6666667
FNPI 1d. The number of unemployed adults who obtained and maintained employment for at least 180 days (up to a living wage).				0	0
FNPI 1e. The number of unemployed adults who obtained employment (with a living wage or higher).				0	0
FNPI 1f. The number of unemployed adults who obtained and maintained employment for at least 90 days (with a living wage or higher).				0	0
FNPI 1g. The number of unemployed adults who obtained and maintained employment for at least 180 days (with a living wage or higher).				0	0
FNPI 1h. The number of employed participants in a career-advancement related program who entered or transitioned into a position that provided increased income and/or benefits.	27	21	17	62.96296296	80.95238095
FNPI 1h.1. the number of employed participants who increased income from employment through wage or salary amount increase.	27	21	17	62.96296296	80.95238095
FNPI 1h.2. the number of employed participants who increased income from employment through hours worked increase.				0	0
FNPI 1h.3. the number of employed participants who increased benefits related to employment.				0	0
FNPI 1z. The number of individuals: (please specify)				0	0
FNPI 1z. The number of individuals: (please specify)				0	0
FNPI 1z. Number of employed individuals at risk of losing employment who maintained employment as a result of CAA interventions.				0	0
FNPI 1z. Number of employed individuals at risk of losing employment who maintained employment as a result of CAA interventions.				0	0
FNPI 1z. Number of youth who maintained employment for 90 days.				0	0
FNPI 1z. Number of youth who maintained employment for 90 days.				0	0

FNPI 1z. Number of employed individuals at risk of losing employment who maintained employment as a result of CAA interventions.	0	0
FNPI 1z. Number of employed individuals at risk of losing employment who maintained employment as a result of CAA interventions.	0	0
FNPI 1z. Number of youth who maintained employment for 90 days.	0	0
FNPI 1z. Number of youth who maintained employment for 90 days.	0	0

General Comment

FNPI 1b. and FNPI 1c. Living Wage. Living wage, as annual income before taxes, calculated for Riverside County, is \$34,188 for 1 adult, \$59,120 for two adults, \$70,808 for 2 adults with 1 child, and \$79,084 for 2 adults with 2 children. Source: livingwage.mit.edu/counties/06065 (Riverside County).

Education and Cognitive Development Indicators	I.) Number of Individuals Served	II.) Target	III.) Actual Results	IV.) Percentage Achieving Outcome	V.) Performance Target Accuracy
FNPI 2a. The number of children (0 to 5) who demonstrated improved emergent literacy skills.				0	0
FNPI 2b. The number of children (0 to 5) who demonstrated skills for school readiness.				0	0
FNPI 2c. The number of children and youth who demonstrated improved positive approaches toward learning, including improved attention skills. (auto total).				0	0
FNPI 2c.1. Early Childhood Education (ages 0-5)				0	0
FNPI 2c.2. 1st grade-8th grade				0	0
FNPI 2c.3. 9th grade-12th grade				0	0
FNPI 2d. The number of children and youth who are achieving at basic grade level (academic, social, and other school success skills). (auto total).				0	0
FNPI 2d.1. Ages 0-5 in Early Childhood Education				0	0
FNPI 2d.2. 1st grade-8th grade				0	0
FNPI 2d.3. 9th grade-12th grade				0	0
FNPI 2e. The number of parents/caregivers who improved their home environments.				0	0
FNPI 2f. The number of adults who demonstrated improved basic education.				0	0
FNPI 2g. The number of individuals who obtained a high school diploma and/or obtained an equivalency certificate or diploma.				0	0
FNPI 2h. The number of individuals who obtained a recognized credential, certificate, or degree relating to the achievement of educational or vocational skills.	133	125	107	80.45112782	85.6
FNPI 2i. The number of individuals who obtained an Associate's degree.				0	0
FNPI 2j. The number of individuals who obtained a Bachelor's degree				0	0
FNPI 2z. The number of individuals: (please specify)				0	0
FNPI 2z. The number of individuals: (please specify)				0	0
FNPI 2z. Number of individuals who obtained and moved from a high school diploma and/or equivalent to post secondary education (of any kind).				0	0
FNPI 2z. Number of individuals who obtained and moved from a high school diploma and/or equivalent to post secondary education (of any kind).				0	0

