

**COMMUNITY SERVICES
BLOCK GRANT
STATE PLAN**
for
FFY 2008 and 2009

submitted by



DELAWARE HEALTH AND SOCIAL SERVICES (DHSS)
DIVISION OF STATE SERVICE CENTERS (DSSC)
OFFICE OF COMMUNITY SERVICES (OCS)

to the

**U. S. DEPARTMENT OF HEALTH AND HUMAN SERVICES
(DHHS)**
ADMINISTRATION FOR CHILDREN AND FAMILIES (ACF)
OFFICE OF COMMUNITY SERVICES (OCS)

August 2007

August 29, 2007

Josephine Bias Robinson, Director
Office of Community Services
Administration for Children and Families
370 L'Enfant Promenade, S.W.
Washington, D.C. 20447

Dear Ms. Robinson:

Enclosed are two copies of the State of Delaware's Community Services Block Grant (CSBG) State Plan for federal fiscal years 2008 and 2009. One copy has original signatures. The plan covers two years. As usual, Delaware's plan will be amended to some degree for the second year.

A designation of lead state agency and delegation of authority letter from Governor Ruth Ann Minner to Secretary Vincent P. Meconi, Secretary of Delaware Health and Social Services, is referenced in Section III. B. and included as Appendix A. The Delegation Agreement between Secretary Meconi and me is included as Appendix A1. I have certified to the implementation plans for the CSBG assurances on page 9.

Appendix B documents the statewide public hearing held on August 7, 2007, to get public input on the use and distribution of CSBG funds in 2008 and 2009. Appendix B1 documents the legislative public hearing that was held on January 25, 2006, for the CSBG State Plan for 2006 and 2007. Delaware will continue to conduct a comment period at review sites throughout the state in September and October, and will have a legislative public hearing before the Delaware State Clearinghouse Committee, which conducts the hearing on behalf of the Delaware General Assembly, prior to utilizing 2008 CSBG funds. Since Delaware will not utilize year 2008 funding until March of 2008, there will be time to amend the plan if public hearing testimony warrants. An annual review by the State Clearinghouse Committee will be done, even though this plan covers two years. Legislative public hearing documentation will be forwarded when it is available.

Contacts for the CSBG are listed on the sheet following this transmittal letter. Please direct grant award notices and questions regarding the state plan to Maureen Tucker's attention at the Office of Community Services in the Charles Debnam Building. I look forward to working with you and your staff to help people overcome obstacles to success. We greatly appreciate your support, as we work with our non-profit partners in Delaware to combat the causes and conditions of poverty.

Sincerely,

Gloria Upshur
Director

Enclosures

cc: Ruth Ann Minner, Governor
Vincent P. Meconi, Secretary, DHSS
Dennis J. Savage, Chief Administrator, OCS
Peter Thompson, Director, Division of State Assistance
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I. Community Services Block Grant State Plan and Application for Federal Fiscal Years 2008 and 2009

Delaware Health and Social Services (DHSS) submits this Community Services Block Grant (CSBG) State Plan for federal fiscal years 2008 and 2009. Sections of the plan may be amended or updated as changes in annual plans or budgets occur.

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STATE OF DELAWARE
2008 & 2009 COMMUNITY SERVICES BLOCK GRANT (CSBG)
STATE PLAN

III. EXECUTIVE SUMMARY

A. CSBG State Legislation

The State of Delaware has no state legislation that pertains specifically to the Community Services Block Grant (CSBG).

B. Designation of Lead State Agency to Administer the CSBG Program

Governor Ruth Ann Minner's letter designating the agency responsible for administering the CSBG for the State of Delaware is **Appendix A**. The lead agency designated to administer the CSBG is the Office of Community Services (OCS) within the Division of State Service Centers (DSSC), Delaware Health and Social Services (DHSS). **Appendix A** also delegates authority to the Secretary of DHSS or his designee to sign assurances and certifications for the CSBG. **Appendix A1** delegates authority to the Director of the Division of State Service Centers, as the Secretary's designee. State of Delaware contacts for the CSBG are included with the Letter of Transmittal (Section II, page ii).

C. Public Hearing Requirements

(1) Public Hearing

A Public Hearing was held on Tuesday, **August 7, 2007**, at the University of Delaware's Paradee Building in Dover, the state capital. Notice of the public hearing was published by the News Journal and the Delaware State News papers on July 28, 29, and 30, 2007, as a boxed ad with the department logo in the legal section. Notice was also sent via fax or e-mail to coordinating public and private agencies and recipient agencies. See **Appendix B** for documentation of the hearing.

(2) Legislative Hearing

The last legislative public hearing was held for the 2006 and 2007 CSBG State Plan on January 25, 2006, at 9:00 a.m. in the Joint Finance Committee Conference Room at Legislative Hall, Dover, Delaware. Documentation of that hearing is included as **Appendix B1**. The Delaware State Clearinghouse Committee holds public hearings on behalf of the Delaware General Assembly in compliance with provisions of Title 29, Chapter 76, Section 7604, as amended, Delaware Code. The Clearinghouse Committee's review and approval of each CSBG State Plan is mandatory in order to authorize the expenditure of federal funds received through any grant award. Therefore, although the CSBG Act only mandates a legislative public hearing once every three years, Delaware will hold one at least every other year in conjunction with each two-year CSBG State Plan.

The legislative public hearing for the 2008-2009 CSBG State Plan will be held at a date to be determined prior to December 31, 2007, and hopefully after 2008 allocations to states are known. Since Delaware will not use 2008 funds until April of 2008, there will be time to amend the plan as a result of the legislative public hearing, if necessary. OCS will send documentation of the legislative public hearing as soon as it is available.

(3) Public Inspection of State Plan

A draft of the two-year State Plan was available for review at the August 7, 2007, public hearing at the Paradee Center in Dover. After that date, it will be available for review and comment from September 17, 2007, at First State Community Action Agency sites in Sussex, Kent, and New Castle Counties, and at the Office of Community Services in New Castle. Notice of the review sites was published along with the notice of the public hearing on July 28, 29, and 30, 2007, in Delaware's two major newspapers (see **Appendix B**). The CSBG State Plan for 2008 and 2009 will also be put on the State's website, www.dhss.delaware.gov/dssc in mid-September.

IV. STATEMENT OF FEDERAL AND CSBG ASSURANCES

As part of the annual or biannual application and plan required by Section 676 of the Community Services Block Grant Act, as amended, (42 U.S. C. 9901 *et seq.*) (The Act), the designee of the chief executive of the State hereby agrees to the Assurances in Section 676 of the Act -

A. Programmatic Assurances

(1) Funds made available through this grant or allotment will be used:

- (a) To support activities that are designed to assist low-income families and individuals, including families and individuals receiving assistance under part A of title IV of the Social Security Act (42 U.S.C. 601 *et seq.*), homeless families and individuals, migrant or seasonal farm workers, and elderly low-income individuals and families to enable the families and individuals to:
 - (i) remove obstacles and solve problems that block the achievement of self-sufficiency (including self-sufficiency for families and individuals who are attempting to transition off a State program carried out under part A of title IV of the Social Security Act);
 - (ii) secure and retain meaningful employment;
 - (iii) attain an adequate education, with particular attention toward improving literacy skills of low-income families in the communities involved, which may include carrying out family literacy initiatives;
 - (iv) make better use of available income;
 - (v) obtain and maintain adequate housing and a suitable living environment;

- (vi) obtain emergency assistance through loans, grants, or other means to meet immediate and urgent family and individual needs; and
 - (vii) achieve greater participation in the affairs of the communities involved, including the development of public and private grassroots partnerships with local law enforcement agencies, local housing authorities, private foundations, and other public and private partners to document best practices based on successful grassroots intervention in urban areas, to develop methodologies for widespread replication; and strengthen and improve relationships with local law enforcement agencies, which may include participation in activities such as neighborhood or community policing efforts;
- (b) To address the needs of youth in low-income communities through youth development programs that support the primary role of the family, give priority to the prevention of youth problems and crime, and promote increased community coordination and collaboration in meeting the needs of youth, and support development and expansion of innovative community-based youth development programs that have demonstrated success in preventing or reducing youth crime, such as programs for the establishment of violence-free zones that would involve youth development and intervention models (such as models involving youth mediation, youth mentoring, life skill training, job creation, and entrepreneurship programs); and after-school child care programs; and
 - (c) To make more effective use of, and to coordinate with, other programs (including State welfare reform efforts). [676(b)(1)]
- (2) To describe how the State intends to use discretionary funds made available from the remainder of the grant or allotment described in Section 675C(b) of the Act in accordance with the community services block grant program, including a description of how the State will support innovative community and neighborhood-based initiatives related to the purposes of the community services block grant program; [676(b)(2)]
- (3) To provide information provided by eligible entities in the State, including:
 - (a) a description of the service delivery system, for services provided or coordinated with funds made available through grants made under Section 675C(a) of the Act, targeted to low-income individuals and families in communities within the State;
 - (b) a description of how linkages will be developed to fill identified gaps in services, through the provision of information, referrals, case management, and follow-up consultations;
 - (c) a description of how funds made available through grants made under Section 675(a) will be coordinated with other public and private resources; and,
 - (d) a description of how local entities will use the funds to support innovative community and neighborhood-based initiatives related to the purposes of the community services block grant, which may include fatherhood initiatives and other initiatives with the goal of strengthening families and encouraging effective parenting.[676(b)(3)]

