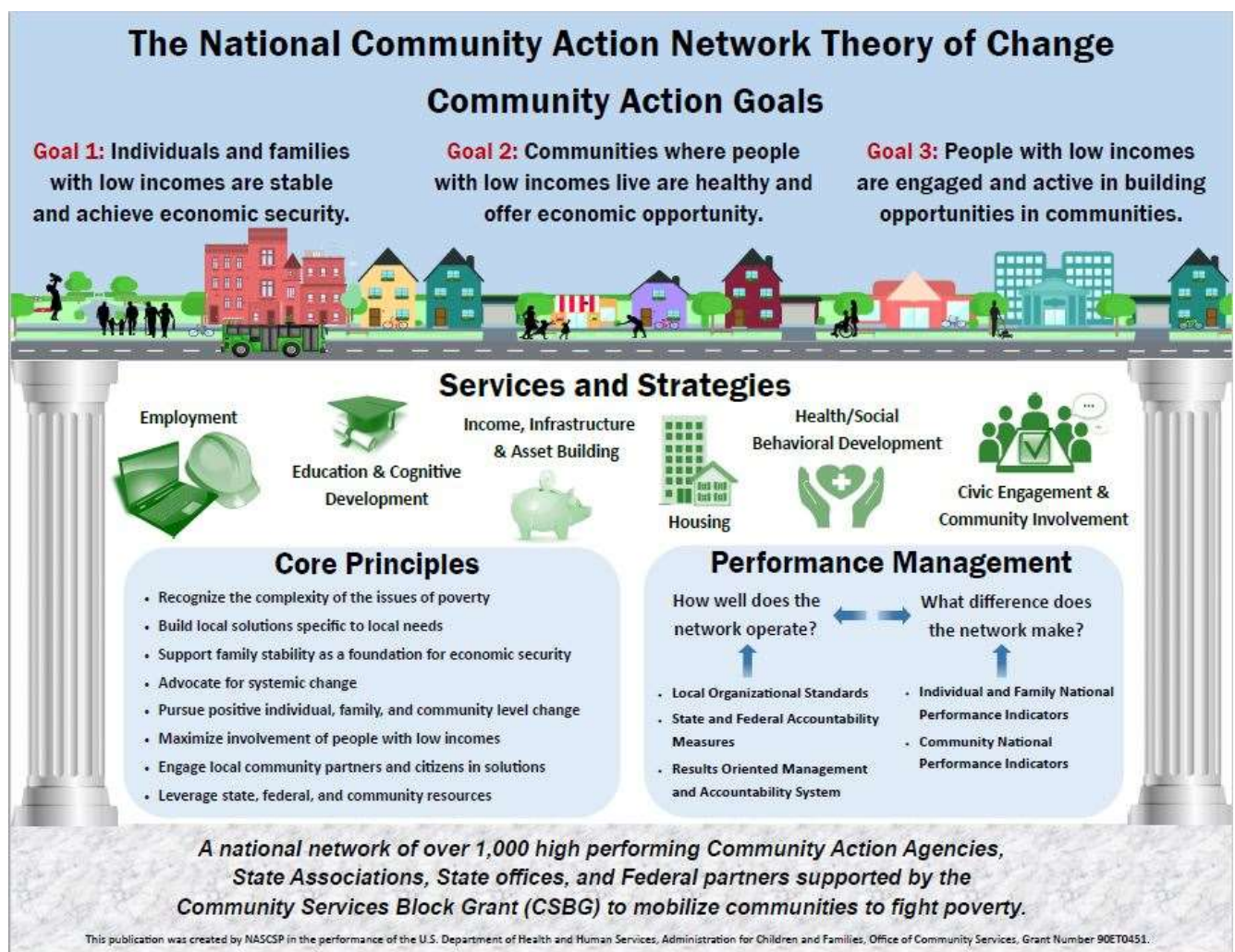


# KanDo! ROMA

## Plan

### 2023-2024



Updated November 2019, January 2022, June 2023

## Introduction

In August 2002, the Kansas Community Action Network launched the KanDo! Project to develop and implement an outcomes-based system. The primary strategy to achieve this Project's goal was the formation of the KanDo! ROMA Taskforce, a statewide taskforce comprised of members from the eight Kansas Community Action Agencies, the Kansas Association of Community Action Programs (KACAP) and the Kansas Housing Resources Corporation (KHRC). To provide direction for the Taskforce's activities, the KanDo! ROMA Implementation Plan was developed. This document outlined the Project's vision, mission, and goals. As a strategy to fulfill the Project's mission and achieve its goals, the Taskforce developed the KanDo! ROMA Plan.

The KanDo! ROMA Plan is a fluid document that will be revised as needed to ensure the Kansas Network remains current with all national and state requirements and is in line with the Network's vision of being progressive. The current version includes the following:

- KanDo! Project Vision, Mission and Goals: The vision, mission and goals developed as a part of the KanDo! Implementation Plan;
- KanDo! Project Guiding Principles: A list of statements that define the Kansas Network's philosophical approach to the outcomes-based system;
- KanDo! Project Guiding Definitions: A list of key terms that are often used in an outcomes-based system;
- KanDo! Outcomes and Indicators: A catalog of the three community action goals, outcomes and indicators that will be used to measure and report the positive impact that the Network has on Kansas individuals, families, and communities; and
- KanDo! ROMA Report (now called the CSBG Annual Report): The report that will be used to document the National Performance Indicators and customer demographic information.

Please note that the KanDo! ROMA Plan focuses primarily on outcomes-based reporting, which is just one element of Results Oriented Management and Accountability (ROMA). To fully embrace the principles behind ROMA, the agency should incorporate an outcomes orientation beyond reporting and through all agency functions.

The KanDo! ROMA Plan is a document that helps define CSBG reporting needs related to demographics and performance outcomes. Please note there are other reporting requirements which are addressed elsewhere, including annual CSBG eligible entity contracts, CSBG discretionary contracts, and CSBG Annual Report documentation.

## **KanDo! ROMA Plan Revisions**

The KanDo! ROMA Plan was originally developed in June 2003 and is reviewed annually and revised as necessary. Examples have been added to some of the performance indicator descriptions in the current revision. Other changes were made to correct grammatical and typographic errors and ensure a consistent format throughout. **The narrative report questions have been revised to capture agency accomplishments, improvements, and innovative solutions, which aid the State CSBG office in providing information to federal funders and other partners.**

## **KanDo! Vision, Mission & Goals**

To provide direction to the KanDo! ROMA Project and the work undertaken by the KanDo! ROMA Taskforce, the following Vision, Mission and Goals will be used:

### **KanDo! ROMA Taskforce Vision**

Kansas is a progressive example of Community Action at its best where people, communities and agencies actively and successfully partner to eliminate poverty.

### **KanDo! ROMA Taskforce Participants**

The KanDo! ROMA Taskforce participants include Community Action Agency (CAA) staff members primarily responsible for service data and reporting. Participants should initiate and complete an orientation related to the Taskforce with the State CSBG Program Manager. All CAA staff members are welcome.

### **KanDo! ROMA Taskforce Mission** (revised October 2016)

The KanDo! ROMA Taskforce mission is to develop and implement an outcomes-based system that will enable the Network to demonstrate Community Action's effectiveness and fiscal accountability to the people of Kansas, community partners, funders, staff, Board of Directors, and policy makers.

### **KanDo! ROMA Taskforce Goals**

The Kansas Network has an outcome-based system that, at a minimum, meets all federal and state regulatory standards;

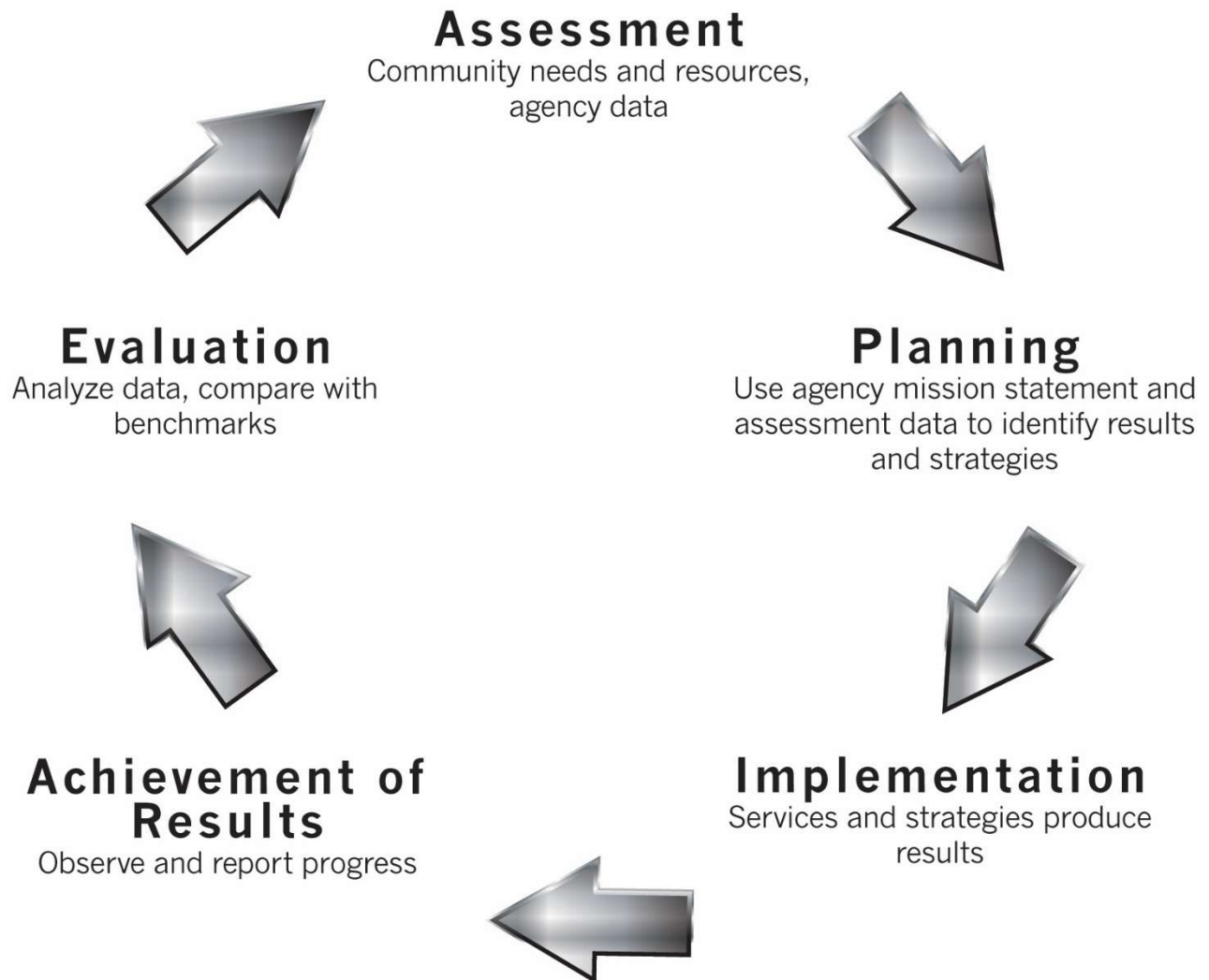
The Kansas Network is knowledgeable about the outcome-based system;

The Kansas Network has an information management process that will enable outcome data to be captured and comparatively aggregated; and

The Kansas Network fully integrates an outcome-based system in all processes including planning, organizing, directing, and evaluation.

# The Results Oriented Management and Accountability Cycle

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*\*Julie Jakopic, Creating the Vision, and Barbara Mooney, Community Action Association of Pennsylvania, created "Planning for Results" in 2006 as a guide for a results-oriented planning process. Initially for this document, they developed the ROMA Cycle to help contextualize the planning process within the full range of ROMA activities identified in IM 49.*

## KanDo! ROMA Guiding Principles

- **Outcomes-Based System:** ROMA is not only about CSBG reporting. To truly adhere to an outcomes-based system, Kansas CAAs should actively incorporate ROMA into agency planning, service delivery, performance evaluation and improvements and marketing. Additionally, ROMA concepts should be included in CSBG Community Action Plans (CAP), Community Needs Assessments, Strategic Plans, grant applications, reporting, monitoring and the CSBG State Plan.
- **Comprehensive Reporting:** The KanDo! ROMA Plan applies to all agency programs and services, regardless of funding source, which are either administered by the agency or subcontracted to a partner, and contributes to the achievement of customer, community, or agency outcomes. Customer referrals to community organizations that generate verified customer outcomes should also be reported.
- **KanDo! ROMA Reporting:** The CAA is to submit the CSBG Annual Report defined in the ROMA KanDo! Plan. In doing so, the agency should strive to report on each of the three national goals, using the appropriate performance indicator(s) to capture the primary outcomes of a program or initiative. The KanDo! ROMA Plan helps the agency identify which outcomes and performance indicators are the best fit for its services and programs. The agency is not precluded from the use of additional data sets necessary for efficient, effective, and accountable agency operations.
- **Accurate Information:** The CAA should submit information that is accurate and defensible. In accordance with the Kansas CSBG Policy and Procedure Manual, the agency should maintain supportive information (documentation that can be produced to verify fiscal, outcome, demographic and narrative data submitted for CSBG reports) at the agency for a minimum of three years for monitoring and evaluation purposes. If any litigation, claim, or audit has not been fully resolved before the expiration of the three-year period, all relevant records shall be retained until one year after the resolution.
- **Reporting Requirements Defined:** The KanDo! ROMA Plan and its requirements should be defined prior to each CSBG annual reporting period. It is recognized that changes made during the reporting period are disruptive and might impact data collection; therefore, such changes will be avoided whenever possible.
- **Meaningful Data:** Data collected for the CSBG Annual Report should be meaningful. Data should not be gathered simply for the sake of collecting data.
- **Data Sharing:** CSBG data should be available and shared by the triad of primary partners: 1) the State CSBG Office; 2) the eight Community Action Agencies; and 3) KACAP, and others as needed.