FNPI 2z. Number of individuals who obtained and moved from a high school diploma and/or equivalent to post-secondary education (of any kind).	0	0
FNPI 2z. Number of individuals who obtained and moved from a high school diploma and/or equivalent to post-secondary education (of any kind).	0	0
GeneralComment		

Income, Infrastructure, and Asset Building Indicators	I.) Number of Individuals Served	II.) Target	III.) Actual Results	IV.) Percentage Achieving Outcome	V.) Performance Target Accuracy
FNPI 3a. The number of individuals who achieved and maintained capacity to meet basic needs for 90 days.				0	0
FNPI 3b. The number of individuals who achieved and maintained capacity to meet basic needs for 180 days.				0	0
FNPI 3c. The number of individuals who opened a savings account or IDA.	133	120	124	93.23308271	103.3333333
FNPI 3d. The number of individuals who increased their savings.	133	120	117	87.96992481	97.5
FNPI 3e. The number of individuals who used their savings to purchase an asset.	40	25	22	55	88
FNPI 3e.1. the number of individuals who purchased a home.	20	10	11	55	110
FNPI 3f. The number of individuals who improved their credit scores.				0	0
FNPI 3g. The number of individuals who increased their net worth.				0	0
FNPI 3h. The number of individuals engaged with the Community Action Agency who report improved financial well-being.				0	0
FNPI 3z. The number of individuals: (please specify)				0	0
FNPI 3z. The number of individuals: (please specify)				0	0
FNPI 3z. Number of individuals who started their own business.				0	0
FNPI 3z. Number of individuals who started their own business.				0	0
FNPI 3z. Number of individuals who maintained their own business for 180 days.				0	0
FNPI 3z. Number of individuals who maintained their own business for 180 days.				0	0
FNPI 3z. Number of individuals who increased their income from a non-employment source.				0	0
FNPI 3z. Number of individuals who increased their income from a non-employment source.				0	0
FNPI 3z. Number of individuals who reduced their reliance on public subsidies.				0	0
FNPI 3z. Number of individuals who reduced their reliance on public subsidies.				0	0
FNPI 3z. Number of individuals who reduced debt.				0	0
FNPI 3z. Number of individuals who reduced debt.				0	0
GeneralComment					

Housing Indicators	I.) Number of Individuals Served	II.) Target	III.) Actual Results	IV.) Percentage Achieving Outcome	V.) Performance Target Accuracy
FNPI 4a. The number of individuals experiencing homelessness who obtained safe temporary shelter.				0	0
FNPI 4b. The number of individuals who obtained safe and affordable housing.	20	10	11	55	110
FNPI 4c. The number of individuals who maintained safe and affordable housing for 90 days.				0	0
FNPI 4d. The number of individuals who maintained safe and affordable housing for 180 days.				0	0
FNPI 4e. The number of individuals who avoided eviction.				0	0
FNPI 4f. The number of individuals who avoided foreclosure.				0	0
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 monoxide and/or fire hazards or electrical issues, etc).				0	0
FNPI 4h. The number of individuals with improved energy efficiency and/or energy burden reduction in their homes.	162	150	162	100	108
FNPI 4z. The number of individuals: (please specify)				0	0
FNPI 4z. The number of individuals: (please specify)				0	0
FNPI 4z. Number of individuals who improved physical access in their living space (wheel chair ramps, grab bars etc.).				0	0
FNPI 4z. Number of individuals who improved physical access in their living space (wheel chair ramps, grab bars etc.).				0	0
FNPI 4z. Number of individuals who avoided a utility shut-off.				0	0
FNPI 4z. Number of individuals who avoided a utility shut-off.				0	0
FNPI 4z. Number of individuals who obtained utilities.				0	0
FNPI 4z. Number of individuals who obtained utilities.				0	0
FNPI 4z. Number of individuals whose energy service was restored after disconnection				0	0
FNPI 4z. Number of individuals whose energy service was restored after disconnection				0	0
FNPI 4z. Number of individuals whose Number of individuals whose inoperable home energy equipment was repaired or replaced				0	0

FNPI 4z. Number of individuals whose inoperable home energy equipment was repaired or replaced	Number of individuals	0	0
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GeneralComment

FNPI 4h. All participants served achieved this outcome.