- (4) To ensure that eligible entities in the State will provide, on an emergency basis, for the provision of such supplies and services, nutritious foods, and related services, as may be necessary to counteract conditions of starvation and malnutrition among low-income individuals. [676(b)(4)]
- (5) That the State and the eligible entities in the State will coordinate, and establish linkages between, governmental and other social services programs to assure the effective delivery of such services to low-income individuals and to avoid duplication of such services, and State and the eligible entities will coordinate the provision of employment and training activities in the State and in communities with entities providing activities through statewide and local workforce investment systems under the Workforce Investment Act of 1998; [676(b)(5)]
- (6) To ensure coordination between antipoverty programs in each community in the State, and ensure, where appropriate, that emergency energy crisis intervention programs under title XXVI (relating to low-income home energy assistance) are conducted in such communities. [676(b)(6)]
- (7) To permit and cooperate with Federal investigations undertaken in accordance with section 678D of the Act. [676(b)(7)]
- (8) That any eligible entity in the State that received funding in the previous fiscal year through a community services block grant under the community services block grant program will not have its funding terminated under this subtitle, or reduced below the proportional share of funding the entity received in the previous fiscal year unless, after providing notice and an opportunity for a hearing on the record, the State determines that cause exists for such termination or such reduction, subject to review by the Secretary as provided in Section 678C(b) of the Act.[676(b)(8)]
- (9) That the State and eligible entities in the State will, to the maximum extent possible, coordinate programs with and form partnerships with other organizations serving low-income residents of the communities and members of the groups served by the State, including religious organizations, charitable groups, and community organizations.[676(b)(9)]
- (10) To require each eligible entity in the State to establish procedures under which a low-income individual, community organization, or religious organization, or representative of low-income individuals that considers its organization, or low-income individuals, to be inadequately represented on the board (or other mechanism) of the eligible entity to petition for adequate representation. [676(b)(10)]
- (11) To secure from each eligible entity in the State, as a condition to receipt of funding, a community action plan (which shall be submitted to the Secretary, at the request of the Secretary, with the State plan) that includes a community-needs assessment for the community served, which may be coordinated with community-needs assessments conducted for other programs; [676(b)(I 1)]
- (12) That the State and all eligible entities in the State will, not later than fiscal year 2001, participate in the Results Oriented Management and Accountability System, another performance measure system for which the Secretary facilitated development pursuant to Section 678E(b) of the Act.[676(b)(12)]

- (13) To provide information describing how the State will carry out these assurances. [676(b)(I 3)] **(This is the Narrative CSBG State Plan)**

B. Administrative Assurances

The State further agrees to the following, as required under the Act:

- (1) To submit an application to the Secretary containing information and provisions that describe the programs for which assistance is sought under the community services block grant program prepared in accordance with and containing the information described in Section 676 of the Act.[675A(b)]
- (2) To use not less than 90 percent of the funds made available to the State by the Secretary under Section 675A or 675B of the Act to make grants to eligible entities for the stated purposes of the community services block grant program and to make such funds available to eligible entities for obligation during the fiscal year and the succeeding fiscal year, subject to the provisions regarding recapture and redistribution of unobligated funds outlined below. [675C(a)(1) and (2)]
- (3) In the event that the State elects to recapture and redistribute funds to an eligible entity through a grant made under Section 675C(a)(1) when unobligated funds exceed 20 percent of the amount so distributed to such eligible entity for such fiscal year, the State agrees to redistribute recaptured funds to an eligible entity, or require the original recipient of the funds to redistribute the funds to a private, nonprofit organization, located within the community served by the original recipient of the funds, for activities consistent with the purposes of the community services block grant program. [675C (a)(3)]
- (4) To spend no more than the greater of \$55,000 or 5 percent of its grant received under Section 675A or the State allotment received under Section 675B for administrative expenses, including monitoring activities.[675C(b)(2)]
- (5) In states with a charity tax credit in effect under state law, the State agrees to comply with the requirements and limitations specified in Section 675(c) regarding use of funds for statewide activities to provide charity tax credits to qualified charities whose predominant activity is the provision of direct services within the United States to individuals and families whose annual incomes generally do not exceed 185 percent of the poverty line in order to prevent or alleviate poverty among such individuals and families.[675(c)]
- (6) That the lead agency will hold at least one hearing in the State with sufficient time and statewide distribution of notice of such hearing, to provide to the public an opportunity to comment on the proposed use and distribution of funds to be provided through the grant or allotment under Section 675A or 675B for the period covered by the State plan.[676(a)(2)(B)]
- (7) That the chief executive officer of the State will designate, an appropriate State agency for purposes of carrying out State community services block grant program activities. [676(a)(1)]

- (8) To hold as least one legislative hearing every three years in conjunction with the development of the State plan. [676(a)(3)]
- (9) To make available for the public inspection each plan or revised State plan in such a manner as will facilitate review of and comment on the plan.[676(e)(2)]
- (10) To conduct the following reviews of eligible entities:
 - (a) full onsite review of each such entity at least once during each three-year period;
 - (b) an onsite review of each newly designated entity immediately after the completion of the first year in which such entity receives funds through the community services block grant program;]
 - (c) follow-up reviews including prompt return visits to eligible entities, and their programs, that fail to meet the goals, standards, and requirements established by the State;
 - (d) other reviews as appropriate, including reviews of entities with programs that have had other Federal, State or local grants (other than assistance provided under the community services block grant program) terminated for cause. [678B(a)]
- (11) In the event that the State determines that an eligible entity fails to comply with the terms of an agreement or the State plan, to provide services under the community services block grant program or to meet appropriate standards, goals, and other requirements established by the State (including performance objectives), the State will comply with the requirements outlined in Section 678C of the Act, to:
 - (a) inform the entity of the deficiency to be corrected;
 - (b) require the entity to correct the deficiency;
 - (c) offer training and technical assistance as appropriate to help correct the deficiency, and submit to the Secretary a report describing the training and technical assistance offered or stating the reasons for determining that training and technical assistance are not appropriate;
 - (d) at the discretion of the State, offer the eligible entity an opportunity to develop and implement, within 60 days after being informed of the deficiency, a quality improvement plan and to either approve the proposed plan or specify reasons why the proposed plan cannot be approved;
 - (e) after providing adequate notice and an opportunity for a hearing, initiate proceedings to terminate the designation of or reduce the funding to the eligible entity unless the entity corrects the deficiency.[678(C)(a)]

- (12) To establish fiscal controls, procedures, audits and inspections, as required under Sections 678D(a)(1) and 678D(a)(2) of the Act.
- (13) To repay to the United States amounts found not to have been expended in accordance with the Act, or the Secretary may offset such amounts against any other amount to which the State is or may become entitled under the community services block grant program. [678D(a)(3)]
- (14) To participate, by October 1, 2001, and ensure that all-eligible entities in the State participate in the Results-Oriented Management and Accountability (ROMA) System [678E(a)(1)].
- (15) To prepare and submit to the Secretary an annual report on the measured performance of the State and its eligible entities, as described under 67SE(a)(2) of the Act.
- (16) To comply with the prohibition against use of community services block grant funds for the purchase or improvement of land, or the purchase, construction, or permanent improvement (other than low-cost residential weatherization or other energy-related home repairs) of any building or other facility, as described in Section 678F(a) of the Act.
- (17) To ensure that programs assisted by community services block grant funds shall not be carried out in a manner involving the use of program funds, the provision of services, or the employment or assignment of personnel in a manner supporting or resulting in the identification of such programs with any partisan or nonpartisan political activity or any political activity associated with a candidate, or contending faction or group, in an election for public or party office; any activity to provide voters or prospective voters with transportation to the polls or similar assistance with any such election, or any voter registration activity. [678F(b)]
- (18) To ensure that no person shall, on the basis of race, color, national origin or sex be excluded from participation in, be denied the benefits of, or be subjected to discrimination under, any program or activity funded in whole or in part with community services block grant program funds. Any prohibition against discrimination on the basis of age under the Age Discrimination Act of 1975 (42 U.S.C. 6101 et seq.) or with respect to another wise qualified individual with a disability as provided in Section 504 of the Rehabilitation Act of 1973 (29 U.S.C. 12131 et seq.) shall also apply to any such program or activity. (678F(c))
- (19) To consider religious organizations on the same basis as other non-governmental organizations to provide assistance under the program so long as the program is implemented in a manner consistent with the Establishment Clause of the first amendment to the Constitution; not to discriminate against an organization that provides assistance under, or applies to provide assistance under the community services block grant program on the basis that the organization has a religious character; and not to require a religious organization to alter its form of internal government except as provided under Section 678B or to remove religious art, icons, scripture or other symbols in order to provide assistance under the community services block grant program. (679)

C. Other Administrative Certifications

The State also certifies the following:

- (1) To provide assurances that cost and accounting standards of the Office of Management and Budget (OMB Circular A-110 and A-122) shall apply to a recipient of community services block grant program funds.
- (2) To comply with the requirements of Public Law 103-227, Part C Environmental Tobacco Smoke, also known as the Pro-Children Act of 1994, which requires that smoking not be permitted in any portion of any indoor facility owned or leased or contracted for by an entity and used routinely or regularly for the provision of health, day care, education, or library services to children under the age of 18 if the services are funded by a Federal grant, contract, loan or loan guarantee. The State further agrees that it will require the language of this certification be included in any subawards, which contain provisions for children's services and that all subgrantees shall certify accordingly.