## KanDo! Guiding Definitions

- **Activity:** Activities include the strategies and services provided by the agency and its programs to fulfill its mission (what a program does with its inputs, and the services it provides). Examples include sheltering homeless families, educating the public about signs of child abuse, and providing adult mentors for youth. Program activities result in outcomes.
- **Baseline:** Baseline is the beginning measurement obtained before a service is provided and is used as a basis for comparison to see if the services achieved the desired outcome. For example, if an unemployed individual requests employment services, the baseline would be unemployed.
- **Goal:** Goal refers to the three national goals that are used by the Network.
- **Input:** Inputs are resources a program uses to achieve program objectives. Examples include staff, volunteers, facilities, equipment, curricula, and money. A program uses inputs to support activities.
- **Indicator:** Performance indicators are the specific items of information that track a program's success on outcomes. They describe observable, measurable characteristics or changes that represent achievement of an outcome. These are also referred to as the National Performance Indicators (NPIs), which are pre-defined reporting measures under the three national Community Action goals
- **Outcome:** Outcomes are the result of a program's activities. Outcomes are the benefits or changes produced by an agency's activities. These are the changes that occur for the program's participants.
- **Output:** Outputs are the products of a program's activities, such as the number of meals provided, classes taught, brochures distributed, or participants served. Another term for outputs is units of service. A program's output should produce desired outcomes for the program's participants.
- **Performance Target:** Performance targets are the numerical objectives for a program's level of achievement on its outcomes. After a program has had experience with measuring outcomes, it can use its findings to set targets for the number and percent of participants expected to achieve desired outcomes in the next reporting period. It can also set targets for the amount of change it expects participants to experience.
- **Services:** Activities intended to achieve desired outcomes.
- **Strategy:** Actions the agencies will take to develop activities and services leading to desired outcomes

**The KanDo! ROMA Plan** is a document that helps define CSBG reporting needs related to customer demographics and outcome achievement. Please note that there are other reporting requirements addressed elsewhere, including annual CSBG eligible entity contracts, CSBG discretionary contracts, and CSBG Annual Report documentation.

### **KanDo! ROMA Goals and Performance Indicators**

The KanDo! ROMA Goals and Performance Indicators, based on the National Community Action reporting system, are used to demonstrate the outcomes of the Kansas Community Action Network.

#### **Choosing Indicators**

**Primary, Expected Results:** KanDo! ROMA Reporting should be based on two important factors: 1) alignment with the primary purpose of a service or initiative; and 2) manageability.

**KanDo! ROMA Plan Review:** After determining the primary, expected results of a service or initiative, a review of the KanDo! ROMA Plan will help to synthesize the agency's identified outcomes with CSBG reporting. When considering the best fit, always consider the complete wording and intent of the performance indicator. The **Indicator**, **Notes**, and **Examples** sections under each indicator group can help the agency determine the best fit.

The KanDo! ROMA Plan captures what is occurring throughout the Kansas Network and should be as inclusive as possible. The agency may need to create a new performance indicator in order to capture a primary, expected result of a service or initiative.

**Multiple Indicators:** Occasionally, an outcome of a service or initiative can be captured under more than one indicator. The agency can choose the best indicator or report on all applicable indicators, always considering the appropriateness, benefit, and work involved. The **Notes** section under each indicator group provides additional information.

#### **Reporting Considerations**

**Unit of Measure:** Each performance indicator has a specified Unit of Measure.

**Performance Targeting:** A Performance Target is required for any Performance Indicator identified to capture the primary, expected result of a service or initiative.

**Unduplicated Counts:** Most indicators require an unduplicated count of outcome achievements during the reporting period. Exceptions include aggregated dollar amounts, number of hours, and service counts.

**Outcome Narratives:** Outcome Narratives provide non-numerical information which can be used to highlight a success story, reasons for under/over-performing, outcome results that do not match existing indicators, etc. Though not required, agencies are encouraged to include Outcome Narratives when submitting CSBG reports.

## National Goals

Six National Goals were the foundation of the Community Action network from 1996 to 2016:

Goal 1. Low-income people become more self-sufficient. (Family)

Goal 2. The conditions in which low-income people live are improved. (Community)

Goal 3. Low-income people own a stake in their community. (Community)

Goal 4. Partnerships among supporters and providers of services to low-income people are achieved. (Agency)

Goal 5. Agencies increase their capacity to achieve results. (Agency)

Goal 6. Low-income people, especially vulnerable populations, achieve their potential by strengthening family and other supportive systems. (Family)

The current three national goals on the 2017 National Theory of Change grew from the foundation of the former goals.

### Three National Goals

1. Individuals and families with low incomes are stable and achieve economic stability.
2. Communities where people with low incomes live are healthy and offer economic opportunity.
3. People with low incomes are engaged and active in building opportunities in communities.

The Six National Goals separated a focus on self-sufficiency (Goal 1) and stability (Goal 6). With the new understanding of how individuals and families move toward achievement outcomes, the combined goal demonstrates the continuum of this movement (rather than two distinct outcomes). However, the local agency will continue to capture outcomes related to stability and self-sufficiency.

There is no agency level goal in the Theory of Change. This was done based on current understanding of performance management identifies what the agency produces outside of its own capacity. It is important for us to keep these agency goals in mind as local theories of change are developed or changed. Even though there is not an agency goal in the Theory of Change, the foundation of the Theory of Change identifies “high performing agencies”, and the Annual Report has a section devoted to agency capacity expenditures. Thus, there is a need for us to understand agency level outcomes.

Examples of agency outcomes include forming partnerships for specific kinds of outcomes (not just counting the number of partnerships but evaluating the results of forming partnerships) including service delivery, coordination, improvement of program efficiency, elimination of duplication of services,



improvements to community planning, and partnerships that support achievement of specific family or community outcomes.

We know that partnerships can be used AS A STRATEGY to improve outcomes at all three levels. Some partnerships are formed to improve services for individuals and families, some to increase agency capacity and others to improve conditions in the community.

**Linkages** is the work done to build relationships and partnerships. It's the activities that a CAA engages in to connect themselves to other providers and resources in the community. Linkages, while critical to an entity, is a relatively low impact activity.

**Civic Engagement** is the intentional work done to make a difference in the community through political and non-political processes such as advocacy, leadership, or other coordinated efforts.

**Agency Capacity Building** is the training, technical assistance, or other activity that helps a Board member or staff person improve their skills, knowledge and understanding of CSBG or other entity programs with the explicit purpose of creating knowledge, understanding and capability of the CSBG Eligible Entity to achieve results. Activities can include, but are not limited to staff development, strategic planning sessions, succession planning, ROMA Activities, Organizational Standards technical assistance, fiscal training, risk assessment, or Board retreats.

**Capacity Building** narrows the definition of Linkages. Linkages includes the activities that build partnerships related to community initiatives and work on collaborations. For example, staff time spent at regular community resource sharing meetings where the purpose is to inform the community about available programs and resources should be reported in Capacity Building.

## **Linkages and Coordination**

CSBG eligible entities should establish, develop, and coordinate linkages to assure the effective delivery and coordination of CSBG services to people of low-incomes and communities to avoid duplication of services and fill identified service gaps, through the provision of information, referrals, services, case management, and follow-up consultations as required by the assurance under Section 676(b)(5) – (6)) of the CSBG Act.

Including activities related to the following:

- DCF - Low Income Home Energy Assistance Program (LIHEAP) office  
<http://www.dcf.ks.gov/services/ees/Pages/EnergyAssistance.aspx>
- DCF - Temporary Assistance for Needy Families (TANF) office  
<http://www.dcf.ks.gov/services/ees/pages/cash/tanf.aspx>
- DCF - Supplemental Nutrition Assistance Program (SNAP)  
<http://www.dcf.ks.gov/services/ees/pages/food/foodassistance.aspx>
- DCF - Child Welfare Office  
<http://www.dcf.ks.gov/services/pps/pages/childprotectiveservices.aspx>
- DCF - Head Start Office

[http://www.dcf.ks.gov/services/ees/Pages/Child\\_Care/Head-Start-\(HS\)-and-Early-Head-Start\(EHS\).aspx](http://www.dcf.ks.gov/services/ees/Pages/Child_Care/Head-Start-(HS)-and-Early-Head-Start(EHS).aspx)

- Public Health Office  
<https://www.kdheks.gov/>
- Department of Education  
<https://www.ksde.org/>
- KHRC Weatherization Program via Community Action Agencies  
<https://kshousingcorp.org/homeowners/weatherization-assistance/>
- KHRC Housing Programs  
<https://kshousingcorp.org/>

### **Workforce Innovation and Opportunity Act (WIOA) Employment and Training Activities**

Under the [Workforce Innovation and Opportunity Act](#), the WIOA Combined State Plan is allowed to coordinate CSBG employment and training activities. The [Kansas WIOA Combined State Plan](#) does not include CSBG activities. However, eligible entities should establish, develop, and coordinate linkages with the [Kansas Workforce Centers](#), if available in applicable service areas.

Examples of Goal 5 outcomes include outcomes for agency staff, volunteers, boards, etc. These describe the agency's ability to implement ROMA. These will be important to consider in strategic planning efforts.

In the current Theory of Change, Goals 2 and 3 have remained. The wording of the goals is a bit different, but the intent is the same. There is a renewed focus on the importance of community level outcomes in the work of Community Action Agencies.

Goal 2: Community outcomes are not individual outcomes extrapolated to a larger group of people. (Not "individual homes weatherized," but rather "improved housing stock through weatherization"). They are positive changes in the community infrastructure that describe improvement of living conditions resulting from Community Action.

Examples of Community outcomes for Goal 3 describe direct participation of low-income individuals in activities benefiting themselves and their communities. Participatory activities are an important outcome in community transformation and stabilization.

### **Goal 1: Individuals and Families with low incomes are stable and achieve economic security.**

Module 4: Individual and Family Level collects information on Family National Performance Indicators (FNPIs), Services (SRVs) provided to individuals and families, and demographic characteristics of people served by CSBG Eligible Entities. All individual and family-level performance indicators and services are categorized within seven of the nine domains that organize the work of the Community Action Network.

Community Service Block Grant Domains, known as FNPIs:

1. Employment
2. Education and Cognitive Development
3. Income and Asset Building
4. Housing
5. Health and Social/Behavioral Development
6. Civic Engagement and Community Involvement
7. Outcomes Across Multiple Domains
  - Other Outcome Indicators – 7z

### *How to Select Individual and Family Indicators*

[Module 4 of the CSBG Annual Report](#) is comprised of indicators to report outcomes that fall under National Goal 1: Individuals and families with low incomes are stable and achieve economic security. The indicators and services in this module are the vehicle by which CSBG Eligible Entities report the work they do that change conditions at the individual and family level.

Community Needs Assessments (CNA), Community Action Plans, and other agency-specific planning documents guide the work conducted by CSBG Eligible Entities. During agency-wide and program planning, CSBG Eligible Entities should identify the problems and opportunities they plan to pursue and the outcomes they will use to measure and determine progress. The outcomes that relate to family and individual level change should be reflected in the FNPIs. The selection of FNPIs must be guided by a CSBG Eligible Entity's specific and unique work that responds to local conditions in the CSBG Eligible Entity's service area. CSBG Eligible Entities should only report on the FNPIs that are relevant and appropriate to measure their work.

While reporting is required, the specific indicators and services reported are determined by the Community Needs Assessment and selected by the CSBG Eligible Entity. Additionally, there is a category for "Other Outcome Indicator or "z"." CSBG Eligible Entities will only report an "Other Outcome Indicator" if there is no FNPI listed to capture the outcomes the CSBG Eligible Entity is trying to achieve. Sample language is provided in the "Other Outcome Indicator or "z"" data entry section and can be modified by the CSBG Eligible Entity, as necessary.

## General Activities to Aid Data Collection of Individual and Family Indicators

The FNPIs report outcomes by counting unduplicated individuals/participants.

CSBG Eligible Entities should only report on FNPIs when the change a customer made/outcome they achieved was directly related to or assisted by programs or activities of the CSBG Eligible Entity. An outcome obtained by a referral may only be counted if the CSBG Eligible Entity is engaged with the participant through a program or activity supported by the CSBG Eligible Entity (i.e. when the participant is enrolled in an intensive case management program). Do not count FNPIs for changes that were secured by the participant independent of the CSBG Eligible Entity. (Example – WIC – didn't tell family about WIC but got WIC). However, if it was touched by CSBG, it should be counted.

For FNPIs, only participants are being counted. **If an indicator measurement indicates households, report all members of the household.** If there are four members of one household, report four (4). Further, if multiple programs in the agency are helping the participant achieve the same FNPI, there is only one participant, so the count is one (1).

### How to Report Individual and Family Indicators

For all FNPIs, data is entered in columns I-III; columns IV and V will auto-calculate. The percentage achieving the outcome is reflected in column IV. Column V measures the accuracy of the CSBG Eligible Entity's targeting.

Domain	I.) Number of Participants Served in program(s) (#)	II.) Target (#)	III.) Actual Results (#)	IV.) Percentage Achieving Outcome [III/I = IV] (% auto calculated)	V.) Performance Target Accuracy (III/II = V) (% auto calculated)
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- I. Column I, the **Number of Participants Served**, reports the unduplicated number of participants who received services in programs that were part of the CSBG Eligible Entity's efforts to achieve the outcome that would be reported in an associated indicator.
- II. Column II, **Target**, reports the **number** of participants who were **expected to achieve the identified outcome**. In many cases, this target number can be found in the Community Action Plan, grants, or contracts of the funding source that supports the efforts or is identified through the CSBG Eligible Entity's ROMA (Results Oriented Management and Accountability) targeting process. This number should be established before the reporting period starts. States should establish procedures for CSBG Eligible Entities to follow to revise targets.
- III. Column III, **Actual Results**, reports the **number** of participants in column III (above) who **achieved the identified outcome** within the reporting period. This number must be based on verification that an outcome has been achieved and must be supported by appropriate documentation.