Health and Social/Behavioral Development (includes nutrition) Indicators	I.) Number of Individuals Served	II.) Target	III.) Actual Results	IV.) Percentage Achieving Outcome	V.) Performance Target Accuracy
FNPI 5a. The number of individuals who demonstrated increased nutrition skills (e.g. cooking, shopping, and growing food).				0	0
FNPI 5b. The number of individuals who demonstrated improved physical health and well-being.				0	0
FNPI 5c. The number of individuals who demonstrated improved mental and behavioral health and well-being.				0	0
FNPI 5d. The number of individuals who improved skills related to the adult role of parents/ caregivers.				0	0
FNPI 5e. The number of parents/caregivers who demonstrated increased sensitivity and responsiveness in their interactions with their children.				0	0
FNPI 5f. The number of seniors (65+) who maintained an independent living situation.	9420	10000	9420	100	94.2
FNPI 5g. The number of individuals with disabilities who maintained an independent living situation.	3972	4500	3972	100	88.26666667
FNPI 5h. The number of individuals with chronic illness who maintained an independent living situation.				0	0
FNPI 5i. The number of individuals with no recidivating event for six months.				0	0
FNPI 5i.1. Youth (ages 14-17)				0	0
FNPI 5i.2. Adults (ages 18+)				0	0
FNPI 5z. The number of individuals: (please specify)				0	0
GeneralComment					
FNPI 5f. All of the seniors served achieved this outcome. FNPI 5g. All of the individuals served with disabilities achieved this outcome.					

Civic Engagement and Community Involvement Indicators	I.) Number of Individuals Served	II.) Target	III.) Actual Results	IV.) Percentage Achieving Outcome	V.) Performance Target Accuracy
FNPI 6a. The number of Community Action program participants who increased skills, knowledge, and abilities to enable them to work with Community Action to improve conditions in the community.	737	777	729	98.91451832	93.82239382
FNPI 6a.1. the number of Community Action program participants who improved their leadership skills.	106	100	86	81.13207547	86
FNPI 6a.2. the number of Community Action program participants who improved their social networks.				0	0
FNPI 6a.3. the number of Community Action program participants who gained other skills, knowledge and abilities to enhance their ability to engage.				0	0
FNPI 6z. The number of individuals: (please specify)				0	0
GeneralComment					

Services Supporting Multiple Domains Indicators	I.) Number of Individuals Served	II.) Target	III.) Actual Results	IV.) Percentage Achieving Outcome	V.) Performance Target Accuracy
FNPI 7a. The number of individuals who achieved one or more outcomes as identified by the National Performance Indicators in various domains.	1256	1000	1188	94.58598726	118.8
FNPI 7z. The number of individuals: (please specify)				0	0
GeneralComment					

Employment Services	Unduplicated Number of Individuals Served
SRV 1a Vocational Training	
SRV 1b. On the Job and other Work Experience	121
SRV 1c Youth Summer Work Placements	
SRV 1d Apprenticeship/Internship	
SRV 1e. Self Employment Skills Training	3
SRV 1f Job Readiness Training	
SRV 1g Workshops	
SRV 1h Coaching	
SRV 1i Coaching	
SRV 1j. Resume Development	45
SRV 1k. Interview Skills Training	45
SRV 1l Job Referrals	
SRV 1m Job Placements	
SRV 1n Pre employment physicals, background checks, etc.	
SRV 1o Coaching	
SRV 1p Interactions with employers	
SRV 1q. Employment Supplies	667
GeneralComment	

Education and Cognitive Development Services	Unduplicated Number of Individuals Served
SRV 2a Early Head Start	
SRV 2b Head Start	
SRV 2c Other Early Childhood (0 5 yr. old) Education	
SRV 2d K-12 Education	
SRV 2e K-12 Support Services	
SRV 2f. Financial Literacy Education	972
SRV 2g Literacy/English Language Education	
SRV 2h College Readiness Preparation/Support	
SRV 2i Other Post Secondary Preparation	
SRV 2j Other Post Secondary Support	
SRV 2k School Supplies	
SRV 2l Before and After School Activities	
SRV 2m Summer Youth Recreational Activities	
SRV 2n Summer Education Programs	
SRV 2o Behavior Improvement Programs (attitude, self-esteem, Dress for Success, etc.)	
SRV 2p. Mentoring	1114
SRV 2q. Leadership Training	106
SRV 2r Adult Literacy Classes	
SRV 2s English Language Classes	
SRV 2t Basic Education Classes	
SRV 2u High School Equivalency Classes	
SRV 2v Leadership Training	
SRV 2w Parenting Supports (may be a part of the early childhood programs identified above)	
SRV 2x Applied Technology Classes	
SRV 2y Post Secondary Education Preparation	
SRV 2z Financial Literacy Education	
SRV 2aa. College applications, text books, computers, etc.	194
SRV 2bb Scholarships	
SRV 2cc Home Visits	
General Comment	