Gloria Upshur, Director	Date
Division of State Service Centers, Delaware Health and Social Services	
Designated Lead Agency	

V. THE NARRATIVE STATE PLAN

A. Administrative Structure

- (1) **State Administrative Agency**

The State of Delaware's Department of Health and Social Services (DHSS), Division of State Services Centers (DSSC), Office of Community Services (OCS), has been designated by Governor Ruth Ann Minner as the lead state administrative agency to administer the Community Services Block Grant, the Community Food and Nutrition Program, and the Low-Income Home Energy Assistance Program.

DHSS's mission is to improve the quality of life for Delaware's citizens by promoting health and well-being, fostering self sufficiency, and protecting vulnerable populations. The DHSS Vision Statement is: Together we provide quality services as we create a better future for the people of Delaware.

The Division of State Service Centers (DSSC) is one of the Department's twelve divisions. The mission of the Division of State Service Centers is to provide convenient access to human services, assist vulnerable populations, support communities, and promote volunteer and service opportunities. The Division's new strategic plan outlines the issues that drive its goals, key objectives, strategies, and performance measures, as follows:

ISSUE STATEMENT #1:

Nearly one in four families in Delaware (23%) is low-income (defined as at or below 200% of poverty). Many of these families are, at one time or another, challenged to meet basic needs. DSSC seeks to ensure the health, safety, and well-being of individuals and families by providing emergency services directly, as well as by ensuring that the services provided through state service centers support the needs of at-risk individuals and families.

GOAL:

- Target and provide services and resources to those individuals and families in greatest need.

KEY OBJECTIVE(S):

- To provide access to services needed by low-income individuals and families through 580,000+ client visits annually from FY2007-FY2009.
- To achieve a client satisfaction level of 95% or above for all clients using state service centers by FY2008.

STRATEGIC INITIATIVES / ACTIVITIES:

- Determine services that constitute the baseline, or core group, of services to be provided at each state service center.
- Use the capabilities of Delaware Helpline and relevant Internet sites to identify unmet needs.
- Develop partnerships and resources that address causes and/or conditions of poverty for specific low-income populations.

PERFORMANCE MEASURE(S):

- Number of client visits to state service centers
- Percent of clients satisfied (The client satisfaction survey is conducted bi-annually.)

MONITORING / EVALUATION PLAN:

Annual report of core services delivered at each state service center
Quarterly statistics of client visits to state service centers

Bi-annual client satisfaction surveys

ISSUE STATEMENT # 2:

Low-income families are very vulnerable to unexpected events and circumstances that compromise their ability to maintain their self-sufficiency. Often, support in times of crisis or in one area of family life will ensure that families preserve their independence.

GOAL:

- Effectively use public and private resources to mitigate the causes and conditions of poverty in Delaware.

KEY OBJECTIVE(S):

- To serve 125,000 clients through Division services by FY2009.
- Provide emergency food at state service center and community-based food distribution sites through 45,000 household visits annually by FY2009.
- To provide customer service “plus” training to 50% of DSSC front-line staff by FY2009.

STRATEGIC INITIATIVES / ACTIVITIES:

- Reduce the impacts of poverty by providing crisis alleviation, when needed, including assistance with food, rent, housing, medical needs, and energy costs.
- Address gaps in traditional services through assistance such as family visitation, adopt-a-family, prescription pick-up, weatherization, and others.
- Provide appropriate support for Latino populations, temporarily homeless individuals and families, and the unique needs of volunteers.

PERFORMANCE MEASURE(S):

- Number of clients served by Division services
- Number of times households accessed emergency food at state service center and community-based food distribution sites
- Percent of front-line staff trained to provide quality customer service

MONITORING / EVALUATION PLAN:

Quarterly analysis of program and financial reports
Annual review of staff training completed

ISSUE STATEMENT # 3

The State Office of Volunteerism (SOV) epitomizes the ability to “give back” to the community. SOV assists individuals and organizations with opportunities to do so, tracks volunteer activity, and administers national service and volunteer programs.

GOAL:

- Effectively promote high quality service to the State Office of Volunteerism’s customers through communication, information-sharing, the identification and creation of volunteer opportunities, and customer satisfaction feedback.

KEY OBJECTIVE(S):

- To achieve a level of 2700 volunteers participating in SOV programs by FY2009.
- To achieve a level of 650,000 volunteer hours contributed through SOV programs by FY2009.
- To increase participation in the Foster Grandparents program to 334 by FY2009.
- To increase the participation of males in the Foster Grandparents program to 21 by FY2009.

STRATEGIC INITIATIVES / ACTIVITIES:

- Conduct a baseline survey of community-based organization and non-profit volunteers, volunteer hours, and volunteer service type.
- Conduct information sessions to promote the availability and societal rewards of volunteerism.

PERFORMANCE MEASURE(S):

Number of volunteers in SOV programs
Number of volunteer hours provided through SOV programs
Number of foster grandparents
Number of male foster grandparents

MONITORING / EVALUATION PLAN:

Annual report of national service and volunteerism

ISSUE STATEMENT #4:

In order for those in need of health and human services to access programs and services to meet their needs, information regarding those services must be easily accessible. With the growing use of the Internet, increasing numbers of people seek information of all kinds through technological means. The Division seeks to disseminate information as widely as possible through effective technological, as well as traditional, means.

GOAL:

Increase access to information regarding services via effective communication networks and increased technological capacity.

KEY OBJECTIVE(S):

To increase the percentage of clients who were informed of state service centers through the Delaware Helpline to 13% of all clients visiting state service centers by FY2008.
To increase the percentage of clients who were informed of state service centers through social service agencies to 32% of all clients visiting state service centers by FY2008.

STRATEGIC INITIATIVES / ACTIVITIES:

- Improve DSSC website in compliance with evolving Department and state guidelines.
- Monitor the use of Division webpages.
- Release the *Directory of Human Services in Delaware* on-line by FY2008.
- Increase the number of venues for sharing information about state service centers and other human service providers in Delaware.

PERFORMANCE MEASURE(S):

- Percent of clients informed of state service centers through the Delaware Helpline
- Percent of clients informed of state service centers by social service agencies

MONITORING / EVALUATION PLAN:

- Bi-annual client satisfaction surveys
- quarterly monitoring of hits to Division webpages

The Division has two offices:

The Office of Volunteer Services administers Americorps, Foster Grandparents, Retired Senior Volunteer Program, Adopt-a-Family, and the Volunteer Link.

The Office of Community Services directly administers:

- The Community Services Block Grant (CSBG)
- The Community Food and Nutrition Program (CFNP) (discontinued)
- The Low-Income Home Energy Assistance Program (LIHEAP)
- The Weatherization Assistance Program (WAP)
- Governor's Advisory Council on Hispanic Affairs (GACHA)
- Emergency Housing Assistance Fund, donations solicited on Delaware State income tax forms
- State funds for non-profits that operate Emergency and transitional housing programs
- State "Community Food" funds, including those contracted to the Food Bank of Delaware to supplement supplies for food closets throughout the state
- Other Special General Fund Projects, such as support for community services in the City of Harrington in Kent County.

The mission of the Office of Community Services is to enable Delaware's low-income citizens and communities to access opportunities and services that will improve their living conditions and promote their potential to live healthy and self-sustaining lives. To that end, the Office's strategic plan has the following goals, key objectives and performance measures:

GOALS:

- Low-income people become more economically self-sufficient.
- Low-income communities are revitalized.
- Low-income people own a stake in their communities.

Energy usage is reduced for low-income households.

Delawareans, including low-income, vulnerable people, know how to access needed services.

Public and private resources are leveraged and coordinated to increase opportunities for low-income individuals, families and communities.

Hispanics, and others for whom English is a second language, have a political voice.

KEY OBJECTIVE (S):

- ◆ To administer public and private funds in accordance with federal and state laws as to achieve the above goals.
- ◆ Create new opportunities that are in tune with the changing needs and assets of low-income communities, individuals and families.
- ◆ Articulate problems and possible solutions of Hispanics and other minority populations.