- IV. Column IV, **Percentage Achieving Outcome**, indicates the proportion of program participants who achieved an outcome (III) divided by the total number of participants served (I). The provided forms will automatically calculate the actual outcome achieved.  $(III/I=IV)$ .
- V. Column V, **Performance Target Accuracy**, measures the accuracy of planned anticipated outcomes. The Actual Result (III) is divided by the Target (II). The provided forms will automatically calculate this success rate of performance  $(III/II=V)$ .

## *FNPI 1 Employment Indicators*

### Employment Indicators Overview

The Employment Indicators (Domain 1) collect data on outcomes achieved by participants with low incomes in CSBG Eligible Entity employment programs who were either:

- Unemployed and seeking earned income, **or**
- Employed and seeking increased earned income and/or employment benefits.
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Indicators tracking outcomes over time:

Indicators tracking outcomes for 90 or 180 days: CSBG Eligible Entities are only expected to report on indicators with retention time frames for programs that specifically include follow up. If the CSBG Eligible Entity does not conduct follow-up activities as a part of its programs, outcomes for indicators with retention time frames will not be reported.

#### **Living Wage:**

There is no single national “living wage.” Each state and/or local agency must define what constitutes a “living wage” in its service area. When reporting on indicators related to living wage, Community Action Agencies (CAAs) can provide their own definition, select from national or locally defined models, or work with their state to identify a shared definition. Count and report the number of program participants who are helped to reach or exceed local living wage thresholds. **CAAs must identify the living wage definition used in the General Comments section.**

The Massachusetts Institute of Technology has developed the MIT Living Wage Calculator, a useful tool that estimates the living wage needed to support families using twelve unique family compositions. The MIT calculator’s market-based approach draws upon geographically specific expenditure data related to a family’s likely minimum food, childcare, health insurance, housing, transportation, and other basic necessities (e.g., clothing, personal care items, etc.) costs. The living wage draws on these cost elements and the rough effects of income and payroll taxes to determine the minimum employment earnings necessary to meet a family’s basic needs while also maintaining self-sufficiency.

## Applicable Activities

Employment Indicators collect data on unduplicated participants who achieved employment outcomes because of:

- Direct employment services as specified in the Employment Services List
- Employment support services reflected in the Services Supporting Multiple Domains List, or
- Verification that the participant used the CSBG Eligible Entity's referral and received a service because of that referral from another partnering organization that helped the participant obtain an employment outcome.

CSBG Eligible Entities should report Employment Indicators for all federal, state, local, and privately funded activities that focus on employment or self-sufficiency as a primary outcome *or* as a complementary outcome (for example, when employment is one of several goals for a participant in an intensive case management program).

**Note:** *A participant can be reported for more than one indicator (FNPI a-i), as applicable, as long as they are **only** reported once per indicator.*

## Indicators

***FNPI 1a. The number of unemployed youths who obtained employment to gain skills or income.***

**Youth** are defined as individuals aged 14-24.

**Duration of Employment:** FNPI 1a does not set any national requirements for how long a participant must be employed in order for the outcome to be valid. Temporary and seasonal employment (including summer youth employment) may be reported, unless the state sets other specific guidelines

**Subsidized Employment:** FNPI 1a does not set any national requirements for the source of funding for the wages of youth achieving an employment outcome.

**Examples** of activities that may generate reportable outcomes for this indicator:

- Unemployed youth who obtained a job as a result of having been engaged in CSBG Eligible Entity programs that specifically focus on employment and training or placement (such as those funded by CSBG, TANF, WIOA, or other sources).
- Unemployed youth who, as a result of having been engaged in case-management that focuses on stability and economic security, achieved employment as part of their overall progress toward stability and economic security.

***FNPI 1b. The number of unemployed adults who obtained employment (up to a living wage<sup>1</sup>).***

**Adults**, for the purpose of this report, **are** defined as individuals aged 25 and up.

**Duration of Employment:** FNPI 1b does not set any national requirements for how long a participant must be employed in order for the outcome to be valid. Temporary and seasonal employment may be reported unless the state sets other specific guidelines.

**Subsidized Employment:** FNPI 1b does not set any national requirements for the source of funding for the wages of participants achieving an employment outcome. Subsidized employment could be included here.

**Note:** When CSBG Eligible Entities do not collect income for the employment obtained and cannot verify if the participant obtained a job at or below a living wage, the participant should be reported here in “up to a living wage.”

**Examples** of activities that may generate reportable outcomes for this indicator:

- Unemployed participants who obtained a job as a result of having been engaged in CSBG Eligible Entity programs that specifically focus on employment and training or placement (such as those funded by CSBG, TANF, WIOA or other sources).
- Unemployed participants who engaged in case-management or coaching, which focuses on employment, and they obtain a job as part of their overall progress toward stability and economic security.
- Unemployed parents of Head Start or other child development program who obtained employment in the context of parent and family development services.

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<sup>1 3 4</sup> When reporting on indicators related to living wage, CSBG Eligible Entities can provide their own definition or select from national or locally defined models. Entities must identify in the General Comments Section, the living wage definition used.

***FNPI 1c. The number of unemployed adults who obtained and retained employment for at least 90 days (up to a living wage<sup>2</sup>).***

This indicator measures participants who obtained a job and demonstrates that the participants retained the job for at least 90 days and earned up to a living wage.

**Examples** of activities that may generate reportable outcomes for this indicator:

- Participants engaged in an economic security program with case management or coaching who obtained employment during the course of their participation, and then maintained that employment for at least 90 days. The maintained employment earned the participant up to a living wage.
- Participants who found employment as a result of CSBG Eligible Entity employment supports and retained that employment for 90 days. The retained employment earned the participant up to a living wage.

**Note:** Outcome data reported in FNPI 1c should also be reported in FNPI 1b. If a participant obtained and maintained a job for 90 days as a result of CSBG Eligible Entity assistance, this participant also qualifies for FNPI 1b (obtaining a job). This is true only if the participant obtained employment through the assistance of the CSBG Eligible Entity. If the Entity serves a participant who had already obtained a job on their own, and is assisting them only with maintaining employment, that participant would not be reported in FNPI 1b-d.

***FNPI 1d. The number of unemployed adults who obtained and retained employment for at least 180 days (up to a living wage<sup>3</sup>).***

This indicator measures participants who obtained a job and demonstrates that the participants retained the job for at least 180 days and earned up to a living wage.



**Examples** of activities that may generate reportable outcomes for this indicator:

- Participants engaged in a case management or coaching program who achieved employment during the service and retained that employment for at least 180 days during the course of their participation.
- Participants placed in entry-level jobs or who found and retained employment for 180 days as a result of CSBG Eligible Entity employment supports.

**Note:** Outcome data reported in *FNPI 1d* should also be reported in *FNPI 1b* and *FNPI 1c*. If a participant obtained and maintained a job for 180 days as a result of CSBG Eligible Entity assistance, this participant also qualifies for *FNPI 1b* (obtaining a job) and *FNPI 1c* (maintain the job for 90 days). This is true only if the participant obtained employment through the assistance of a CSBG Eligible Entity. If the Entity serves a participant who had already obtained a job on their own, and is assisting them only with maintaining employment, that participant would not be reported in *FNPI 1b-d*.

*FNPI 1e. The number of unemployed adults who obtained employment (with a living wage or higher).*

For more information on the definition of a Living Wage, see page 8 of this manual.

**Examples** of activities that may generate reportable outcomes for this indicator:

- Unemployed participants who obtained a job paying a living wage or higher as a result of having been engaged in CSBG Eligible Entity programs specifically focused on employment and training or placement (such as those funded by CSBG, TANF, WIOA or other sources).
- Unemployed participants who obtained a job paying a living wage or higher as the result of having been engaged in case management or coaching focused on stability/economic security.
- Unemployed parents of Head Start or other child development program who obtained initial employment in the context of parent and family development services and earned a living wage or higher.

***FNPI 1f. The number of unemployed adults who obtained and retained employment for at least 90 days (with a living wage or higher).***

This indicator measures participants who obtained a job and demonstrates that the participants were able to retain the job for at least 90 days and earn a living wage or higher.

**Examples** of activities that may generate reportable outcomes for this indicator:

- Participants who achieved and retained that employment for at least 90 days as a result of having been engaged in a case management or coaching program. The retained employment earned the participant a living wage or higher.
- Participants who found and retained employment (I have the same comment as above) an initial 90-day probationary period as a result of a CSBG Eligible Entity employment supports. The retained employment earned the participant a living wage or higher.

**Note:** Outcome data reported in this indicator, FNPI 1f, should also be reported in FNPI 1e. If a participant obtained a job earning a living wage as a result of CAA assistance and retained it for 90 days, this participant also qualifies for FNPI 1e (obtaining a job with a living wage). This is true only if the participant obtained employment through the assistance of a CSBG Eligible Entity. If the Entity serves a participant who had already obtained a job on their own, and is assisting them only with maintaining employment, that participant would not be reported in FNPI 1e-g.

***FNPI 1g. The number of unemployed adults who obtained and retained employment for at least 180 days (with a living wage or higher).***

This indicator measures participants who obtained a job and demonstrates that the participants were able to retain the job for at least 180 days and earn a living wage or higher.

**Examples** of activities that may generate reportable outcomes for this indicator:

- Participants engaged in a case management or coaching program who achieved employment and retained that employment for at least 180 days.
- Participants placed in entry-level or higher jobs as a result of CSBG Eligible Entity employment supports, and who maintained employment for 180 days.

**Note:** Outcome data reported in this indicator, FNPI 1g, should also be reported in FNPI 1e and FNPI 1f. If a participant obtained a job earning a living wage as a result of CSBG Eligible Entity assistance and

*retained it for 90 days, this participant also qualifies for FNPI 1e (obtaining a job with a living wage). This is true only if the participant obtained employment through the assistance of a CSBG Eligible Entity. If the Entity serves a participant who had already obtained a job on their own, and is assisting them only with maintaining employment, that participant would not be reported in FNPI 1e-g.*

**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.**

This performance indicator captures CSBG Eligible Entity efforts to help low-wage workers move toward economic security.

Activities that may generate reportable outcomes for this indicator:

- Employed participants who engaged in a career advancement program and increased their income or benefits. Career advancement programs could include:
  - Continuing or vocational education
  - Job referral or employment placement assistance
  - Employment counseling/coaching
  - On-the-job training
  - Starting a micro-business
  - Achieving daycare provider licensure

Report the total number of participants in all programs experiencing improved employment income as a result of both direct service (funded by a variety of sources, including CSBG, JSAP, WIOA, TANF, Welfare to Work, state/local/private programs), and as a result of partnerships with other agencies or organizations in the community.

FNPI 1h (1). Of the above, the number of employed participants who increased income from employment through wage or salary amount increase.

Report the number of participants from the programs listed in FNPI 1h who increased their income specifically through a wage or salary increase. The increased income should be directly related to the advancement of skills obtained through the programs in FNPI 1h. Participants who increase their income should be reported in both FNPI 1h (1) and FNPI 1h.

- FNPI 1h (2). Of the above, the number of employed participants who increased income from employment through an increase in hours worked.

Report the number of participants from the programs listed in FNPI 1h who increased their income specifically by increasing the number of hours worked. The increased hours should be directly related to the advancement of skills obtained through the programs in FNPI 1h. Participants who increased their income through increased hours should be reported in this indicators FNPI 1h (2) and FNPI 1h. If the participant increased their wage/salary and hours worked, then they should be reported in FNPI 1h, FNPI 1h (1) (wage/salary increase) and FNPI 1h (2) (hours increase).

- FNPI 1h (3). Of the above, the number of employed participants who increased benefits related to employment.

Report the number of participants from the programs listed in FNPI 1h who increased their employment-related benefits. The increased benefits should be directly related to the advancement of skills obtained through the programs in FNPI 1h. Participants who increased their benefits should be reported in this indicator FNPI 1h (3) and FNPI 1h. If the participant increased their wage/salary, hours worked, and benefits, then they should be reported in FNPI 1h, FNPI 1h (1) (wage/salary increase), FNPI 1h (2) (hours increase), and FNPI 1h (3) (benefits increase).

#### *FNPI 1z. Other Employment Outcome Indicator*

Only report an "Other Outcome Indicator" if none of the current FNPIs capture the outcomes achieved by the program. Sample language is provided below:

- *FNPI 1z.1 The number of individuals or households who \_\_\_\_\_.*

## *FNPI 2 Education and Cognitive Development Indicators*

### Education and Cognitive Development Overview:

Education and Cognitive Development indicators (Domain 2) collect data on outcomes achieved by children, youth, parents/caregivers, and other adults with low incomes who participated in CSBG Eligible Entity programs.

#### **Examples** of activities that produce reportable outcomes for children (0-5):

- Head Start and Early Head Start
- State-funded preschool child development programs
- CSBG-funded child development/childcare programs
- TANF-funded childcare programs
- Preschool enrichment or developmental programs operated by partnering organizations (including faith-based organizations) within the community in which children of agency program participants are served, and the CSBG Eligible Entity is coordinating parent and child services.
- Reading-at-grade-level programs

FNPI 2 collects data on unduplicated individuals based on activities that produce developmental and educational outcomes for children, youth, parents/caregivers, and other adult participants.

## Head Start and FNPI 2:

Head Start has established a number of child health, developmental, and school readiness objectives and outcome expectations for participating youth. CSBG Eligible Entities with Head Start programs are asked to report the number of youths that are deemed to have achieved health, developmental, and school readiness objectives as defined by the program. For more information on the Head Start Performance Standards and indicators, please visit [here](#).