Income, Infrastructure, and Asset Building Services	Unduplicated Number of Individuals Served
SRV 3a. Financial Capability Skills Training	972
SRV 3b Financial Coaching/Counseling	
SRV 3c Financial Management Programs (including budgeting, credit management, credit repair, credit counseling, etc.)	
SRV 3d. First time Homebuyer Counseling	9
SRV 3e Foreclosure Prevention Counseling	
SRV 3f. Small Business Start Up and Development Counseling Sessions/Classes	3
SRV 3g Child Support Payments	
SRV 3h Health Insurance	
SRV 3i Social Security/SSI Payments	
SRV 3j Veteran's Benefits	
SRV 3k TANF Benefits	
SRV 3l SNAP Benefits	
SRV 3m. Saving Accounts/IDAs and other asset building accounts	133
SRV 3n Other financial products (IRA accounts, MyRA, other retirement accounts, etc.)	
SRV 3o. VITA, EITC, or Other Tax Preparation programs	2202
SRV 3p Micro loans	
SRV 3q Business incubator/business development loans	
GeneralComment	

Housing Services	Unduplicated Number of Individuals Served
SRV 4a Financial Capability Skill Training	
SRV 4b Financial Coaching/Counseling	
SRV 4c Rent Payments (includes Emergency Rent Payments)	
SRV 4d Deposit Payments	
SRV 4e Mortgage Payments (includes Emergency Mortgage Payments)	
SRV 4f Eviction Counseling	
SRV 4g Landlord/Tenant Mediations	
SRV 4h Landlord/Tenant Rights Education	
SRV 4i. Utility Payments (LIHEAP includes Emergency Utility Payments)	34062
SRV 4j Utility Deposits	
SRV 4k. Utility Arrears Payments	1608
SRV 4l Level Billing Assistance	
SRV 4m Temporary Housing Placement (includes Emergency Shelters)	
SRV 4n Transitional Housing Placements	
SRV 4o Permanent Housing Placements	
SRV 4p Rental Counseling	
SRV 4q Home Repairs (e.g. structural, appliance, heating systems. etc.) (Including Emergency Home Repairs)	
SRV 4r Independent living Home Improvements (e.g. ramps, tub and shower grab bars, handicap accessible modifications, etc.)	
SRV 4s Healthy Homes Services(e.g. reduction or elimination of lead, radon, carbon dioxide and/or fire hazards or electrical issues, etc.)	
SRV 4t. Energy Efficiency Improvements (e.g. insullation, air sealing, furnace repair, etc.)	162
GeneralComment	