STRATEGIC INITIATIVES / ACTIVITIES:

- ◆ Administer the following funding sources in accordance with federal and state laws, and with the ability to measure and articulate results:
 - Community Services Block Grant (CSBG)
 - State Community Food Program
 - Low-Income Home Energy Assistance Program (LIHEAP)
 - Weatherization Assistance Program (WAP)
 - Conectiv Utility Fund
 - Emergency and Transitional Housing (E/T)
 - Emergency Housing Assistance Fund (EHAF)

Coordinate and leverage other public and private resources to promote OCS goals.

Promote the agenda of the Governor's Advisory Council on Hispanic Affairs.

PERFORMANCE MEASURE (S):

- ◆ All federal grant applications are submitted on time and grant requirements are met.
- ◆ Competitions for funds are conducted in accordance with DHSS policies and procedures and are results oriented.
- ◆ Contracts with service providers are negotiated, approved and monitored.
- ◆ Federal and state monitors/auditors have no negative findings.
- ◆ Outcomes of services provided through OCS contracts.
- ◆ Number of Hispanic Council recommendations that are adopted into law or practiced.
- ◆ Number of public and private partnerships that lead to enhanced or new services for low-income populations.

MONITORING / EVALUATION PLANS:

- ◆ Analyze program and financial reports from contractors on a monthly or quarterly basis, as applicable.
- ◆ Conduct programmatic and financial monitoring of all federally funded contractors on site annually and compare reports submitted with agency source documents.
- ◆ Conduct programmatic and financial monitoring of state funded contractors in accordance with a schedule; all new contractors within the first six months.

- ◆ Constructively assist contractors to improve performance or accountability through recommendations in written monitoring reports.
- ◆ Collect data that enables an annual report on outcomes.

(2) Eligible Entities

Delaware has one statewide community action agency that is eligible to receive funds directly from the state. First State Community Action Agency was designated on May 18, 1994, by then Governor Thomas R. Carper as the eligible entity in Delaware to receive CSBG funds. First State, which was incorporated in 1966 as Sussex County Community Action Agency, amended its incorporation papers and changed its board structure to serve all of Delaware's counties as a statewide entity. It has offices and sites in all three counties, but is based in Georgetown, Sussex County. Its website is: www.firststatecaa.org. Its office locations are:

First State Community Action Agency

Sussex County

Stanford L. Bratton Building
P.O. Box 877
308 N. Railroad Avenue
Georgetown, DE 19947
Phone: 302-856-7761
800-372-2240
Fax: 302-856-2599

Kent County

Blue Hen Corporate Center
655 Bay Road, Suite J4
Dover, DE 19901
Phone: 302-674-1355
Fax: 302-674-5229

New Castle County

c/o Rosehill Community Center
19 Lambson Lane, Room 8
New Castle, DE 19720
Phone: 302-498-0454
Fax: 302-575-1409

First State will have seven (7) nonprofit subcontractors in state fiscal year 2008, that assist it in carrying out two of its national CSBG goals: To help low-income people become more self sufficient, and to help low-income people, especially vulnerable populations, achieve their potential by strengthening family and other supportive systems. A list of organizations, services, and contact information that will be supported by the CSBG in State Fiscal Year and Federal Fiscal Year 2008, is included as **Appendix C** of this State Plan.

(3) Distribution and Allocation of Funds

(a) Planned Distribution of Funds for 2008 and 2009

Delaware will distribute its CSBG allocations for 2008 and 2009 in accordance with the percentages shown below. Dollar figures below are based upon federal fiscal year (FFY) 2007 allocation amounts. The Senate has proposed a 5% increase for the CSBG in FFY 2008. While that increase is far from certain, we do not believe that funding will fall below 2007 levels.

\$3,323,700	CSBG Allocation to Delaware (100%)
166,185	State Administration (5%)
166,185	State Discretionary Program (5%)
\$2,991,330	for Eligible Entities (90%)

Ninety percent of CSBG funds will be distributed to First State Community Action Agency.

B. Description of Criteria and Distribution Formula

Allocations to Eligible Entities

One hundred percent (100%) of the 90% of funds designated by the CSBG Act for “eligible entities” are contracted to First State Community Action Agency, Delaware’s only statewide community action agency, so designated by former Governor Thomas R. Carper on May 18, 1994.

Limitations on Funding

Funding is limited to services, and may not be used for the purchase or improvement of land, or the purchase, construction, or permanent improvement (other than low-cost residential weatherization or other energy related home repairs) of any building or facility. The State may request a waiver of this limitation from the Secretary of DHHS if there are extraordinary circumstances that justify the purchase of land or the construction of or permanent improvement of facilities. Delaware has never had occasion to request such a waiver. In general, it is easier to get one time capital improvement money than it is to receive ongoing operating support. Therefore, no waivers to this provision have been requested at any level.

CSBG funds may not be used in any manner that would identify programs with any partisan or nonpartisan political activity or any political activity associated with a candidate, or contending faction or group, in an election for public or party office. CSBG funds may not be used for any voter registration activity or to provide voters or prospective voters with transportation to the polls or similar assistance in connection with any election.

CSBG funds may not be used for sectarian worship, instruction, or proselytization. CSBG funds may not be used for any programs that discriminate on the basis of race, color, national origin, or sex. Programs

supported by the CSBG must also comply with the Age Discrimination Act of 1975 (42 U.S.C. 6101 et seq.), section 504 of the Rehabilitation Act of 1973 (29 U.S.C. 794) and title II of the Americans with Disabilities Act of 1990 (42 U.S.C.12131 et seq.).

Limitations are referenced in the contract and/or included in “Contract Assurances” that are appended to CSBG funded contracts between any party and the Department of Health and Social Services in the State of Delaware.

Procedures for Carry-over Balances

States may recapture and redistribute funds distributed to an eligible entity that are unobligated at the end of a fiscal year if such unobligated funds exceed 20 percent of the amount distributed to the eligible entity. States must redistribute such funds to an eligible entity, or require the original recipient of the funds to redistribute the funds to a private, nonprofit organization, located within the community served by the original recipient of the funds, for activities consistent with the purposes of the CSBG Act. Since First State CAA is Delaware’s only eligible entity, redistribution to other eligible entities is moot.

For the last several years, the State has contracted for thirteen month periods, in which the final month of one contract overlaps with the beginning month of the next. This procedure has served to enable any balance of funds to be completely expended by the extra month, thereby avoiding contract amendments for the purpose of adding carry over monies.

There has never been a situation in which an eligible entity had 20% or more of its CSBG allocation unexpended within a twelve month time frame. In the unlikely instance that there is any carry over funding at the end of the thirteenth month of a contract that is budgeted on the basis of twelve months, the Office of Community Services would require a work plan and budget proposal from the eligible entity for a contract or contract amendment to expend the funds in accordance with the programmatic assurance A. 1. listed on pages 2 and 3 of this state plan. The State tracks contract expenditures and balances through review of monthly financial expenditure reports submitted by all contractors by mid-month for the preceding month.

C. Description of Distribution and Use of Restricted Funds

First State Community Action Agency will receive 100% of the 90% of CSBG funds that states must provide to eligible entities, which will be spent in accordance with a community action plan and budget that is proposed and negotiated annually with the state OCS. The community action plan has measures under all six CSBG National Goals endorsed by the federal OCS.

First State uses CSBG funds to wholly or partially provide the following direct services in Kent and/or Sussex Counties:

- Community Development, including community action planning, prioritizing, and resource leveraging with low-income communities;
- Crisis Assistance
- Family Resource Development/ Case Management to help participants to develop and implement personal action plans for economic viability
- Housing Counseling for purchase, rental, mortgage default, etc.
- Financial Literacy
- Earn it! Keep it! Grow it! Family Focused Strategies
- Earned Income Tax Credit outreach and tax preparation
- La Casita Outreach Center services to Hispanics
- Life Skills and Small Business Advocacy
- Transportation for youth after school, summer programs, and special events, such as “Give a Kid a Smile” dental services.

First State uses CSBG funds for administrative services that include client intake, data management, secretarial and receptionist support, procurement and finance, personnel, preparation of reports and proposals, and contracts administration. All programs provided by First State, whether directly funded by CSBG or not, are supported by the CSBG’s support of agency management. Programs funded by other sources, but benefiting from CSBG overhead and/or direct staff support currently include:

- ◆ Community Based Programs
 - ◆ After school collaborations with school districts
 - ◆ La Casita Learning Center for Hispanic children
- ◆ Senior Community Service Employment Program
- ◆ Senior Companion Program
- ◆ Forty Plus Job Co-op
- ◆ Weatherization Assistance Program
- ◆ Delaware Prevention Network/Creating Lasting Families
- ◆ Water/Waste Water Development
- ◆ Safe and Stable Families
- ◆ Culinary Arts for High School Students
- ◆ Adult Culinary Training
- ◆ Cars for Careers
- ◆ Transportation for Medical Needs

The former Governor's emphasis on the "Strong Communities Initiative", which targeted communities in census tracts that ranked high for social and economic indicators of poverty in unincorporated areas of Kent and Sussex Counties, was a major factor in the selection of targeted communities.