### **Examples** of activities that produce reportable outcomes for children and youth:

- Before- and after-school recreational or enrichment programs for school-aged youth
- Mentoring programs for at-risk youth
- Youth and family counseling and peer support group activities
- Substance abuse prevention programs
- Teen pregnancy and STD prevention programs
- Educational skill enhancement programs
- After-school and summer youth employment training and placement programs
- Food and nutrition assistance and instructional programs
- Anger management and conflict resolution instruction

### **Examples** of activities that produce reportable outcomes for parents and other adults:

- Parenting skill enhancement programs
- Family functioning skill enhancement programs, including focus on communications, conflict resolution, supportive relationship building, responsibility sharing, and promotion of healthy marriages
- Mental health and substance abuse treatment
- Family/domestic violence prevention, intervention, and remediation programs
- English Language Learner (ELL) programs
- Programs to prepare adults for earning high school diploma or equivalent
- Programs supporting attendance at community college, technical schools, trade schools, and traditional four-year colleges

It is understood that the number of children reported as having achieved program goals in Head Start or any other youth development program will have to be assessed using qualitative assessments of each child's physical growth and health indicators, developmental skill measurements, and/or educational readiness scores. It is expected that Head Start programs have determined the best assessment or measurement tools to use to document participant progress and achievement.

## Indicators

*FNPI 2a. The number of children (0 to 5) who demonstrated improved emergent literacy skills.*

Report the total unduplicated count of children who increased their skills through direct service (funded by a variety of sources, including CSBG, Head Start, TANF, Welfare to Work, state/local/private programs).

**Emergent Literacy Skills** refers to the knowledge and expertise or ability that lays the foundation for reading and writing for infants and toddlers<sup>4</sup>.

**Examples** of activities that may generate reportable outcomes for this indicator:

- Children involved in Head Start, Early Head Start or other pre-kindergarten or kindergarten readiness program who learned and developed new vocabulary and literacy skills.
- Children whose parents received support, counseling, education, or coaching heard and learned more words and demonstrated a better understanding of language.
- Children who attended a library reading program and demonstrated enhanced literacy competence.

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<sup>4</sup> <https://eclkc.ohs.acf.hhs.gov/school-readiness/effective-practice-guides/language-literacy>

*FNPI 2b. The number of children (0 to 5) who demonstrated skills for school readiness.*

**An example** of an activity that may generate reportable outcomes for this indicator:

- Children enrolled in Head Start, Early Head Start or other pre-kindergarten or kindergarten readiness program who exhibited signs of being ready to enter school, such as enhanced/increased socialization and communication skills.

*FNPI 2c. The number of children and youth who demonstrated improved positive approaches toward learning, including improved attention skills.*

**Examples** of activities that may generate reportable outcomes for this indicator:

- Children enrolled in Head Start, Early Head Start or other pre-kindergarten or kindergarten readiness program who improved their approaches to learning and demonstrated improved attention skills.
- Youth involved in after-school enrichment programs who demonstrated increase learning abilities.
- Youth involved in mentoring programs who demonstrated an increased ability to attend to schoolwork.
- Youth participating in one-on-one tutoring programs who demonstrated improved study habits.
- Outcomes achieved by participating in service-learning programs.

Positive Approaches to Learning focuses on *how* children learn. It refers to the skills and behaviors that children use to engage in learning. It incorporates emotional, behavioral, and cognitive self-regulation under a single umbrella to guide teaching practices that support the development of these skills.<sup>5</sup>

**Note:** *No data is entered in FNPI 2c. This row will auto-populate totals from data entered for FNPI 2c (1)- FNPI 2c (3)*

- FNPI 2c (1). Early Childhood Education (ages 0-5)

Enter the total unduplicated number of children ages 0-5 who demonstrated positive approaches to learning and improved their attention skills.

- FNPI 2c (2). 1st grade-8th grade

Enter the total unduplicated number of children in grades 1 through 8 who demonstrated positive approaches to learning and improved their attention skills.

- FNPI 2c (3). 9th grade-12th grade

Enter the total unduplicated number of children in grades 9-12 who demonstrated positive approaches to learning and improved their attention skills.

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<sup>5</sup> <https://eclkc.ohs.acf.hhs.gov/school-readiness/article/approaches-learning>

*FNPI 2d. The number of children and youth who are achieving at basic grade level (academic, social, and other school success skills).*

**Examples** of activities that may generate reportable outcomes for this indicator:

- Children enrolled in Head Start, Early Head Start or other pre-kindergarten or kindergarten readiness program who demonstrated grade-level achievements.
- Youth involved in after-school academic programs demonstrated basic grade-level achievements.
- Youth attending a case management, counseling or other supportive program operated by a CSBG Eligible Entity who demonstrated basic grade-level achievements.
- Youth participating in a mentoring program who demonstrated increased social skills.

**Note:** No data is entered in FNPI 2d. This row will auto-populate totals from data entered for FNPI 2d (1)- FNPI 2d (3).

- FNPI 2d (1). Early Childhood Education (ages 0-5)

Enter the total unduplicated number of children ages 0-5 who demonstrated basic grade-level achievement (academic, social, and other school success).

- FNPI 2d (2). 1st grade-8th grade

Enter the total unduplicated number of children in grades 1 - 8 who demonstrated basic grade-level achievement at basic grade level (academic, social, and other school success).

- FNPI 2d (3). 9th grade-12th grade

Enter the total unduplicated number of children in grades 9-12 who demonstrated basic grade-level achievement (academic, social, and other school success).

*FNPI 2e. The number of parents/caregivers who improved their home environments.*



**Examples** of activities that may generate reportable outcomes for this indicator:

- Parents/caregivers attending a strengths-based parenting training operated by the CSBG Eligible Entity who display skills improving their home environments.
- Parents/caregivers in formal case management, counseling or other support programs who attend a parent support group, learning new skills and exhibiting an improved home environment.
- Parents/caregivers learn nutrition and cooking skills and demonstrate an improved home environment.
- Parents/caregivers attend an anger management group and demonstrate an improved home environment.
- Parents/caregivers who participate in a home visiting program demonstrate an increase in reading/learning materials available to their children.
- Parents/caregivers who participate in a program to improve their executive functioning and learn new skills that improve the home environment.
- Parents/caregivers participate in a mentoring, cohort or circle of support that provide increased social capital and knowledge that improves their home environment.

**Improving home environments** is the progress toward having a safe home free of violence, where children are nurtured, food and books are readily available, and parents and children have resiliency skills for tough times. Depending on the service provided, there will be different methods of assessment and documentation to confirm that the home environment has been approved. CSBG Eligible Entities pursuing this outcome/indicator should develop appropriate methods for documenting that the outcome has been achieved.

Report the unduplicated number achieving this outcome.

*FNPI 2f. The number of adults who demonstrated improved basic education.*

**Examples** of activities that may generate reportable outcomes for this indicator:

- Adults attending a reading, writing or other basic skills class who demonstrated improved knowledge.
- Adults completing adult basic education courses in English language proficiency financed by CSBG or by Refugee Resettlement Program funds who improved their employment opportunities and income.
- Adults who participated in a literacy program and improved their basic education skills.

**Basic education** includes the basic skills adults need, such as reading, writing, math, English language proficiency, and problem solving, to be productive workers and citizens. This can also

include the basic education needed as a prerequisite to obtain additional education. For example, in order to be accepted to college and take college level courses, a participant must first complete and pass a basic math course.

***FNPI 2g. The number of individuals who obtained a high school diploma and/or obtained an equivalency certificate or diploma.***

**Examples** of activities that may generate reportable outcomes for this indicator:

- Participants in CSBG Eligible Entity case-management or coaching programs who earned a high school diploma or obtained an equivalency certificate through partnerships with local schools or other federal and state programs.
- Participants in a CSBG Eligible Entity High School Equivalency (HSE) test preparation program who obtained their HSE.

**Note:** *This outcome can include both youth and adults.*

***FNPI 2h. The number of individuals who obtained a recognized credential, certificate, or degree relating to the achievement of educational or vocational skills.***

**Examples** of activities that may generate reportable outcomes for this indicator:

- Parents of children in a Head Start program who earned a recognized credential, certificate, or degree because of CSBG Eligible Entity support.
- Participants in CSBG Eligible Entity-coordinated stability programs who earned a recognized credential, certificate, or degree because of financial planning, student loan and federal grant assistance from the CSBG Eligible Entity and TANF-supported childcare or transportation subsidies.
- Participants in a case management or coaching program supported by several federal, state, and local programs who earned a certificate as part of their preparation for seeking employment.

**Note:** *This outcome can include both youth and adults.*

*FNPI 2i. The number of individuals who obtained an Associate degree.*

**An example** of an activity that may generate reportable outcomes for this indicator:

- Participants in CSBG Eligible Entity case management, coaching or other support programs who earned an associate degree.

*FNPI 2j. The number of individuals who obtained a bachelor's degree.*

**Examples** of activities that may generate reportable outcomes for this indicator:

- Participants who earned a bachelor's degree through a work support program employing students with low incomes to help them through college.
- Participants who earned a bachelor's degree through a partnership with the CSBG Eligible Entity and a local community college that provides coaching and an on-campus study center to mothers with low-incomes.

*FNPI 2z. Other Education and Cognitive Development Outcome Indicator*

Only report an "Other Outcome Indicator" if none of the current FNPIs capture the outcomes achieved by the program. Sample language is provided below:

- *FNPI 2z.1. The number of individuals or households who\_\_\_\_\_.*

## *FNPI 3 Income and Asset Building Indicators*

### Income and Asset Building Overview:

Income and Asset Building Indicators (Domain 3) collects data on outcomes achieved by unduplicated participants with low incomes in CSBG Eligible Entity programs by either:

- Increasing their ability to meet basic needs (Meeting basic needs is the ability to have consistent access to food, safe and stable shelter [including utilities] and ensure the safety of participants and their family.)
- Increasing their assets
- Increasing their ability to manage and use resources (Asset Utilization) or
- Improving financial well-being.

## Applicable Activities

FNPI 3 collects outcome data on participants who achieved outcomes as a result of either:

- Stand-alone asset enhancement or case management/coaching programs or
- Asset enhancement or case management/coaching services as part of broader intervention.

Some examples of activities that may be offered as stand-alone programs or integrated in with other programs include:

- CSBG Eligible Entity activities that result in an improved sense of financial wellbeing such as classes to improve participant credit scores or how to purchase a home.
- Individual Development Accounts (IDAs).
- Financial counseling or coaching.

- CSBG Eligible Entities are only expected to report on basic needs indicators as applicable to the CSBG Eligible Entity's programs. When reporting on indicators related to basics needs, CSBG Eligible Entities can provide their own definition or select from national, state, or locally defined models. CSBG Eligible Entities must identify in the General Comments Section the basic needs definition used. In general, basic needs is to have consistent access to food, safe and stable shelter [including utilities] and ensure the safety of participants and their family.)

## Indicators

*FNPI 3a. The number of individuals who achieved and maintained capacity to meet basic needs for 90 days.*

**Examples** of activities that may generate reportable outcomes for this indicator:

- CSBG Eligible Entity programs that help participants manage household income and resources, including instruction in household budgeting, consumer education, and the use of financial services within the community.
- Financial coaching activities that provide information, knowledge, and support on a range of financial empowerment topics that may include, savings, credit repair, avoiding predatory lending, budgeting, and selecting safe banking products.

**Note:** *This is an unduplicated count of individuals. Only report the participants who attend classes, case management/coaching sessions, or other training here who met their basic needs for 90 days. This does not include the number of people in the participant's household. If multiple household/family members are participating in the activities (for example, if spouses are both participating in coaching sessions), then they are both counted as individuals.*

**FNPI 3b.** *The number of individuals who achieved and maintained capacity to meet basic needs for 180 days.*

Similar to FNPI 3a, this is an unduplicated count of individuals. Report participants who have met their basic needs for 180 days. Participants reported in FNPI 3b should also be reported above in FNPI 3a. This does not include the number of people in the participant's household. If multiple household/family members are participating in the activities (for example, spouses are both participating in coaching sessions), then they are both counted as individuals.

**FNPI 3c.** *The number of individuals who opened a savings account or IDA.*

**Examples** of activities that may generate reportable outcomes for this indicator:

- A CSBG Eligible Entity participant in a financial coaching program who opened a savings account.
- A CSBG Eligible Entity participant in an IDA program who opened an IDA.

This is an unduplicated count of individuals. Report the number of individuals who opened accounts, not the number of accounts or the number of people in the participant's household.

**FNPI 3d.** *The number of individuals who increased their savings.*

**An example** of an activity that may generate reportable outcomes for this indicator:

- A CSBG Eligible Entity participant with a savings account or an IDA who deposited money and increased their balance.

This is an unduplicated count of individuals. This does not include the number of people in the participant's household.

Participants reported here may also be reported in FNPI 3c only if they opened a savings account and increased savings. Participants who had existing accounts and increased their savings as a result of activities they participated in with the CSBG Eligible Entity should be reported here.

*FNPI 3e. The number of individuals who used their savings to purchase an asset.*

**An example** of an activity that may generate reportable outcomes for this indicator:

- Participants in CSBG Eligible Entity programs such as IDAs or housing programs who accumulated economic resources that enabled them to invest in assets, such as creating a small business, pursuing higher education, or purchasing a home. In some programs designed for certain target populations (teens exiting foster care, rural places) automobiles may be identified as an allowable asset purchase.

This is an unduplicated count of individuals.

Participants reported here may also be reported in FNPI 3c and FNPI 3d only if they opened a savings account and increased savings. Participants who used savings and purchased an asset independent of working with a CSBG Eligible Entity should not be reported here.

- FNPI 3e (1) Of the above, the number of individuals who purchased a home.

Report the number of people from FNPI 3e who used their savings specifically to purchase a home. This indicator is an unduplicated individual count and does **not** include the number of people in the household—only the person who purchased a home. Participants who used savings to purchase a home independent of working with a CSBG Eligible Entity should not be reported here.

*FNPI 3f. The number of individuals who improved their credit scores.*

Report the number of participants in CSBG Eligible Entity programs who improved their credit scores as a result of working with the CSBG Eligible Entity.

***FNPI 3g. The number of individuals who increased their net worth.***

Report the number of participants in CSBG Eligible Entity programs who increased their net worth as a result of working with the Entity.