Health and Social/Behavioral Development (includes nutrition) Services	Unduplicated Number of Individuals Served
SRV 5a Immunizations	
SRV 5b Physicals	
SRV 5c Developmental Delay Screening	
SRV 5d Vision Screening	
SRV 5e Prescription Payments	
SRV 5f Doctor Visit Payments	
SRV 5g Maternal/Child Health	
SRV 5h Nursing Care Sessions	
SRV 5i In Home Affordable Seniors/Disabled Care Sessions (Nursing, Chores, Personal Care Services)	
SRV 5j Health Insurance Options Counseling	
SRV 5k Coaching Sessions	
SRV 5l Family Planning Classes	
SRV 5m Contraceptives	
SRV 5n STI/HIV Prevention Counseling Sessions	
SRV 5o STI/HIV Screenings	
SRV 5p Wellness Classes (stress reduction, medication management, mindfulness, etc.)	
SRV 5q Exercise/Fitness	
SRV 5r Detoxification Sessions	
SRV 5s Substance Abuse Screenings	
SRV 5t Substance Abuse Counseling	
SRV 5u Mental Health Assessments	
SRV 5v Mental Health Counseling	
SRV 5w Crisis Response/Call In Responses	
SRV 5x Domestic Violence Programs	
SRV 5y Substance Abuse Support Group Meetings	
SRV 5z Domestic Violence Support Group Meetings	
SRV 5aa Mental Health Support Group Meeting	
SRV 5bb Adult Dental Screening/Exams	
SRV 5cc Adult Dental Services (including Emergency Dental Procedures)	
SRV 5dd Child Dental Screenings/Exams	
SRV 5ee Child Dental Services (including Emergency Dental Procedures)	
SRV 5ff Skills Classes (Gardening, Cooking, Nutrition)	
SRV 5gg Community Gardening Activities	
SRV 5hh Incentives (e.g. gift card for food preparation, rewards for participation, etc.)	
SRV 5ii Prepared Meals	
SRV 5jj Food Distribution (Food Bags/Boxes, Food Share Program, Bags of Groceries)	

SRV 5kk Family Mentoring Sessions	
SRV 5ll Life Skills Coaching Sessions	
SRV 5mm Parenting Classes	
SRV 5nn. Kits/boxes	1000
SRV 5oo Hygiene Facility Utilizations (e.g. showers, toilets, sinks	
GeneralComment	

Civic Engagement and Community Involvement Services	Unduplicated Number of Individuals Served
SRV 6a Voter Education and Access	
SRV 6b. Leadership Training	106
SRV 6c. Tripartite Board Membership	15
SRV 6d Citizenship Classes	
SRV 6e Getting Ahead Classes	
SRV 6f. Volunteer Training	795
General Comment	

Services Supporting Multiple Domains Services	Unduplicated Number of Individuals Served
SRV 7a. Case Management	1394
SRV 7b Eligibility Determinations	
SRV 7c. Referrals	49430
SRV 7d Transportation Services (e.g. bus passes, bus transport, support for auto purchase or repair, including emergency services)	
SRV 7e Child Care subsidies	
SRV 7f Child Care payments	
SRV 7g Day Centers	
SRV 7h Birth Certificate	
SRV 7i Social Security Card	
SRV 7j Driver's License	
SRV 7k Criminal Record Expungements	
SRV 7l Immigration Support Services (relocation, food, clothing)	
SRV 7m Legal Assistance	
SRV 7n Emergency Clothing Assistance	
SRV 7o. Mediation/Customer Advocacy Interventions	74

GeneralComment

A. Total unduplicated number of all INDIVIDUALS about whom one or more characteristics were obtained		Total
Total		34062

B. Total unduplicated number of all HOUSEHOLDS about whom one or more characteristics were obtained		Total
Total		12815

C. INDIVIDUAL LEVEL CHARACTERISTICS

1. Gender	Number of Individuals
a. Male	12270
b. Female	17662
c. Other	29
d. Unknown/not reported	4101
e. Total	34062

2. Age	Number of Individuals
a. 0-5	2578
b. 6-13	5384
c. 14-17	3084
d. 18-24	2782
e. 25-44	6102
f. 45-54	2795
g. 55-59	1577
h. 60-64	1556
i. 65-74	2464
j. 75 +	1639
k. Unknown / not reported	4101
l. Total	34062

3. Education Levels	Number of Individuals ages 14-24	Number of Individuals ages 25+
a. Grades 0-8	2791	2596
b. Grades 9-12/Non-Graduate	1335	189
c. High School Graduate	1621	12708
d. GED/Equivalency Diploma	0	0
e. 12 grade + Some Post-Secondary	105	449
f. 2 or 4 years College Graduate	5	116
g. Graduate of other post-secondary school	9	74

h. Unknown/not reported	0	1
h. Total	5866	16133

4. Disconnected Youth	Number of Individuals
a. Youth ages 14-24 who are neither working or in school <input type="checkbox"/>	15

5. Health	Number of Individuals Yes	Number of Individuals No	Number of Individuals Unknown
a. Disabling Condition	3153	26808	4101
b. Health Insurance *	1308	28653	4101

c. Health Insurance Sources	Number of Individuals
c.1. Medicaid	650
c.2. Medicare	251
c.3. State Children's Health Insurance Program	111
c.4. State Health Insurance for Adults	95
c.5. Military Health Care	17
c.6. DirectPurchase	63
c.7. Employment Based	121
c.8. Unknown/not reported	0
c.9. Total	1308