In New Castle County, few resources have been targeted to low-income communities. Rather, CSBG funds have been provided to subcontractors for case management services to low-income residents of subsidized or transitional housing. In the spring of 2007, First State CAA issued a Request for Proposals to provide case management services to low-income populations defined by applicants in New Castle and Kent Counties. Applicants described the need that their target population had to develop and implement personal action plans to achieve economic viability.

Proposals were evaluated by a committee composed of First State board members and others. Evaluation criteria included the applicant's track record with successful case management outcomes, strategies for participant recruitment, retention, measuring milestones and outcomes, cost benefit, and wrap around services provided to participants. United Way of Delaware's application format, which requires agencies to complete a program "Logic Model", was utilized by First State with United Way's permission.

There were seven applicants, and all were approved for some level of funding. Six of these were current subcontractors, and five of those received the same funding levels. A new subcontractor, Whatcoat Social Service Agency, received \$15,000 for a part time staff person to help at least ten homeless households develop and implement action plans. All subcontractors agree to track progress using First State's criteria and reporting processes, and all meet for orientation and subsequent trainings throughout the year.

First State's board and the State CSBG Program Manager now require before and after logic models for all of First State's internal programs. In the event of future funding reductions, the board will determine its program priorities by evaluating logic model report, which describe each program's resources, services, outputs and outcomes. CSBG recipients and services as of July 25, 2007, are described in **Appendix C**.

Appendix C also indicates that First State provides \$129,000 in Community Services Block Grant (CSBG) funds to support the operation of emergency and transitional housing programs, as mandated by the Joint Finance Committee of the Delaware General Assembly. The Delaware State Clearinghouse Committee, which reviews the CSBG State Plan on behalf of the Delaware General Assembly, approves the State Plan contingent upon the continues require that First State provide this amount for emergency and/or transitional housing operations. Although First State's board had intended to administer these funds in 2008, on April 18, 2007, the board voted to allow the state Office of Community Services to again directly administer these funds in state fiscal year 2008.

Recapture and Redistribution of Funds

There has never been an instance in which 20% or more of CSBG funds allocated were not expended. Therefore, there has never been an instance where funds have been recaptured and redistributed. It is not anticipated that this situation will occur in Delaware. If it does, funds will be reprogrammed to Delaware's statewide eligible entity, First State Community Action Agency.

D. Description of Distribution and Use of Discretionary Funds

No more than 5% of the State's allocation may be used for supporting activities consistent with the purposes of the CSBG Act. Such "discretionary program" activities may include:

- Providing training and technical assistance to entities;
- Coordinating state-operated or locally operated programs and services targeted to low-income children and families with services provided by eligible entities and other organizations funded under the CSBG Act;
- Detailing appropriate employees of State or local agencies to entities funded under this subtitle, to ensure increased access to services provided by such State and local agencies;
- Supporting statewide coordination and communication among eligible entities;
- Analyzing the distribution of funds made available within the State to determine if such funds have been targeted to the areas of greatest need;
- Supporting asset building programs for low-income individuals;
- Supporting innovative programs and activities conducted by community action agencies or other neighborhood-based organizations to eliminate poverty, promote self sufficiency, and promote community revitalization;
- Supporting State charity tax credits;
- Other activities that meet the purposes of the CSBG Act.

Delaware's Office of Community Services proposes to use CSBG 2008 and 2009 discretionary funds to:

- ❖ **Train non-profit staff, state staff, and/or community leaders in order to better accomplish goals with clients and communities. Training and technical assistance needs identified include:**
 - Computer training and technology assistance recommended in a report for First State CAA prepared by Nemours Health & Prevention Services
 - Rural Family Economic Success and other leadership, community development and civic engagement training for staff and residents working in targeted communities
 - Ongoing training and sharing sessions for staff providing comprehensive case management services
 - Certification training for case managers
 - Community development training
 - Grants writing
 - Board governance training
 - Quality customer service training
 - Logic Model training
 - Results Oriented Management and Accountability (ROMA) training to produce accurate and complete information for the CSBG IS Report and its National Performance Indicators.

Much of this training is ongoing. Training recommendations come from program monitorings and evaluations, community action agency staff and subcontractor staff, community groups, First State CAA's governing board, and partnering public and private organizations.

❖ **Address service gaps identified by the Division of State Service Centers or by other state agencies**

CSBG discretionary funds will continue to be used to stock service center food closets and to offset the loss of Community Food and Nutrition Program (CFNP) funds. From July 1, 2006 – June 30, 2007, eleven State Service Centers spent more than \$50,000 on food and deliveries from the Food Bank of Delaware. One thousand seven hundred and three unduplicated households (1,703) received emergency food a total of 3,437 times at those centers. This is an increase of 402 households compared to last year, but a 228 service unit decrease in the number of times households were served. Among non-profit member agencies that report emergency food statistics to the Food Bank, there were 13,130 households served 46,946 times. This compares to 11,913 households served 37,142 times last year. Combining the statistics for the nonprofits and the service centers, there was a 12% increase in households that received emergency food, and a 23% increase in the number of times they received it. These statistics seem to indicate a major continuing need for these services.

❖ **Provide housing counseling and food/financial assistance to low-income people at the Middletown branch of Neighborhood House.**

Housing counseling services have been supported with CSBG discretionary funds since February, 2001, as part of an ongoing effort to maintain services for low-income residents in what has become New Castle County's fastest growing area. Since the housing market has become increasingly unaffordable for low-income people, CSBG is also supporting food and financial assistance at this location. Rental and mortgage delinquency counseling is a growing service. Last year, fifty households retained rental units and 22 households retained their homes through such counseling. The Middletown branch of Neighborhood House, Inc. also receives Grant-in-Aid support through its state senator. Since no other CSBG funds are targeted to this area of New Castle County, it is anticipated that CSBG support will be continued as long as sufficient CSBG discretionary funds are available.

❖ **Address priorities identified by non-profit organizations working with poor immigrants in the State.**

As the administrative home for the Governor's Advisory Council on Hispanic Affairs (GACHA), the Office of Community Services is involved in assessing the special needs of Hispanic immigrants in our state. The Council's Annual Report for 2006, identifies social justice and educational disparities as priorities for the coming year. The Hispanic population in Delaware has increased dramatically. In 2000, the Hispanic population more than doubled what it was a decade earlier, from 15,820 in 1990 to 37,277 in 2000, to an estimated 48,153 estimated Hispanics in Delaware in 2004. Sussex County, in particular saw a major influx of Hispanic immigrants, many of whom work in the poultry industry. In 1980, the Hispanic population in Sussex County was counted at 914 persons. In 2000, the number was 6,826....more than a 600% increase.

The CSBG, through First State CAA and several of its subcontractors, supports services that address issues identified by the GACHA. Examples are:

- Bilingual case management provided by First State and the Latin American Community Center;
- First State's La Casita Outreach
- First State's La Casita Learning Center (after school and summer programs for Hispanic children).

Since 2000, CSBG discretionary funds have helped to support La Esperanza, an organization begun in 1997 by local Episcopalian and Catholic leaders in Georgetown, Sussex County, to meet the needs of Hispanic immigrants. La Esperanza currently receives CSBG support for a "Family Development Coordinator" to provide access to community support services for those persons who lack money, health insurance, transportation, or proficiency in English. From February 2006 through February 2007, four hundred and seven (407) Hispanics received life skills and translation services through staff supported by a \$45,000 contract with La Esperanza.

Mini grants that address a pressing community problem

Grants to communities or nonprofits that address one or more community problems. Evidence of need must be presented along with a clear logic model and explanation of how performance will be measured. OCS will develop a review team to make recommendations using criteria based on evidence of need, and measurable and significant impact on the target population, and cost effectiveness.

E. Description of Use of Administrative Funds

No more than the greater of \$55,000 or 5% of the State's allocation may be used for administrative expenses, including monitoring activities.

CSBG Administrative funds (5%) will support:

- One Social Services Administrator, who manages the CSBG program in Delaware
- 10% to 25% of three other staff positions, who provide financial, information technology, data collection, monitoring and secretarial support
- Related other employment costs for the above positions
- Related state and departmental indirect cost rates for the above positions
- Travel in state and for out of state national or regional conferences and trainings sponsored by the National Association for State Community Services Programs or similar organizations
- State audit and personnel charges
- Postage, printing, telephone, and association and conference fees
- Office and computer supplies; subscriptions
- If the administrative budget permits, a university intern or other staff support to assist the Administrator with monitoring and evaluation.

F. State Community Services Program Implementation

(1) **Program Overview**

(a) **The Service Delivery System**

The current Service Delivery System is described in **Appendix C, the Community Services Block Grant Contract List** as of July 25, 2007. Additions and changes to this document will be made as they occur.