**Net worth** is defined as the total value of the participant's assets, minus the participant's total amount of debt.

***FNPI 3h. The number of individuals engaged with the Community Action Agency who report improved financial well-being.***

This indicator is an unduplicated count of people who report improved financial well-being. A tool the CSBG Eligible Entities can use to measure financial well-being is the [CFPB Financial Well-Being Scale survey](#). The survey needs to be delivered at intake and at intervals as determined by the program in order to accurately report progress. CSBG Eligible Entities can select to use a different scale to measure financial well-being but should have an assessment tool and process in place.

**Financial well-being** is a state of being wherein an individual has control over day-to-day and month-to-month finances; have the capacity to absorb a financial shock; are on track to meet your financial goals; and have the financial freedom to make the choices that allow an individual to enjoy life<sup>6</sup>.

***FNPI 3z. Other Income and Asset Building Outcome Indicator***

Only report an "Other Outcome Indicator" if none of the current FNPIs capture the outcomes achieved by the program. Sample language is provided below:

- *FNPI 3z.1 The number of individuals or households who \_\_\_\_\_.*

<sup>6</sup> [https://files.consumerfinance.gov/f/201501\\_cfpb\\_report\\_financial-well-being.pdf](https://files.consumerfinance.gov/f/201501_cfpb_report_financial-well-being.pdf)

## ***FNPI 4 Housing Indicators***

### **Housing Indicators Overview:**

Housing indicators (Domain 4) collect data on outcomes achieved by the unduplicated number of individuals in households with low incomes participating in CSBG Eligible Entity programs by:

- Accessing emergency housing
- Obtaining and maintaining stable housing

- Reducing eviction or foreclosure
- Improving a home's safety

**Note:** All indicators in the housing domain pertain to households. However, this is an unduplicated count of individuals. Report the individuals in the households who obtain these outcomes. If a family of four obtained the outcome, then report four (4).

## Applicable Activities

The FNPI 4 housing indicators collect data on participants in households who achieved outcomes as a result of either:

- A stand-alone housing program or
- Housing services as part of broader case management/coaching or other CSBG Eligible Entity program.

CSBG Eligible Entities are only asked to report on housing indicators as applicable to the CSBG Eligible Entity's programs. Include CSBG Eligible Entity programs funded by CSBG, HUD, USDA, Weatherization, and other funding sources.

**Note:** All indicators in this domain count the number of individuals within households, not households. For example, if a household of four obtains housing, then four (4) will be reported.

## Indicators

**FNPI 4a. The number of households experiencing homelessness who obtained safe temporary shelter.**

In this indicator, report the unduplicated number of individuals in each household who obtain an outcome.

**Examples** of activities that may generate reportable outcomes for this indicator:

- The CSBG Eligible Entity operates an emergency shelter and provided temporary shelter to individuals in households experiencing homelessness.
- The CSBG Eligible Entity has a voucher program in partnership with their city and provided emergency motel vouchers to individuals in households experiencing homelessness.
- The CSBG Eligible Entity assessed needs and eligibility for other partners in the community, provided referrals to the local shelter, and received confirmation that the household member experiencing homelessness stayed in the shelter.



This report uses HUD’s definition of homeless:

- People who are living in a place not meant for human habitation, in emergency shelter, in transitional housing, or are exiting an institution where they temporarily resided. The only significant change from existing practice is that people will be considered homeless if they are exiting an institution where they resided for up to 90 days (previously 30 days) and were in a shelter or a place not meant for human habitation immediately prior to entering that institution.
- People who are losing their primary nighttime residence, which may include a motel, hotel, or a doubled-up situation, within 14 days and lack resources or support networks to remain in housing. (HUD had previously allowed people who were being displaced within 7 days to be considered homeless.)
- Families with children or unaccompanied youth who are unstably housed and likely to remain in that state. This new category of homelessness applies to families with children or unaccompanied youth who have not had a lease or ownership interest in a housing unit in the last 60 or more days or more, have moved two or more times within the last 60 days, and who are likely to continue to be unstably housed because of disability or other barriers to employment.
- People who are fleeing or attempting to flee domestic violence, have no other residence, and lack the resources or support networks to obtain other permanent housing.

See [HUD’s Hearth Act rule](#) for more information.

***FNPI 4b. The number of households who obtained safe and affordable housing***

In this indicator, report the unduplicated number of individuals in each household.

**Examples** of activities that may generate reportable outcomes for this indicator:

- Individuals in a participating household that received a Section 8 housing voucher and obtained safe and affordable housing as a result of having been engaged in the CSBG Eligible Entity’s case management program and receiving its support.
- Individuals in a household that secured adequate housing through a housing program operated by the CSBG Eligible Entity.
- Programs such as Self-Help Housing that helped individuals in households build their own homes, case management programs that assisted them in securing housing on the open market, or any housing program that offered subsidized housing.
- The CSBG Eligible Entity provided referrals to partner housing organizations and received confirmation that the household obtained safe and affordable housing.

**Safe and affordable** is defined as the CSBG Eligible Entity deems it appropriate, considering community conditions. **Safe** typically means that there are no health or safety risks. **Affordable** typically means that a family spends no more than 30% of its income on housing.

Only include individuals in households that the CSBG Eligible Entity directly assisted through its programs or as part of partner referrals. Do not count households that secured housing independently of the CSBG Eligible Entity.

***FNPI 4c. The number of households who maintained safe and affordable housing for 90 days.***

Report the number of individuals in households who remained in a safe and affordable housing situation for 90 days. These individuals may have been reported in FNPI 4b, or they may be individuals that entered a CSBG Eligible Entity program while already in safe and affordable housing and had maintained that housing. Do not include individuals who remained housed, but who were not engaged in case management or other housing services and programs operated by the CSBG Eligible Entity.

***FNPI 4d. The number of households who maintained safe and affordable housing for 180 days.***

Report the number of individuals in households who remained in a safe and affordable housing situation for 180 days. These individuals may have been reported in FNPI 4b and FNPI 4c or they may be individuals that entered a CSBG Eligible Entity program while already in safe and affordable housing and had maintained that housing. Do not include individuals who remained housed, but who were not engaged in case management or other housing services and programs operated by the CSBG Eligible Entity.

***FNPI 4e. The number of households who avoided eviction.***

Report the number of individuals in households who avoided an eviction.

An **eviction** is the act of being expelled from a property, typically in a renter/landlord situation. CSBG Eligible Entities may identify what constitutes a potential eviction and determine at the local level the appropriate time to provide an intervention and the appropriate intervention.

**Examples** of activities that may generate reportable outcomes for this indicator:

- Participants who received legal assistance and intervention when they were at risk of imminent eviction from their place of residence.
- A CSBG Eligible Entity program that worked with landlords and tenants to mediate situations that ultimately keep the tenant housed.
- Case management that connected the household to funding or a CSBG Eligible Entity program that provided financial assistance to help households avoid eviction.

***FNPI 4f. The number of households who avoided foreclosure.***

Report the number of individuals in households who avoided foreclosure.

**Examples** of activities that may generate reportable outcomes for this indicator:

- Participants who received legal assistance and intervention when they were at risk of imminent foreclosure from their place of residence.
- Case management that connected the household to funding or a CSBG Eligible Entity program that provided financial assistance to help households avoid foreclosure.

***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.).***

In this indicator, report the unduplicated number of individuals in each household.

**Examples** of activities that may generate reportable outcomes for this indicator:

- Households that received weatherization assistance to remove dangerous or substandard insulation, thus enabling family members to experience improved health.
- The weatherization program installed measures that improved the health and safety of the family.
- A program that installed carbon monoxide detectors.

**Note:** *This is primarily a weatherization indicator and more specifically, a place where outcomes obtained by using Health and Safety dollars could be reported.*

*FNPI 4h. The number of households with improved energy efficiency and/or energy burden reduction in their homes.*

In this indicator, report the unduplicated number of individuals in each household.

**An example** of an activity that may generate reportable outcomes for this indicator:

- Households that received weatherization assistance to improve the energy efficiency of the home and reduce the household's energy burden.

**Note:** *This is primarily a weatherization indicator.*

#### *FNPI 4z. Other Housing Outcome Indicator*

Only report an "Other Outcome Indicator" if none of the current FNPIs capture the outcomes achieved by the program. Sample language is provided below:

- *FNPI 4z.1 The number of individuals or households who\_\_\_\_\_.*

## *FNPI 5 Health and Social/Behavioral Development Indicators*

### Health and Social/Behavioral Development Overview:

Health and Social/Behavioral Development indicators (Domain 5) collect data on the unduplicated number of individuals who achieve outcomes as a result of CSBG Eligible Entity activities by:

- Improving a participant's physical, mental, or behavioral health,
- Increasing a participating household members' interaction skill,
- Demonstrating a participant's ability to live independently; or
- Decreasing a participating household member's recidivism rate.

### Applicable Activities

FNPI 5 collects outcome data on participants who achieved outcomes as a result of either:

- Stand-alone household support programs or projects **or**
- Health and social/behavioral services as part of broader programs.

CSBG Eligible Entities are only expected to report on health and social/behavioral development indicators as applicable to the CSBG Eligible Entity's programs.

**Note:** *Indicators in this section should be supported by documentation that indicates improvements have occurred in individuals. Programs of this nature generally require assessment of the individual's conditions before services begin. Program methodologies may vary, and the FNPIs allow for great flexibility; however, CSBG Eligible Entities should consider using methodologies that are best practices for the particular medical, or mental and behavioral health fields and would pass scrutiny among professionals in the field.*

## Indicators

*FNPI 5a. The number of individuals who demonstrated increased nutrition skills (e.g., cooking, shopping, and growing food).*

**Examples** of activities that may generate reportable outcomes for this indicator:

- A CSBG Eligible Entity that operates a Cooking Matters program or other classes on how to shop for and prepare food.
- A CSBG Eligible Entity that runs a community garden and offers classes on how to grow and prepare food from the garden.
- A Head Start program that provides a comprehensive nutrition component for parents.

**Note:** *While this type of program may benefit all household members, this is an individual count. Only report the participants in the program who improved their skills. Ensure that there is some assessment in place to measure whether or not a participant achieved the outcome.*

*FNPI 5b. The number of individuals who demonstrated improved physical health and well-being.*

**Examples** of activities that may generate reportable outcomes for this indicator:

- A CSBG Eligible Entity that offers a physical exercise program to improve the health of seniors and prevent falls.
- A CSBG Eligible Entity that offers a weekly exercise group for Head Start parents.
- A CSBG Eligible Entity Family Planning program that provides services that improve health and has a methodology for measuring positive changes in health
- A CSBG Eligible Entity program that deploys community health workers into neighborhoods and tracks each individual participant's health changes over time.

**Note:** *CSBG Eligible Entities who plan to report on this indicator should have a definition for what it means to improve health and wellbeing. A measurement tool to determine improvement should be implemented. Tracking an individual's health and wellbeing could include a number of indicators such as reduction of injuries from falls, reduced blood pressure, weight reduction, improved affects from asthma, vision, hearing, mobility improvements, or a variety of other measurable changes.*

*FNPI 5c. The number of individuals who demonstrated improved mental and behavioral health and well-being.*

**An example** of an activity that may generate reportable outcomes for this indicator:

- Individuals who met regularly with a mental health provider and demonstrated improved mental and behavioral well-being through assistance from the CSBG Eligible Entity.

**Note:** *CSBG Eligible Entities reporting in this indicator should have an identified assessment tool in place to measure change over time. Many federal and state programs may have a tool for assessment.*

Resource for potential assessment tool:

- [SAMHSA-HRSA Center for Integrated Health Solutions](#)

*FNPI 5d. The number of individuals who improved skills related to the adult role of parents/caregivers.*

**Examples** of activities that may generate reportable outcomes for this indicator:

- A CSBG Eligible Entity that operates a Strengthening Families program or other strengths-based skill-building program where participants learn and improve their skills in parenting or caregiving.
- A weekly caregiver class held at the CSBG Eligible Entity where participants who attend regularly improve their caregiving skills.
- A CSBG Eligible Entity's home visiting program that provides activities for parents and other caregivers that improves their parenting and caregiving skills.

**Note:** *CSBG Eligible Entities who plan to report in this indicator should have an assessment tool in place to measure change over time and to be able to report in this indicator.*

*FNPI 5e. The number of parents/caregivers who demonstrated increased sensitivity and responsiveness in their interactions with their children.*

**Examples** of activities that may generate reportable outcomes for this indicator:

- CSBG Eligible Entity Head Start parents who attended parenting classes and demonstrated increased sensitivity and responsiveness to their children.
- A CSBG Eligible Entity that utilizes a variety of funding sources to offer parenting skills enrichment courses for adult participants in a number of its programs. The courses are designed to help parents improve their ability to:
  - Communicate with their children.
  - Establish and maintain appropriate structure, boundaries, and common expectations within the family.
  - Reduce the incidence of physical or emotional abuse through better anger management and alternative approaches to parent-child conflict resolution.

**Note:** CSBG Eligible Entities who plan to report in this indicator should have an assessment tool in place to measure change over time.

*FNPI 5f. The number of seniors (65+) who maintained an independent living situation.*

**Examples** of activities that may generate reportable outcomes for this indicator:

- A CSBG Eligible Entity that operates home health care services that allow seniors to stay in their homes.
- A CSBG Eligible Entity that operates a home delivered meals program that helps seniors stay in their homes.
- A CSBG Eligible Entity in a rural area that operates a transportation program for seniors that provides rides for medical appointments and grocery shopping. Seniors who need these services are enrolled in a support program that, in addition to providing the rides, provides home visits and follow-up to make sure the seniors are maintaining a healthy living situation.

**Independent Living** is a living situation where the individual has freedom to make their own decisions, control over their financial, legal, or medical situation, and assistance in overcoming physical or mental barriers to independence.

*FNPI 5g. The number of individuals with disabilities who maintained an independent living situation.*

**An example** of an activity that may generate reportable outcomes for this indicator:

- The number of individuals with disabilities who continue to live independently during the reporting period as a result of receiving one or more services.
  - Services that could aid someone in obtaining this outcome could include home health aides who help the individual complete Activities of Daily Living (ADLs) such as bathing or cleaning. Other services could include transportation to doctors' visits or home-delivered meals.