6. Ethnicity	Number of Individuals
a.1. Hispanic, Latino or Spanish Origins	946
a.2. Not Hispanic, Latino or Spanish Origins	29015
a.3. Unknown/not reported	4101
a.4. Total	34062

6. Race	Number of Individuals
b.1. American Indian or Alaska Native	95
b.2. Asian	170
b.3. Black or African American	2179
b.4. Native Hawaiian and Other Pacific Islander	337
b.5. White	6644
b.6. Other	20375
b.7. Multi-race (two or more of the above)	158
b.8. Unknown/not reported	4104
b.9. Total	34062

7. Military Status	Number of Individuals
a. Veteran	90
b. Active Military	16
c. Never Served in the Military	18807

d. Unknown/not reported	2
e. Total	18915

8. Work Status (Individuals 18+)	Number of Individuals
a. Employed Full Time	1266
b. Employed Part Time	461
c. Migrant or Seasonal Farm Worker	8
d. Unemployed (Short Term, 6 months or less)	415
e. Unemployed (Long Term, more than 6 months)	1599
f. Unemployed (Not in Labor Force)	2168
g. Retired	1639
h. Unknown/not reported	11359
i. Total	18915

D. HOUSEHOLD LEVEL CHARACTERISTICS

9. Household Type	Number of Households
a. Single Person	4130
b. Two Adults NO Children	1017
c. Single Parent Female	2640
d. Single Parent Male	184
e. Two Parent Household	1505
f. Non-related Adults with Children	16
g. Multigenerational Household	1012
h. Other	833
i. Unknown/not reported	1478
l. Total	12815

10. Household Size	Number of Households
a. Single Person	4130
b. Two	1983
c. Three	1533
d. Four	1458
e. Five	1009
f. Six or more	949
g. Unknown/not reported	1753
h. Total	12815

11. Housing	Number of Households
a. Own	1204
b. Rent	7257
c. Other permanent housing	9
d. Homeless	4
e. Other	2864
f. Unknown/not reported	1477
g. Total	12815

12. Level of Household Income	Number of Households
a. Up to 50%	2232
b. 51% to 75%	1515
c. 76% to 100%	2716
d. 101% to 125%	1644
e. 126% to 150%	1158
f. 151% to 175%	768
g. 176% to 200%	447
h. 201% to 250%	236

i. 251% and over	52
j. Unknown/not reported	2047
k. Total	12815

13. Sources of Household Income	Number of Households
a. Income from Employment Only	1237
b. Income from Employment and Other Income Source	332
c. Income from Employment, Other Income Source, and Non Cash Benefits	309
d. Income from Employment and Non-Cash Benefits	925
e. Other Income Source Only	3637
f. Other Income Source and Non-Cash Benefits	3686
g. No Income	0
h. Non Cash Benefits Only	410
i. Unknown/not reported	2279

14. Other Income Source	Number of Households
a. TANF	787
b. Supplemental Security Income (SSI)	2511
c. Social Security Disability Income (SSDI)	1146
d. VA Service-Connected Disability Compensation	30
e. VA Non-Service Connected Disability Pension	13
f. Private Disability Insurance	16
g. Worker's Compensation	12
h. Retirement Income from Social Security	3882
i. Pension	464
j. Child Support	117
k. Alimony or other Spousal Support	13
l. Unemployment Insurance	1232
m. EITC	3
n. Other	1166
o. Unknown/not reported	4594

15. Non Cash Benefits	Number of Households
a. SNAP	3120
b. WIC	47
c. LIHEAP	1645
d. Housing Choice Voucher	48
e. Public Housing	733
f. Permanent Supportive Housing	144
g. HUD-VASH	37
h. Childcare Voucher	4
i. Affordable Care Act Subsidy	4
j. Other	901

E. Number of Individuals May or May Not be Included

a. Unduplicated number of INDIVIDUALS served in Program Number of Individuals

F. Number of Households May or May Not be Included

a. Unduplicated number of HOUSEHOLDS served in Program Number of Households