Specific services offered by First State include:

1. **Adult Culinary Training** - a new training program for 20 persons with specific measures for employment results upon completion and after 90 days.
2. **Career Closet** - A donated clothing program specializing in business attire open to the public; includes a voucher program for low-income persons referred by TANF for clothing.
3. **Community Based Programs** – homework, tutorial, and summer enrichment programs at low-income community sites and at First State’s Georgetown sites in partnership with several Sussex County school districts.
4. **Community Development** - assisting rural, unincorporated, impoverished communities with organizing; leadership development; conducting and analyzing needs assessments; developing strategic plans; proposal writing and leveraging, and administering resources to implement community priorities. First State currently works in eight communities in Sussex County and five in Kent County.
5. **Comprehensive Case Management/Family Resource Development** - assisting families to become economically viable, by developing and implementing action plans to address obstacles related to employment, education, housing, transportation, and health. First State provides these services through its own staff and through seven non-profit partners.
6. **Creating Lasting Families Connection / Delaware Prevention Network** – a family focused alcohol, tobacco, and drug prevention program targeting youth ages 8-15 and their parents. Provides structured athletic, nutritional, after school and summer day camp and communication programs.
7. **Crisis Intervention / Assistance** – providing financial assistance for mortgage, rent, utilities and medical prescriptions to qualifying persons.
8. **Emergency Food** - **providing emergency food for an average size family of four for three days. Provided in Georgetown, Sussex County.**
9. **Emergency Home Repair** - providing health and safety related repairs to families with life threatening home repair needs, whose income are 125% or less of median income. Provided in Sussex County.

10. **Family Circles / Joining Generations** – offering co-counseling and support to grandparents raising their grandchildren.
11. **Financial Literacy** – providing training in how to accumulate financial assets.
12. **Forty (40) Plus Job Co-Op** - targets individuals who are forty years of age or older who are unemployed or underemployed and need job seeking or related skills training; or job referral and placement services.
13. **Housing Counseling** - comprehensive counseling service to prospective first-time home buyers which includes explanation of various mortgage programs and options; financial analysis; credit counseling; budgeting and financial management; preparation for down payment and closing costs; assistance with selection of land, existing properties, contractors, Realtors, and lawyers; and explanation of home ownership rights and responsibilities. Offered in Georgetown, Sussex County; Dover, Kent County; and New Castle and Middletown, New Castle County.
14. **La Casita Learning Center** - providing after school tutoring and homework help for Hispanic and other low-income children in Georgetown, Sussex County.
15. **La Casita Outreach Center** – providing life skills assistance to immigrants with language and other barriers to assimilate in Georgetown, Sussex County.
16. **“Now We’re Cooking!”** - Culinary arts training for high school youth in partnership with local school districts, at a facility with a full size institutional kitchen, which opened in the fall of 2000 in Georgetown, Delaware.
17. **Professional Pathways** - A soft skills employment training program that includes resume preparation, job search strategies, and interviewing skills targeted to incarcerated men and women within six months of release, case management participants, low-income students, Safe and Stable Family participants, and other agency employment program participants.
18. **Safe and Stable Families Program** - designed to strengthen families and children in rural low-income communities in Kent County and Sussex County. First State has also been awarded a grant to serve New Castle County communities for the first time in 2006-07.
19. **Senior Community Employment Services Program** - provides subsidized part-time community service assignments to low-income persons age 55 and older. The program provides supportive services as well as work experience and training which help to re-establish job skills and improve employment prospects for participants. Federally funded through the Division of Aging and Adults with Disabilities.
20. **Senior Companion Program** - senior citizens age 60 or over are placed with other seniors or disabled individuals to provide person-to-person non-medical support. Senior Companions provide assistance with grocery shopping; meal preparation; transportation; and light duty housework.

21. **Small Business Advocacy Program**– providing small business start up and troubleshooting for existing businesses; the number of people who obtain financial capital and start businesses is tracked; ten living wage jobs are created in low-income communities.
22. **Transportation** – providing medical and family counseling transportation; after school and summer enrichment program transportation for youth; fixing donated vehicles for persons recommended by Family Resource Coordinators for the “Cars for Careers” program; pick up food to stock food pantry.
23. **Water and Waste Water Development** - assisting targeted low-income rural communities to develop the capacity and expertise required to establish and maintain affordable water and waste water treatment facilities.
24. **Weatherization Program** - households who qualify for the Delaware Low-Income Home Energy Assistance/Fuel Assistance Program are eligible for the Weatherization Program. The program is designed to help decrease winter energy bills through installation of energy conservation measures which may include: attic insulation, sidewall insulation, caulking, glass window replacement, storm windows, weatherstripping, storm doors, skirting, roof coating, and inside storm panels. First State administers the program in Kent and Sussex Counties.

(b) Linkages

Coordination and linkages are ongoing through monthly meetings that rotate among “Strong Community” sites. Meetings are regularly attended by First State CAA staff, community residents, and staff from the Departments of Health and Social Services, Education, Labor, Services for Children, Youth, and their Families, Corrections, Public Safety, the Delaware State Housing Authority, and county governments. Participation, communication, and follow up is particularly good with the Delaware State Police in communities that have strong resident leadership.

All programs carried out by First State and its subcontractors make constant use of public and private organizations and resources to carry out their services. The Delaware HELPLINE, a toll free telephone services that links people to the resources they need, is available now also on the web. It is used by virtually all human service staff, and especially those who do case management work. The State’s Human Services Directory, which forms the basis for the HELPLINE’s data base, is updated and published in book form by the Division of State Service Centers, which also continues to provide staff support to the private, nonprofit.

Bernice Edwards, the Executive Director of First State Community Action Agency, also creates linkages on a personal level with her service on numerous councils, committees, and boards. Mrs. Edwards serves on the Governor’s Commission on Community and Volunteer Service, the Human Relations Commission, Equal Employment Opportunity Council, the Neighborhood Reinvestment Advisory Council, the Housing Capacity Building Committee and the National Federation of Housing Counselors and the Cape Henlopen Minority Advisory Committee. She also serves as a board member on the Delaware Federation of Housing Counselors, Georgetown Chamber of Commerce, Dr. Martin Luther King Celebration Organization of Sussex County, Sunshine Circle Club, Milton Lions Club, and the Georgetown-Millsboro Rotary Club.

Partnership measures, including the outcomes for low-income people that result from them, are described in community action plans (Contract Work Plans) for First State CAA, and are described under “Programmatic Assurances” (Section G).

(c) Coordination with Other Public and Private Resources

First State has been very successful over the past thirty years in leveraging CSBG funds with other public and private resources. Every dollar in CSBG funds received by First State leverages more dollars in federal, state, and private funds. The CSBG funds support First State’s core management and many of its direct services, particularly case management, crisis assistance, community organizing and development work with low-income communities, and La Casita services to immigrants. The CSBG provides management and accountability support for the following funding sources and programs. Examples of programs supported by other funding sources are provided in parenthesis.

Federal

- U.S. Department of Health and Human Services (Creating Lasting Families Connection and Safe and Stable Families administered by the Department of Services for Children, Youth, and Families)
- U.S. Department of Labor (Senior Community Service Employment; Certified Computer Specialist; Native American Program; Summer Youth Program)
- U.S. Department of Agriculture (IDA Financial Literacy)
- U.S. Corporation for National Service (Senior Companion Program)
- U.S. Department of Energy (Weatherization Assistance Program through the state Office of Community Services)
- U.S. Department of Justice (Drug Free Community Support Program through the Department of Services for Children, Youth and Families)
- U.S. Environmental Protection Agency (OCS Rural Community Facilities Development Grant)
- U.S. Department of Housing and Urban Development (Housing Counseling)

State

1. DART – First State (medical transportation)
2. Department of Corrections
3. Department of Education
4. Delaware Health and Social Services
 - a. Division of State Service Centers
 - b. Office of Community Services (CSBG and Weatherization)
 - c. Office of Volunteerism (Senior Companion match requirement)
 - d. Division of Social Services (Cars for Careers)
 - e. Division of Public Health
 - f. Division of Aging & Adults with Physical Disabilities (Senior Community Services Employment Program)
5. Office of the Controller General (Grant-In-Aid)
6. Office of the Bank Commissioner
7. Delaware Development Office
8. Delaware Department of Services to Children, Youth, and Their Families (Creating Lasting Family Connections; Safe and Stable Families)
9. Delaware State Housing Authority (Move to Work Program)

10. Delaware State Human Relations Commission
11. Delaware State University
12. Delaware Technical & Community College
13. Delaware Workforce Investment Board (Certified Computer Repair Technician Training)
14. Delaware School Districts (Cape Henlopen, Indian River, Laurel, Seaford)
15. University of Delaware

Local Government

1. New Castle County Department of Community Services
2. Sussex County Council
3. Town of Georgetown

Private

1. American Lung Association
2. Artisans' Bank
3. Bay Health Medical Center
4. Beebe Medical Center
5. Citizens Bank
6. Carl Freeman Foundation
7. Community Bank
8. Cooperative Mortgage
9. Coventry Health Care
10. Delaware Community Foundation
11. Delaware Community Reinvestment Act Council
12. Delaware Electric Cooperative
13. Delmarva Power
14. Delaware National Bank
15. DE Federation of Housing Counselors
16. Discover Financial Services
17. Fannie Mae Foundation
18. Fellowship Health Resources, Inc.
19. GMAC Bank
20. Jilk Charity Foundation
21. JP Morgan Chase Foundation
22. Laffey McHugh Foundation
23. Logisticare
24. Metropolitan Wilmington Urban League
25. Nemours Health and Prevention Services
26. Perdue
27. PNC Bank DE
28. Southeast Rural Community Assistance Project
29. Speer Trust
30. United Way of Delaware
31. Verizon Foundation
32. Wilmington Trust
33. Board members and other private individuals

Faith-Based

1. Georgetown Presbyterian Church
2. Community Outreach Prevention Education
3. Calvary Baptist Church
4. Georgetown Aid Society
5. The Pentecostal Church of God of Lincoln, Inc.
6. Friendship Baptist Church
7. Interdenominational Ministerial Alliance
8. First Pilgrim Baptist Church
9. Lewes/Rehoboth Association of Churches
10. Crossroads Christian Church

In general, the banks and foundations are involved in supporting community development and housing counseling work. The faith-based organizations provide mainly financial support for crisis assistance.