**Note:** *If a senior also has a disability, they may be reported in FNPI 5f and this indicator (FNPI 5g).*

*FNPI 5h. The number of individuals with chronic illness who maintained an independent living situation.*



**An example** of an activity that may generate reportable outcomes for this indicator:

- The number of individuals with chronic illnesses who continue to live independently during the reporting period as a result of receiving one or more services.
  - Services that could aid someone in obtaining this outcome include prescription delivery services or cleaning services.

**Note:** *If a senior also has a disability and a chronic illness, they may be reported in FNPI 5f, FNPI 5g and this indicator (FNPI 5h).*

A **chronic illness** is a human health condition or disease that is persistent or otherwise long lasting in its effects, often defined as lasting more than three months. Common chronic illnesses include cancer, asthma, diabetes, HIV/AIDS, COPD, depression, and many others.

A **disability** is a physical or mental impairment that substantially limits one or more of an individual's major life activities.

*FNPI 5i. The number of individuals with no recidivating event for six months.*

A **recidivistic event** occurs when, after an individual is released from custody (jail, prison, or other correctional facility), they violate their probation or parole and are returned to custody.

**Examples** of activities that may generate reportable outcomes for this indicator:

- A CSBG Eligible Entity that operates a case management, mentoring or other supportive services program that works with individuals so that they do not return to jail, prison, or other correctional facility.
- A CSBG Eligible Entity that operates an afterschool program that teaches youth the skills they need to prevent them from returning to juvenile detention or other correctional facility.

- FNPI 5i (1). Youth (ages 14-17)

Report the number of youth (ages 14-17) with no recidivistic events within six months of release from custody. The youth reported here in FNPI 5i (1) should also be reported in FNPI 5i.

- FNPI 5i (2). Adults (ages 18+)

Report the number of adults (ages 18+) with no recidivistic events within six months of

release from custody. The adults reported here in FNPI 5i (2) should also be reported in FNPI 5i.

#### *FNPI 5z. Other Health and Social/Behavioral Development Outcome Indicator*

Only report an "Other Outcome Indicator" if none of the current FNPIs capture the outcomes achieved by the program. Sample language is provided below:

- *FNPI 5z.1) The number of individuals or households\_\_\_\_\_.*

### *FNPI 6 Civic Engagement and Community Involvement Indicators*

#### Civic Engagement and Community Involvement Overview:

Civic Engagement and Community Involvement indicators (Domain 6) collects data on the unduplicated number of individuals with low incomes who achieve outcomes as a result of CSBG Eligible Entity activities by:

- Increasing the leadership skills, social networks, and knowledge to improve conditions in the community.

#### Applicable Activities

FNPI 6 collects outcome data on participants who achieved outcomes as a result of either:

- Stand-alone community improvement programs **or**
- Community improvement initiatives that are part of a broader community initiative.

**Note:** *Only CSBG Eligible Entity participants should be reported in this section. Low-income board members who are participants of CSBG Eligible Entity programs may be reported here if the outcome is obtained. If the Board member is not a participant, he/she should be reported only in Module 2 (B.3a.1).*

#### Indicators

*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.*

**Examples** of activities that may generate reportable outcomes for this indicator:

- Individuals who participated in a leadership development program to increase their skills and knowledge.
- Individuals who engaged in a peer-mentoring program.

- FNPI 6a.1. Of the above, the number of Community Action program participants who improved their leadership skills.

**Examples** of activities that may generate reportable outcomes for this indicator:

- The number of individuals who joined and engaged in their neighborhood association, community board, advisory group, or similar organization.
- Individuals who participated in CSBG Eligible Entity leadership or peer mentoring programs and engaged in civic activities.

Report the number of participants who achieved the outcome listed in FNPI 6a.1 in 6a.

- FNPI 6a.2. Of the above, the number of Community Action program participants who improved their social networks.

**Examples** of activities that may generate reportable outcomes for this indicator:

- Individuals who joined a neighborhood association.
- Individuals who joined the Head Start Policy Council.
- Individuals who joined the parent involvement group at their local school.

Report the number of participants who achieved the outcome listed in FNPI 6a.2 in 6a.

- FNPI 6a (3). Of the above, the number of Community Action program participants who gained other skills, knowledge, and abilities to enhance their ability to engage.

**An example** of an activity that may generate reportable outcomes for this indicator:

- Individuals who completed U.S. citizenship classes or engaged in civic events.

Report the number of participants who achieved the outcome listed in FNPI 6a.3 in 6a.

### *FNPI 6b. Other Civic Engagement and Community Involvement Outcome Indicator*

Only report an "Other Outcome Indicator" if none of the current FNPIs capture the outcomes achieved by the program. Sample language is provided below:

- *FNPI 6b (1). The number of individuals or households who \_\_\_\_\_.*

## *FNPI 7 Outcomes across Multiple Domains*

### Outcomes across Multiple Domains Overview:

Outcomes across Multiple Domains indicators collect data on the unduplicated number of individuals who achieve **one or more** of the outcomes reported throughout **any** of the domains as a result of a CSBG Eligible Entity. An individual who obtained employment (FNPI 1b) and a certificate or diploma (FNPI 2g) may be reported in each of those indicators and reported here once. An individual who obtained only one outcome may be reported in that indicator and also be reported here once. The data from this indicator will help tell the story of how many lives were improved because of the CSBG eligible Entity Network. Reporting on this indicator requires CSBG Eligible Entities to keep an unduplicated count of individuals who achieved one or more outcomes reported in the FNPIs.

**Examples** of activities that may generate reportable outcomes for this indicator:

- A CSBG Eligible Entity that operates many programs where an individual/family/household achieved a variety of outcomes.
  - For example, individuals could be in a two-generation approach program or enrolled in multiple programs such as Head Start, financial coaching, utility assistance, ESL, childcare etc. Outcomes are often reached in each program for one individual/household.
- A CSBG Eligible Entity Housing program participant who is in a household of one and whose single outcome was having obtained safe and affordable housing as a result of the work of the CSBG Eligible Entity may be reported here.

This indicator will provide data on how many *individuals* achieved one or more of the FNPIs. This will allow for better understanding of the number of individuals with low incomes who were helped to become stable and achieve economic security. This is different than adding up all the FNPI numbers which would show the total number of outcomes achieved rather than the number of individuals who obtained the outcomes.

It is expected that some CSBG Eligible Entities have the technological capacity to provide data for this FNPI, and other CSBG Eligible Entities will need to consider how to move forward for future reporting periods. It is also expected that FNPI 7 will provide CSBG Eligible Entities with valuable data that will help them to manage and improve services.

## Indicators

*FNPI 7a. The number of individuals who achieved one or more outcomes as identified by the National Performance Indicators in various domains.*

Report any individual who achieves *one or more outcomes* across any domain in this report. This is an unduplicated count. The individual should only be counted one time. The result will be an unduplicated (each individual counted once) count of all the individuals across the CSBG Eligible Entity who achieved one or more FNPIs.

### *FNPI 7z. Other Outcome Indicator*

Only report an "Other Outcome Indicator" if the current FNPIs do not capture the outcomes achieved by the program. Sample language is provided below.

- *FNPI 7z.1. The number of individuals or households\_\_\_\_\_.*

**NOTE:** CSBG Eligible Entities may consider reporting bundled services here. Sample language will be made available on the [NASCSP website](#).

## Module 4, Section B: Individual and Family Services (SRV)

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

CSBG Eligible Entities will report **unduplicated counts** of individuals receiving any of the services listed on the Individual and Family Services Form. The only time that services are reported as a result of a referral is when an MOU is in place with a partnering agency and the participant is enrolled in a specific CSBG Eligible Entity program.

CSBG Eligible Entities may provide certain services directly or may pay another organization, vendor, or entity for a service. For example, an Entity may provide transportation vouchers, pay tuition to a certification program for a participant, or purchase dental services for adults so they can resolve issues and maintain employment. In all three examples, the CSBG Eligible Entity should report these activities as services delivered to participants.

All services are reported as an unduplicated count of people who obtain the service. Each CSBG Eligible Entity and, in many cases, each program must define the point at which an individual is considered a participant. This will help to accurately count the number of participants who receive a service. In this section, only report participants who have received a service. A general approach that will be used for Module 4, Section B is when an individual is assessed and eligible for services administered by the CSBG Eligible Entity, they become a participant and are reported here. An individual may receive the same services multiple times but should only be reported once under the service received. The individual may be reported under more than one service, but only once under each service received.

**Example** of the relationship between FNPIs and services:

CSBG Eligible Entity of XYZ County operates a full-service case management program where many participants seek services to help them obtain and retain employment. A participant in the case management program is working toward goals related to Employment (FNPI 1). In order to achieve the desired employment outcomes, the participant receives vocational training (SRV 1a). The same participant also receives resume development (SRV 1j), interview skills training (SRV 1k), and job referrals (SRV 1l), all provided by the case manager at the CSBG Eligible entity. The case manager works across multiple domains and assists the participant in obtaining SNAP (SRV 3l), transitional housing (SRV 4n) (provided by the housing department at the CSBG Eligible Entity) and financial counseling (SRV 4b) (provided by the case manager). During the reporting period, the participant obtained employment up to a living wage (FNPI 1b) and retained employment for 180 days (FNPI 1c and 1d). The participant would be reported once in each of the following places:

*Services:* Vocational training (SRV 1a); Resume Development (SRV 1j); Interview Skills Training (SRV 1k); Job Referrals (SRV 1l); SNAP Benefits (SRV 3l); Transitional Housing Placements (SRV 4n); Financial Coaching/Counseling (SRV 4b); and Case Management (SRV 7a).

*Family National Performance Indicators:* Unemployed adult who obtained employment up to a living wage (FNPI 1b); Unemployed adult who maintained employment for 90 days (FNPI 1c); Unemployed adult who maintained employment 180 days (FNPI 1d) and achieved one or more outcomes in various domains (FNPI 7a).

## *SRV 1 Employment Services*

All Employment Services (SRV 1a-1q) are intended to help participants obtain outcomes in the Employment Domain of Module 4, Section A. These services include **Skills Training and Opportunities; Job Search; Post-Employment Supports; and Employment Supplies**. This list of services primarily supports the outcomes in FNPI 1a – 1h. These services may also support outcomes in other FNPIs. It will likely take multiple services across various domains for a participant to obtain one of the Employment outcomes in the FNPIs.

Report the unduplicated number of participants who receive services. If a participant received the same service more than once during the reporting period, only report that participant one time. The same participant may be reported in more than one service.

## *SRV 2 Education and Cognitive Development Services*

All Education and Cognitive Development Services (SRV 2a-2cc) are intended to help participants obtain outcomes in the Education and Cognitive Development Domain. These services include **Child/Young Adult Education Programs; School Supplies; Extracurricular Programs; Adult Education Programs; Post- Secondary Education Supports; Financial Aid Assistance; and Home Visits**. This list of services supports the outcomes in FNPI 2a – 2j. These services may also support outcomes in other domains, such as FNPI 3a (the number of individuals who achieved and maintained capacity to meet basic needs for 90 days) within the Income and Asset Building Domain.

Report the unduplicated number of participants who receive services. If a participant received the same service more than once during the reporting period, only report that participant one time. The same participant may be reported in more than one service.

## *SRV 3 Income and Asset Building Services*

All Income and Asset Building Services (SRV 3a-3q) are intended to help participants obtain outcomes in the Income and Asset Building Domain. These services include **Training and Counseling Services; Benefit Coordination and Advocacy; Asset Building; and Loans and Grants**. This list of services primarily supports the outcomes in FNPI 3a – 3h. These services may also support outcomes such as FNPI 4f (the number of households who avoided foreclosure) within the Housing Domain.

Report the unduplicated number of participants who receive services. If a participant received the same service more than once during the reporting period, only report that participant one time. The same participant may be reported in more than one service.

### *SRV 4 Housing Services*

All Housing Services (SRV 4a-4t) are intended to help participants obtain outcomes in the Housing Domain. These services include **Housing Payment Assistance; Eviction Prevention Services; Utility Payment Assistance; Housing Placement/Rapid Rehousing; Housing Maintenance & Improvement; and Weatherization Services**. This list of services primarily supports the outcomes in FNPI 4a – 4i. These services may also assist participants in meeting other FNPIs. For example, a participant who receives SRV 4k (utility arrears payments) may meet the outcome in FNPI 3a (the number of individuals who achieved and maintained capacity to meet basic needs for 90 days).

Report the unduplicated number of participants who receive services. If a participant receives the same service more than once during the reporting period, only report that participant one time. The same participant may be reported in more than one service.

### *SRV 5 Health and Social/Behavioral Development*

All Health and Social/Behavioral Development Services (SRV 5a-5oo) are intended to help participants obtain outcomes in the Health and Social/Behavioral Development Domain. These services include **Health Services; Screening and Assessments; Reproductive Health Services; Wellness; Mental/Behavioral Health; Support Groups; Dental Services, Screenings and Exams; Nutrition and Food/Meals; and Family Skills Development**. This list of services primarily supports the outcomes in FNPI 5a – 5j. However, these services may also support a participant obtaining outcomes such as FNPI 1c (maintaining employment for 90 days) within other domains such as Employment.

Report the unduplicated number of participants who receive services. If a participant receives the same service more than once during the reporting period, only report that participant one time. The same participant may be reported in more than one service.



## *SRV 6 Civic Engagement and Community Involvement*

All Civic Engagement and Community Involvement Services (SRV 6a-6f) are intended to help participants obtain outcomes in the Civic Engagement and Community Involvement Domain. These services include **Civic Engagement** and **Community Involvement Services** (voter education and access, leadership training, tri-partite Board membership, citizenship classes, getting-ahead classes, and volunteer training). This list of services primarily supports the outcomes in FNPI 6a – 6b.

Report the unduplicated number of participants who receive services. If a participant receives the same service more than once during the reporting period, only report that participant one time. The same participant may be reported in more than one service.

## *SRV 7 Services Supporting Multiple Domains*

All Services Supporting Multiple Domains (SRV 7a-70) are intended to help participants obtain outcomes in the “Services Supporting Multiple Domains” Domain. These services include **Case Management; Eligibility Determinations; Referrals; Transportation Services; Child Care; Elder Care; Identification Documents; Re-Entry Services; Immigration Support Services; Legal Assistance; Emergency Clothing Assistance; and Mediation/Customer Advocacy Interventions**. This list of services could support outcomes in different domains. Services may be reported here that are also similar to services reported in a specific domain. For example, the referral service is found in a few different domains. If the referral is specific to a domain, it should be reported in the specific domain. If a referral, is general and crosses multiple domains such as a referral to a case management provider, the referral should be reported in this section.

Report the unduplicated number of participants who receive services. If a participant receives the same service more than once during the reporting period, only report that participant one time. The same participant may be reported in more than one service.

## *Services to Consider*

The services included here may be difficult to get an accurate count of the number of participants who receive these services. Rather, it would be easier to count the number of services provided rather than the number of individuals served.

These services include: SRV 1l-Job referrals; SRV 1p-Interactions with employers; SRV 1q-Employment Supplies; SRV 2k-School Supplies; SRV 2l-Before- and after-school activities; SRV 4m-Temporary

Housing Placement; SRV 5m-Contraceptives; SRV 5o-STI/HIV Screenings; SRV 5w-Crisis response/call-in responses; SRV 5gg-Community gardening activities; SRV 5jj-Food distribution; SRV 5nn-Kits/boxes; SRV 5oo-Hygiene facility utilizations; SRV 7c-Referrals; and SRV 7n-Emergency clothing assistance.

While reporting the count of services here does not align with the general instruction on reporting services in this report, it is acceptable to do so for these specific services.

## **CSBG Annual Report**

### **Purpose**

The CSBG Annual Report provides funders and other stakeholders with an accurate picture of the work the network has accomplished over the year.

### **Annual Report Submissions**

The CSBG Annual Report contains four modules.

- Module 1: State Administration (completed by State CSBG Administrators) includes information on state administration of funds to CSBG Eligible Entities, use of state-administered and discretionary funds for training and technical assistance, and information on CSBG Eligible Entity progress in meeting the Organizational Standards and implementing ROMA Next Generation. State agencies submit Module 1 in OLDC.
- Module 2: Agency Expenditures, Capacity, and Resources (completed by CSBG Eligible Entities; reviewed and analyzed by State CSBG Lead Agencies) includes information on funds spent by CSBG Eligible Entities on the direct delivery of local services and strategies and capacity building as well as information on funding devoted to administrative costs by the CSBG Eligible Entities. CSBG Eligible Entities submit Module 2 annually through the software.
- Module 3: Community Level (completed by CSBG Eligible Entities; reviewed and analyzed by State CSBG Lead Agencies) includes information on the implementation of strategies and results achieved for communities where people with low incomes live. (CSBG Eligible Entities submit Module 3 annually through the software.
- Module 4: Individual and Family Level (completed by CSBG Eligible Entities; reviewed and analyzed by State CSBG Lead Agencies) includes information on outcomes obtained by and services provided to individuals and families, as well as demographic characteristics of people served by CSBG Eligible Entities. CSBG Eligible Entities submit Module 4 quarterly and annually through the software.

## **Community Action Plan (CAP), Org Info, and Reporting**

**Effective January 2022, Community Action Agencies will have three reporting periods.**

### **Period 1 – Due February 28th**

**Community Action Plan & Org Info - for upcoming October through September Services**

### **Period 2 – Due April 30th**

**Mid-Year Report - October through March Actual Services**

### **Period 3 – Due October 31st**

**Year-End Report - April through Sept. Actual Services**

**The CSG Software System will automatically calculate totals for the Federal Fiscal Year.**

**If CAAs need to submit corrections or updates to their Period 3 submission, please contact the State.**

**The State will export Modules 2, 3, and 4 from the CSG Software System and submit to OCS via OLDC.**

**The CSBG Annual Report; modules 1-4 must be submitted by the State in OLDC no later than March 31<sup>st</sup> of each year.**

## **KanDo! Narrative Report**

### **Impact Story**

1. Please share one or more individual or family impact story. Include local partners involved, outcomes, and specific information on how CSBG funds were used to support the challenges and success. (not reported on CSBG annual report but useful to share with stakeholders)

### **Annual Report Only (Oct. 1 to Sept. 30)**

1. Describe one or more management processes that led to high-quality, accessible services and/or strategies during this Oct. 1 to Sept. 31 reporting year. (CSBG Annual Report Question B.5.)
2. Describe one or more management accomplishments achieved during this Oct. 1 to Sept. 31 reporting year. (CSBG Annual Report Question B.5.)
3. Describe one or more ways in which your organization addressed a cause or condition of poverty in a community using an innovative or creative approach during this Oct. 1 to Sept. 31 reporting year. Include local partners involved, outcomes, and specific information on how CSBG funds were used to support implementation. (CSBG Annual Report Question B.6.)

## ROMA Continuous Improvement

4. Describe one or more examples of changes made during this Oct. 1 to Sept. 31 reporting year improve service delivery and enhance impact for individuals, families, and low-income communities based on your in-depth analysis of performance data. (CSBG Annual Report Question I.5.)

The Kansas Network has chosen to use the October 1 to September 30 reporting year to provide ample time for the CAAs to compile information needed for the state to submit annual report; modules 2 - 4. Since data captured on the CSBG Annual Report is a sub-set of the national report, the Network chose to use the same reporting period.

### 1. Customer success story / impact of CSBG

Provide client stories to demonstrate how CSBG has changed the lives of the people you serve and/or describe the impact of CSBG in your community.

**Intended Outside Audience-** The agency should develop a narrative with an audience unfamiliar with Community Action and the agency in mind. To help achieve this end, the agency should always identify itself, its service location, and should not use abbreviations for program names, partnering organizations, funding sources, etc.

### All Characteristics Report

The All-Characteristics Report collects data on **all individuals and households**, whether or not funded directly by CSBG. This demographic information will strengthen the CSBG Annual Report by demonstrating who is being served by CSBG Eligible Entities. Please note that this is a report and not intended to be a tool to determine eligibility.

To obtain unduplicated counts, a CSBG Eligible Entity will need to have a system that distinguishes the characteristics for each individual/household. To obtain an unduplicated count, a unique identifier will be needed at the individual level. While some individuals and households may be served by several programs within a reporting year and thus entered into multiple data systems (e.g., LIHEAP, WIC, etc.), they must be reported as unduplicated individuals (in row A) and unduplicated households (in row B) in this report.

We recognize CSBG Eligible Entities have multiple data systems and may not immediately be able to have an unduplicated count across several systems. If the CSBG Eligible Entity is not currently able to have unduplicated counts across programs due to data systems issues, include those programs in rows E and F at the end of this report. Additionally, indicate the programs in which these individuals and households were enrolled.

## Clarification on Duplication in the All-Characteristics Report

For the CSBG Annual Report, it is important that CSBG Eligible Entities only report the unduplicated count of participants. Therefore, when CSBG Eligible Entities are unable to verify data as unduplicated, that data should not be reported. If a CSBG Eligible Entity is able to verify that a portion of its data is unduplicated, it is appropriate to report that portion of the data. Make sure to provide a comment to that effect this year and next year to explain the variance that will result from improved reporting. The top priority is to maintain the integrity of the data reported, which is why it is critical that only unduplicated data is included in the report. It is recognized, though, that this can be a challenge for CSBG Eligible Entities.

Include demographic data on **all individuals and households served by the CSBG Eligible Entity**, not only those who are CSBG eligible. The CSBG Eligible Entity should determine when a client becomes a client and report all clients in this report. The All-Characteristics Report is for demographics collected on individuals/ households receiving services from the CSBG Eligible Entity.

### How to report partial information on participants:

The All-Characteristic Report can accept the reporting of individuals about whom some, but potentially not all, demographic information is collected. A single **unique identifier** is the only data point that needs to be collected to ensure an unduplicated count in the All-Characteristics Report.

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

This is an unduplicated count of all individuals in a household served by any of the programs operated by the CSBG Eligible Entity. To obtain unduplicated counts, a CSBG Eligible Entity will need to have a system that distinguishes each individual. It is important to have a unique identifier, so individuals served by multiple programs are only counted once for the demographics report, and services provided to the individual can be linked and counted correctly in Module 4, Section B.

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

This is an unduplicated count of all households served by the CSBG Eligible Entity. To obtain unduplicated counts, a CSBG Eligible Entity needs a system that distinguishes to which household unit each individual belongs. Some items collected on the characteristics report are related to household conditions, so it is important to have an accurate, unduplicated count of households served by the CSBG Eligible Entities.

The definition of “household” is one or more people living in the same home. If a state has a different definition, CSBG Eligible Entities should refer to their state’s definition.

## **C. Individual level characteristics**

### **1. Gender**

Gender should be noted as Male, Female, Other, or Unknown/Not Reported. Report Other when an individual self-identifies as something other than Male or Female. Use unknown or not reported when gender is not known, or the client doesn't report.

The options for Gender are as follows:

- a. Male
- b. Female
- c. Other
- d. Unknown/not reported
- e. TOTAL (auto-calculated)

### **2. Age**

Most CSBG Eligible Entities record the date of birth, and systems calculate ages annually to provide this information. The breakdowns for data collection of age are as follows:

- a. 0-5
- b. 6-13
- c. 14-17
- d. 18-24
- e. 25-44
- f. 45-54
- g. 55-59
- h. 60-64
- i. 65-74
- j. 75+
- k. Unknown/not reported
- l. TOTAL (auto calculated)

### **3. Education Levels**

Please note that this Item only applies to youth ages 14-24 and adults over 25 years of age. The education level is the last educational achievement obtained. For example, a 55-year-old individual may report 10th grade as the highest level of educational achievement. They should be reported in Grades 9-12 under their age bracket.

The breakdowns for data collection of education levels are as follows:

- a. Grades 0-8
- b. Grades 9-12/Non-Graduate
- c. High School Graduate/Equivalency Diploma
- d. 12 grade + Some Post-Secondary
- e. 2- or 4-year College Graduate
- f. Graduate of other post-secondary school
- g. Unknown/not reported
- h. TOTAL (auto calculated)

#### 4. **Disconnected Youth**

**Disconnected youth** identify the unduplicated number of youths who are neither working nor in school and are enrolled in a CSBG Eligible Entity program. Youth is defined as ages 14-24.

There is one data point to collect this information:

- a. Youth ages 14-24 who are neither working or in school

#### 5. **Health**

**Disabling Condition:** Report the unduplicated number of individuals who have self-identified as having a disabling condition and those who do not. **Health Insurance:** In 5b, report the unduplicated number of individuals who have some type of health insurance and those who do not. If an individual is reported as having health insurance, they should also be included in 5c (1) – 5c (8). Report health insurance status only for individuals in the household. If an individual/household reports having more than one type of insurance, include them under each type of insurance they have.

Data points collected in Item 5 are as follows:

- a. Disabling Condition (Yes, No, Unknown)
- b. Health Insurance (Yes, No, Unknown) If an individual reported that they had Health Insurance, identify the source of health insurance below.
- c. Health Insurance Sources:
  1. **Medicaid:** a federally funded and state-administered program that provides health insurance to individuals and families with low-incomes.
  2. **Medicare:** a single-payer, national social insurance program administered by the United States federal government.
  3. **State Children's Health Insurance Program:** a program administered by the United States Department of Health and Human Services that provides matching funds to states for health insurance to families with children who have low incomes.
  4. **State Health Insurance for Adults:** a state-funded and administered health insurance program.
  5. **Military Health Care:** is a program administered by the Department of Defense that provides health insurance to active and retired military and their family. Individuals receiving health benefits through the Veterans Administration should also be reported here.
  6. **Direct-Purchase:** health insurance purchased directly from the insurer or through the Health Insurance Exchange under the Affordable Care Act.
  7. **Employment-Based:** insurance provided by an employer.
  8. **Unknown/not reported:** all participants who have no information to report. Additionally, Indian Health Services should be reported here.
  9. **Total** (auto-calculated)

**Note:** Individuals receiving medical services from Indian Health Services (IHS) should be reported under Unknown/not reported.

## 6. Ethnicity/Race

Information is collected both on Ethnicity (Hispanic or not Hispanic) and Race of program participants. These are two separate categories that align with data collection by the U.S. Census Bureau. An individual who reports Hispanic, Latino or Spanish Origin for ethnicity in Item 6a will also report a race from the categories in Item 6b. Likewise, an individual who reports Not Hispanic, Latino or Spanish Origin will also report a race in 6b.

While ethnicity and race are self-reported, definitions of each category are identified below. If the ethnicity or race are unknown or not collected, include the unduplicated count of those individuals in the **unknown/not reported** data point.

### a. Ethnicity

1. **Hispanic, Latino or Spanish Origins:** the terms “Hispanic,” “Latino,” and “Spanish” are used interchangeably. Some individuals identify with all three terms while others may identify with only one of these three specific terms. Hispanics or Latinos who identify with the terms “Hispanic,” “Latino,” or “Spanish” are those who classify themselves in one or more of the specific Hispanic, Latino, or Spanish categories (“Mexican,” “Puerto Rican,” or “Cuban”) as well as those who indicate that they are “another Hispanic, Latino, or Spanish origin.” People who do not identify with any of the specific origins listed on the questionnaire but indicate that they are “another Hispanic, Latino, or Spanish origin” are those who may identify as Argentinian, Colombian, Dominican, Nicaraguan, Salvadoran, Spaniard, or other Spanish cultures or origins. Origin can be viewed as the heritage, nationality group, lineage, or country of birth of the person or the person’s parents or ancestors before their arrival in the United States. People who identify their origin as Hispanic, Latino, or Spanish may be of any race.
2. Not Hispanic, Latino or Spanish Origins
3. Unknown/not reported
4. **Total** (auto calculated)

### b. Race

1. **American Indian or Alaska Native:** a person having origins in any of the original peoples of North and South America (including Central America) and who maintains tribal affiliation or community attachment.
2. **Asian:** a person having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian subcontinent including, for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand, and Vietnam.