First State's subcontractors receive support from federal, state, local, and private (including faith based) organizations, in addition to private individual donations to support their overall operations. The CSBG is not critical to the survival of these organizations, but it provides resources for staff and related costs that are critical to maintaining comprehensive case management and/or health services to low-income, sometimes homeless, persons throughout the state.

(d) Innovative Community and Neighborhood Based Initiatives

First State CAA will continue to conduct needs and assets assessments, demographic assessments, strategic planning, and implementation of strategic plan priorities with communities targeted and communities that request such services. Priorities developed by those communities are pursued through community efforts with the assistance of First State staff and proposal writers.

First State will continue to provide family oriented services through the Safe and Stable Families and Creating Lasting Family Connections programs administered by the Office of Prevention, Division of Family Services, Department of Services for Children, Youth, and their Families.

First State is involved with the Head Start Collaboration Project. Head Start families are welcome to take advantage of comprehensive case management, housing counseling, financial literacy, transportation, and crisis assistance programs offered by First State and its subcontractors throughout the state.

(2) Community Needs Assessments

A funding letter is sent at least 45 days prior to the end of the current CSBG contract that requires updates on agency certification requirements, such as A-133 audit, annual report, and Board roster, and a description of and rationale for changes desired for the coming year. A community action plan and budget with itemized back up, is also required, which, through negotiation, becomes the Contract Work Plan and Budget.

The contract work plan includes priorities for communities in which First State CCA has conducted needs assessments and strategic planning sessions. Depending on the community, some may be working on implementation of their strategic plans. Others may still be in the process of organizing or planning to

conduct strategic planning. The CSBG Administrator receives copies of assessments and strategic plans as they become available. First State's community action plan/ contract work plan details communities for which specific activities and strategic planning activities are planned in the coming year.

(3) Tripartite Boards

Section 676B of the Act requires that, in order for a private non-profit entity or public organization to be considered to be an eligible entity for the purposes of the community services block grant program, it must administer the community services block grant program through a tripartite board or another mechanism specified by the State, whose members are chosen in accordance with democratic selection procedures to assure that not fewer than 1/3 of its members are representative of low-income individuals and families in the neighborhood served; reside in the neighborhood served; and are able to participate actively in the development, planning, implementation, and evaluation of the program to serve low-income communities.

The State requires a list of board members, addresses, phone/fax numbers, terms of office, and constituencies represented each year. Documentation of the method of selection for low-income community representatives is also required to ensure that a democratic selection process is taking place for targeted communities, and that board members reside in the neighborhood they represent. The state OCS also reviews board minutes for attendance and membership information.

Board members representing low-income communities are involved in the development, planning, implementation, and evaluation of programs operated by First State through their participation in regularly scheduled monthly board meetings as well as special strategic planning sessions. They also receive logic model evaluation reports from agency staff designed to show the costs and outcomes of each agency program. They are also involved in the board's evaluation of the Executive Director's performance.

(4) State Charity Tax Program

The CSBG will not be used for a charity tax credit program. The state requires all 5% allowed by law to administer the CSBG program, and has a list of priorities for limited discretionary funds (see Description of Distribution and Use of Discretionary Funds).

G. Programmatic Assurances

Assurances 676(b)(1)(2)(3)(4) and (9) regarding how funds will be used and coordinated with other programs are addressed in the following 2007-08 community action contract work plan for First State Community Action Agency.

COMMUNITY ACTION WORK PLAN CONTRACT

For

First State Community Action Agency, Inc.

www.firststatecaa.org

bedwards@firststatecaa.org

**Stanford L. Bratton Building
PO Box 877
308 N. Railroad Ave.
Georgetown, DE 19947
(302) 856-7761 or 1-800-FSCAA-40 Fax: (302) 856-2599**

**Blue Hen Corporate Center
Suite J4
655 Bay Road
Dover, DE 19901
(302) 674-1355 Fax: (302) 674-5229**

**c/o Rosehill Community Center
Room 8
19 Lambson Lane
New Castle, DE 19720
(302) 498-0454 Fax: (302) 575-1409**

NOTE: Goals and performance indicators are based on the Community Services Block Grant (CSBG) National Goals and Performance Indicators from the CSBG Information System Survey, annually required by the federal Office of Community Services, Administration for Children and Families, Department of Health and Human Services.

GOAL 1: Low-income people become more self-sufficient.

First State will help **at least one hundred and twenty (120)** low-income adults in Sussex and Kent Counties to develop and implement action plans to become economically self-sufficient. Low-income is defined as having an income at or below 125% of the Poverty Income Guidelines published and updated annually by the federal Department of Health and Human Services.

Subcontractors will help **at least five hundred and forty (540) low –income adults** in New Castle and Kent Counties to develop and implement action plans to become economically self-sufficient. First State issued a Request for Proposals for case management services in New Castle and Kent Counties. Proposals are due May 30, 2007, and will be evaluated by a review team that includes First State board members. Funding for subcontractors will be determined and subcontracts negotiated and executed by July 1, 2007. An amount of \$750,000 is set aside in the budget for this purpose.

Indicator 1.1 *The number and percentage of low-income participants in community action employment initiatives who get a job or become self-employed as measured by one or more of the following:*

A. Unemployed and obtained a job

Family Resource Development

Units measured: Individuals

Fifty percent (50%) of case management participants that are unemployed at intake, will obtain legitimate employment. The Family Resource Coordinator (FRC) will record: Name of the business/employer; job title; the full time equivalency of the job; wages and pay schedule (weekly, biweekly monthly etc.),

whether or not the job has benefits, and the cost of benefits to the employee, and employment duration at time of program discharge.

Sussex County Senior Employment Program **Units measured: Individuals**

Sixty-five (65) persons enrolled will receive subsidized employment.

Twenty (20) persons (31% of 65 persons enrolled) will gain unsubsidized employment.

40 + Program **Units measured: Individuals**

Forty (40) adults enrolled will receive employment supports that enable them to obtain and retain employment.

Adult Culinary Training **Units measured: Individuals**

Eighteen (18) of twenty (20) individuals enrolled will accept employment within 90 days of completion; fourteen (14) will retain employment a minimum of 90 days.

B. Employed and obtained an increase in employment income

Family Resource Development **Units measured: Households**

Twenty percent (20%) of case management participants that are employed at intake will obtain a significant increase in employment income. Family Resource Coordinators will record the reason for the increase in wages/salary (increase in hours, increase in wage/salary, change of position or employer, second job, etc.)

Life Skills & Small Business Advocacy **Units measured: Businesses**

Five (5) existing businesses will sustain and improve their profitability as evidenced by an increase in sales and profit, due to assistance from Life Skill and Small Business Advocacy staff.

C. Achieved “living wage” employment and benefits. “Living wage” is defined as at least 200% of the poverty income guidelines annually updated by the federal Department of Health and Human Services (DHSS) in the Federal Register.

Family Resource Development **Units measured: Households**

Fifteen percent (15%) of all case management participants will achieve “living wage” employment and benefits. “Living wage” is defined as a household income at or above 200% of the Poverty Income Guidelines as annually updated by the federal DHHS in the Federal Register.

Indicator 1.2 *The number of low-income participants for whom barriers to initial or continuous employment are reduced or eliminated through assistance from community action as measured by one or more of the following:*

A. Obtained pre-employment skills/ competencies required for employment and received training program certificate or diploma

Family Resource Development **Units measured: Individuals**

Twenty percent (20%) or 132 out of 660 case management participants (whichever is higher) will obtain pre-employment skills/competencies required for employment and receive training certificates.

“Now We’re Cooking” Culinary Training

Units measured: Individuals

Thirty-eight (38) learning disabled and alternative learning students as well as non-disabled high school students will participate in 28 weeks of culinary arts training provided by First State.

Twenty-three (60%) of the 38 students will remain in school and complete the program and receive a certificate of achievement. Fifteen (40%) of the 38 students will remain in school and receive a certificate of participation. Six (15%) of the students will receive employment or a work study opportunity.