3. **Black or African American:** a person having origins in any of the Black racial groups of Africa.
4. **Native Hawaiian and Other Pacific Islander:** a person having origins in any of the original peoples of Hawaii, Guam, Samoa, or other Pacific Islands.
5. **White:** a person having origins in any of the original peoples of Europe, the Middle East, or North Africa.
6. **Other:** includes all other responses not included in the White, Black or African American, American Indian, or Alaska Native, Asian, and Native Hawaiian or Other Pacific Islander race categories described above.
7. **Multi-race** (two or more of the above)
8. **Unknown/not reported**
9. **Total** (auto-calculated)

## 7. Military Status

Report the unduplicated number of veterans and individuals in active military for any branch of the military. This information is not required of participants who are under 18 years old. If systems cannot support skip logic, then it is acceptable to report individuals under 18 or who have no military status here as **unknown/not reported**. This information should be collected only on program participants.

- a. **Veteran:** Veteran status is used to identify people with active-duty military service and service in the military Reserves and the National Guard. Veterans are men and women who have served (even for a short time), but are not currently serving, on active duty in the U.S. Army, Navy, Air Force, Marine Corps, or the Coast Guard, or who served in the U.S. Merchant Marine during World War II. People who served in the National Guard or Reserves are classified as veterans only if they were ever called or ordered to active duty, not counting the 4-6 months for initial training or yearly summer camps. All other civilians are classified as nonveterans. These data are used primarily by the Department of Veterans Affairs (VA) to measure the needs of veterans.
- b. **Active Military:** an individual who is in the military full time. They work for the military, may live on a military base, and can be deployed at any time. Persons in the Reserve or National Guard are not full-time active-duty military personnel, although they can be deployed at any time, should the need arise.
- c. **Unknown/not reported**
- d. **Total** (auto-calculated)

**Note:** Individuals who have no military status should be reported in Unknown/not reported.

## 8. Work Status (Individuals 18+)

Work status is collected on all program participants 18 and older. Definitions of work status are listed below. Individuals may be reported in one or more category. For example, an individual who is retired but also working part-time could be reported in both categories.

- a. **Employed Full-Time:** working at least 30 hours each week.

- b. **Employed Part-Time:** working less than 30 hours each week.
- c. **Migrant Seasonal Farm Worker:** an individual who is either a seasonal farmworker or a migrant farmworker.
- d. **Unemployed (Short-Term, six months or less):** the individual has not worked for six months or less and is actively seeking work.
- e. **Unemployed (Long-Term, more than six months):** the individual has not worked for more than six months and are actively looking for work.
- f. **Unemployed (Not in Labor Force):** the individual is not working outside the home and is not actively looking for work. This category consists mainly of students, homemakers, seasonal workers interviewed in an off season who were not looking for work, institutionalized persons, and persons doing only incidental unpaid family work (less than 15 hours during the reference week).
- g. **Retired:** individuals who have concluded their working career. Typically, someone who currently has income from their former employer, Social Security, or both.
- h. **Unknown/not reported**
- i. **Total** (auto-calculated)

#### D. Household-Level Characteristics

Household-level characteristics collect an unduplicated count of household characteristics. Household characteristics should be collected for all household members on behalf of the program participant or applicant for each individual household member. Any household situations that do not fit within the listed categories can be reported in **Other**. Any household for whom an item is not collected can be reported in **unknown/not reported**.

**NOTE:** Totals may or may not equal items A or B.

#### 9. Household Type

Based on the composition of the participant's household, only one of the seven household types should be noted. If the household type of the participant is not reflected in one of these types, please mark "Other." If more than one member of the household receives services, the household should only be counted once. If the data is not collected, report the household in 9i., **Unknown/not reported**. Item 9j should never exceed Item B in this report. Definitions of household type are listed below.

- a. **Single Person:** a single individual who comprises the household. This should equal the Household Size of a Single person (10a).
- b. **Two Adults, No Children:** the Head of Household is an adult; another Non-Head of Household member is also an adult.
- c. **Single Parent, Female:** the Head of Household is a Female and has at least one child.
- d. **Single Parent, Male:** the Head of Household is a Male and has at least one child.
- e. **Two-Parent Household:** the Head of Household has a Spouse or Partner and there is at least one child in the household.
- f. **Non-related Adults with Children:** two adults who are not related by blood or marriage with at least one child in the household.
- g. **Multigenerational Household:** a household where three or more generations of

the family live under one roof.<sup>17</sup>

- h. **Other:** any situation that does not fit in the above categories.
- i. **Unknown/not reported**
- j. **Total** (auto calculated)

## 10. Household Size

Report the size of the household. The definition of “household” is one or more people living in the same home. Item 10a should be the exact same as Item 9a.

- k. Single Person
- l. Two
- m. Three
- n. Four
- o. Five
- p. Six or more
- q. Unknown/not reported
- r. **Total** (auto-calculated)

## 11. Housing

Report the household’s housing situation. Each household should only be reported once. Definitions of housing type are listed below.

- a. **Own:** a household owns its home. This can include a single-family home, mobile home, apartment, condo, or any other dwelling that is considered owned.
- b. **Rent:** a household who makes regular payments to a landlord for the use of property or land.
- c. **Other permanent housing:** a household who resides in housing that the household does not rent or own, but it is permanent. This can also include living situations where a participant lives with a family member and does not rent or own the property or some type of supported housing program.
- d. **Homeless:** for the purposes of this report, please refer to HUD’s definition of homeless, summarized below:
  - People who are living in a place not meant for human habitation, in emergency shelter, in transitional housing, or are exiting an institution where they temporarily resided. The only significant change from existing practice is that people will be considered homeless if they are exiting an institution where they resided for up to 90 days (previously 30 days) and were in a shelter or a place not meant for human habitation immediately prior to entering that institution.
  - People who are losing their primary nighttime residence, which may include a motel, hotel, or a doubled-up situation, within 14 days and lack resources or support networks to remain in housing. (HUD had previously allowed people who were being displaced within 7 days to be considered homeless.)
  - Families with children or unaccompanied youth who are unstably housed and likely to remain in that state. This new category of homelessness applies to

families with children or unaccompanied youth who have not had a lease or ownership interest in a housing unit in the last 60 or more days or more, have moved two or more times within the last 60 days, and who are likely to continue to be unstably housed because of disability or other barriers to employment.

- People who are fleeing or attempting to flee domestic violence, have no other residence, and lack the resources or support networks to obtain other permanent housing

See [HUD's Hearth Act rule](#) for more information.

- e. **Other:** any situation that does not fit into the above definitions.
- f. **Unknown/not reported**
- g. **Total** (auto-calculated)

## 12. Level of Household Income - (HHS Guideline percentages)

This Item refers to income levels of households served compared to the current HHS Poverty Income Guidelines, published annually in the [Federal Register](#). Please record the number of households served at each of the nine percentage ranges of the poverty level. It is understood that CSBG Eligible Entities operate programs where income eligibility will exceed CSBG guidelines. Please report all income levels served.

- a. Up to 50%
- b. 51% to 75%
- c. 76% to 100%
- d. 101% to 125%
- e. 126% to 150%
- f. 151% to 175%
- g. 176% to 200%
- h. 201% to 250%
- i. 251% and over
- j. Unknown/not reported
- k. Total (auto-calculated)

## 13. Sources of Household Income

Please enter the sources of income received by all individuals in the household. As a household may have several sources of income, please identify the category below that best represents the household. Definitions of the types of household income are listed below.

- a. **Income from Employment Only:** employment is the only source of income in the household. Employment income includes wages, salaries, and self-employment income. If a household is reported here, they will not be reported in 13b.
- b. **Income from Employment and Other Income Source:** income from employment

and other sources such as those listed in items 14 and 15.

- c. **Income from Employment, Other Income Source, and Non-Cash Benefits:** income from employment, from any other sources and from non-cash benefits such as those listed in Item 15.
- d. **Income from Employment and Non-Cash Benefits:** income from employment and from non-cash benefits such as those listed in Item 15.
- e. **Other Income Source Only:** income not from employment or a non-cash benefit. Examples include retirement income or other income.
- f. **Other Income Source and Non-Cash Benefits:** income from another source and non-cash benefits such as those listed in Item 15.
- g. **No Income:** the household has no source of income.
- h. **Non-Cash Benefits Only:** income only from non-cash benefits such as those listed in Item 15.
- i. **Unknown/not reported**
- j. **Total** (auto-calculated)

#### 14. Other Income Source

Report the sources of income for all individuals in a household.

- a. **TANF:** Temporary Assistance for Needy Families (TANF) program.
- b. **Supplemental Security Income (SSI):** federal assistance under the Social Security program designed to help aged, blind, and disabled people who have little or no income. SSI is awarded to individuals who have no work or too few work credits to qualify for SSDI.<sup>19</sup>
- c. **Social Security Disability Income (SSDI):** federal assistance under the Social Security program designed to help aged, blind, and disabled people who have little or no income. Individuals in this program have enough work credits to qualify for assistance.
- d. **VA Service-Connected Disability Compensation:** a benefit paid to veterans with disabilities that are the result of a disease or injury incurred or aggravated during active military service.<sup>21</sup>
- e. **VA Non-Service-Connected Disability Pension:** a needs-based benefit paid to wartime veterans who meet certain age or non-service-connected disability requirements.<sup>22</sup>
- f. **Private Disability Insurance:** a disability payment paid from a private disability insurance policy.
- g. **Workers' Compensation:** supplemental income paid to a worker who had been hurt on the job.<sup>23</sup>
- h. **Retirement Income from Social Security:** Social Security that is being received by a former worker who earned enough work credits to receive a monthly payment.<sup>24</sup>
- i. **Pension:** any type of income earned from private pensions, e.g., company retirement, IRA income or 401(k).
- j. **Child Support:** income paid/received by one parent of a child or children to another to assist in supporting the basic needs of the child(ren).
- k. **Alimony or other Spousal Support:** income paid/received by one spouse typically as an agreement in a divorce to assist in supporting the other individual's basic needs.

- l. Unemployment Insurance:** income received from an unemployment insurance fund by a worker whose job was terminated for any reason other than wrongdoing.

**EITC:** The Earned Income Tax Credit, EITC or EIC, is a benefit for working people with low to moderate income. To qualify, a person must meet certain requirements and file a tax return, even if they do not owe any tax or are not required to file. EITC reduces the amount of taxes owed and may give a refund.<sup>25</sup>

- m. Other:** any other income source that does not fit within the above categories.
- n. Unknown/not reported**

## 15. Non-Cash Benefits

Report the unduplicated types of non-cash benefits received by all members of a household. A household should be unduplicated in each row but can be reported multiple times in the total. For example, multiple members of a household may have SNAP, but the household should only be reported once in the SNAP row. Similarly, a household that receives SNAP, LIHEAP, and Public Housing would be represented once in each category.

Definitions of these non-cash benefits are listed below.

- a. SNAP:** the Supplemental Nutrition Assistance Program provides nutrition assistance to families. Some states have their own name for this federal program, formerly known as food stamps.
- b. WIC:** the Special Supplemental Nutrition Program for Women Infants and Children provides nutrition assistance to expectant and new mothers.
- c. LIHEAP:** the Low-Income Home Energy Assistance Program provides energy assistance to households.
- d. Housing Choice Voucher:** a HUD-subsidized housing voucher program that gives households a choice in where they live.<sup>26</sup>
- e. Public Housing:** HUD-subsidized housing. Public housing is site-based in locations predetermined by the local Housing Authority.
- f. Permanent Supportive Housing:** a HUD program that uses a model that combines low-barrier affordable housing, health care, and supportive services to help individuals and families lead more stable lives. This type of housing is typically used to house formerly homeless individuals and families.
- g. HUD-VASH:** a partnership between HUD and the VA that combines the Housing Choice Voucher and VA funding to provide housing assistance to homeless veterans.
- h. Child Care Voucher:** state or federally subsidized childcare that allows families access to quality childcare.
- i. Affordable Care Act Subsidy:** the subsidy a family receives through the federal Affordable Care Act to assist with paying health insurance premiums.
- j. Other:** any non-cash benefit that is not listed above.
- k. Unknown/not reported**

**E. Number of Individuals Who May or May Not be Included in the Totals Above - (due to data collection system integration barriers)**

Please list the unduplicated number of individuals served in each program. These individuals may have been included in Item A., and some or all of Item B., but due to system interoperability issues an unduplicated count could not be obtained for particular programs.

For example, an individual is served by an employment program, housing assistance and LIHEAP. The CSBG Eligible Entity has a common database that includes data for the employment and housing programs, so an unduplicated count is obtained from data entered for the employment and housing programs and will be reported in Item A. and items under C. LIHEAP data is maintained in a separate data system. The CSBG Eligible Entity is not yet able to include LIHEAP data in the common database, so it may unduplicate the count of individuals/households served across all three programs. LIHEAP data will be reported in Item E. The CSBG Eligible Entity is not able to determine how many of the LIHEAP individuals/households may also have been served in the employment and housing program and included in the common database.

**F. Number of Households Who May or May Not be Included in the Totals Above - (due to data collection system integration barriers)**

Please list the unduplicated number of households served in each program. These households may have been included in Item B., but due to system interoperability issues an unduplicated count could not be obtained for particular programs.

As an example, a household is served by a CSBG-funded program, LIHEAP, and Head Start. CSBG and LIHEAP share a common database with other CSBG Eligible Entity programs, but the Head Start program is not yet using the system. Head Start program information is maintained in a separate data system; therefore, the CSBG Eligible Entity does not have an unduplicated count of Head Start households. The CSBG Eligible Entity will report unduplicated data for the CSBG and LIHEAP programs in items A., B., and C. Head Start data will be reported in items E. and F. The CSBG Eligible Entity is unable to determine how many Head Start households might be included in the All-Characteristics Report, or more importantly, what other services the household might be receiving, and the outcomes achieved.