Professional Pathways

Units measured: Individuals

At least two hundred (200) persons will complete “Professional Pathways,” a soft skills employment training program that includes resume preparation, job search strategies, and interviewing skills.

Targeted groups for this training will be:

- a. Incarcerated men and women that are within six months of release
- b. Case management participants
- c. Low-income students that access the Career Closet
- d. Safe and Stable Families program participants
- e. Participants in agency employment programs

B. Completed ABE/GED and received certificate or diploma.

Family Resource Development

Units measured: Individuals

Ten percent (10%) of case management participants without an ABE/GED will obtain one.

C. Completed post-secondary education program and obtained certificate or diploma.

Family Resource Development

Units measured: Individuals

Fifteen percent (15%) of case management participants will complete a post secondary education program and obtain a certificate or diploma.

D. Enrolled children in before or after school programs in order to gain or maintain employment.

E. Obtained care for child or other dependent in order to gain or maintain employment.

F. Obtained access to reliable transportation and/or driver’s license in order to gain or maintain employment.

Family Resource Development

Units measured: Individuals

Ninety percent (90%) or 594 of 660 case management participants (whichever is higher) will obtain access to reliable transportation in order to acquire or maintain employment. Family Resource Coordinators will track: How many obtain driver’s license; how many obtain motor vehicle insurance; and how many have reliable transportation through public transportation tokens or subsidies; through assistance to purchase or maintain a motor vehicle, through free or reduced-cost employer sponsored van or bus transportation, or through other specified means.

Cars for Careers

Units measured: Individuals

At least seven (7) low-income persons will receive donated vehicles from First State CAA, so that they can obtain and retain employment. First State will track and report the number of persons referred to the

program, who has referred them, the number of program participants that received use of a vehicle through the Cars for Careers program, and the number that receive title to those vehicles.

- G. Obtained health care services for themselves or a family member in support of family stability needed to gain or retain employment.**
- H. Obtained safe and affordable housing in support of family stability needed to gain or retain employment.**

Family Resource Development

Units measured: Individuals

Seventy-five (75%) or 495 of 660 case management participants will obtain safe and affordable housing in support of family stability. Case managers will track the number of participants that move from agency sponsored transitional housing to subsidized; move from agency sponsored transitional or subsidized housing to non-agency unsubsidized rental housing; become homeowners; have any other housing outcomes.

- I. Obtained food assistance in support of family stability needed to gain or retain employment.**
- J. Obtained business attire in support of employment.**

Career Closet

Units measured: Individuals

The Career Closet will provide business attire for fifty (50) low-income persons that are referred by partnering programs. The career closet will maintain statistics on persons that obtain clothing in support of employment and will categorize them as walk-ins, referrals by programs with vouchers; and referrals by programs without vouchers.

Indicator 1.3 *The number and percentage of low-income households that achieve an increase in financial assets and/or financial skills as a result of community action assistance, and the aggregated amount of those assets and resources for all participants achieving the outcomes, as measured by one or more of the following:*

- A. Number and percent of participants in tax preparation programs who identify any type of federal or state tax credit and the aggregated dollar amount of credits.**

Income Tax Preparation for Earned Income Tax Credit **Units measured: Households**

First State will prepare federal and state income taxes for at least four hundred (400) low-income households. The number and percentage of households that identify federal or state credits to which they are entitled, and the type and amount of such credits will be tracked, tallied, and reported.

- B. Number and percentage that obtained court-ordered child support payments and the expected annual aggregate payments.**

Family Resource Development

Units measured: Individual Parents

First State and its subcontractors will assist parents participating in case management in obtaining child support whenever feasible. First State will track the number of parents in case management that receive child support and the amounts received at program intake and exit.

C. Number and percentage enrolled in telephone lifeline and/or energy discounts with the assistance of the agency and the expected aggregated dollar amount of savings.

D. Number and percentage that receive credit counseling and who pay off debts.

Housing Counseling

Units measured: Households

At least fifty (50) low-income clients will make payments to satisfy debts to creditors. First State will record the number of households making payments, and the aggregate amount of debt paid.

E. Number and percentage enrolled in comprehensive housing counseling that purchase homes and the amount of the asset (mortgage).

Housing Counseling

Units measured: Households

At least one hundred (100) households enrolled in comprehensive housing counseling will become first time homebuyers. First State will track the numbers of closings, locations of homes, down payment amounts, and mortgage amounts.

F. Number and percent demonstrating ability to complete and maintain a budget for over 90 days.

Housing Counseling

Units measured: Households

Five hundred (500) households will receive budget counseling. Housing Counselors will track the number of households that complete and maintain a balanced budget for over ninety (90) days.

Seventy-five (75) low-income households will complete financial literacy training and will maintain a balanced budget for at least six months.

G. Number and percent opening an Individual Development Accounts (IDA) or other savings account and increased savings, and the aggregated amount of savings.

Housing Counseling

Units measured: Households

Twenty-five (25) low-income households will open Individual Development Accounts (IDA) after receiving financial training from First State. Staff will track the number of households that open an IDA, the purpose of the IDA, and the aggregate amount of savings.

H. Of participants in a community action asset development program (IDA and others):

1. Number and percent capitalizing a small business with accumulated savings

Life Skills and Small Business Advocacy

Units measured: Individuals

Five (5) adults will complete a CORE FOUR Business Planning Course Certification Program. Four (4) of these will begin Individual Development Accounts and receive matched asset savings fund through Delaware State Housing Authority. Staff will track the purpose of the IDA accounts begun by their participants (capitalizing a small business; pursuing post secondary education, and purchasing a home) and the aggregate amount of savings.

2. Number and percent pursuing post secondary education with savings

3. Number and percent purchasing a home with accumulated savings

I. Of participants in a comprehensive housing counseling program, the following results are achieved:

Housing Counseling

Units measured: Households

Twenty (20) foreclosures will be prevented through mortgage default counseling services. First State will track the number of households that receive mortgage foreclosure counseling and the number of defaults that are prevented as a result.

Forty (40) seniors will obtain reverse mortgages to enable them to continue to live in their homes.

Seventy (70) households will receive rental delinquency counseling, resulting in maintaining their rental unit.

Twenty (20) households will be approved for the rental assistance program and obtain a rental unit.

Goal 2: The conditions in which low-income people live are improved.

First State staff will work with at least ten (10) low-income communities to train leaders, organize civic associations, conduct surveys or needs assessments, complete strategic planning, and / or implement one or more strategic plan priorities, depending on the stage of their community development. First State staff will record community problems, priorities, and accomplishments, and will clearly describe the roles played by community residents, partnering organizations (public and private), and First State CAA in community developments and, particularly, tangible results achieved.

First State staff will record information needed to annually report statistics on the following CSBG national performance indicators:

Indicator 2.1 *Increase in, or safeguarding of threatened opportunities and community resource or services for low-income people in the community as a result of community actions projects/ initiatives or advocacy with other public and private agencies, as measured by one or more of the following:*

- A. Accessible living wage jobs created or saved from reduction in the community.**
- B. Safe and affordable housing units created in the community.**
- C. Safe and affordable housing in the community preserved or improved through construction, weatherization, or rehabilitation achieved by community action activity or advocacy.**

Weatherization

Units measured: Households

Three hundred twenty-two (322) homes will be improved through weatherization.

Community Development

Units measured: Households

First State will help residents of low-income communities (Pinetown, Ellendale, Greentop, Lucas Development, Polly Branch, Cool Springs, Star Hill, Woodland & Terry Drive, Meadowbrook Acres, Coverdale Crossroads, Mount Joy, and others to be determined) to receive home rehabilitations, home repairs, and other tangible community improvements to improve the quality of life. First State staff will track the results of their assistance, and will report those results and the role that First State played in achieving those results, and the role of other organizations and funding sources.

- D. Accessible and affordable health care services/facilities for low-income people created or saved from reduction or elimination**
- E. Accessible safe and affordable child care or child development placement opportunities for low-income families created or saved from reduction or elimination**
- F. Accessible before school and after school program placement opportunities for low-income families created or saved from reduction or elimination**

<u><i>Community Based Programs</i></u>	<u><i>Units measured: Individuals</i></u>
<u><i>Richard Allen Delaware Prevention Coalition All Stars Program:</i></u>	<u><i>50 youth and 15 parents</i></u>
<u><i>Cape After School Tutorial Program:</i></u>	<u><i>70 students</i></u>
<u><i>La Casita Education Program:</i></u>	<u><i>130 students</i></u>

First State staff will track program hours and daily attendance. Measures that indicate whether or not youth are increasing academic, athletic, or social skills by participating in these programs will be identified and tracked. (See Goal 6)

- G. Accessible new or expanded transportation resources or those that are saved from reduction or elimination, that are available to low-income people, including public or private transportation**

Transportation *Units measured: Individuals*

At least five hundred (500) unduplicated persons will receive transportation to medical appointments.

Transportation will be provided to La Casita Education Program and other community based programs as needed. The purpose and number of trips and number of unduplicated individuals receiving services will be tracked and reported.

- H. Accessible or increased educational and training placement opportunities, or those that are saved from reduction or elimination, that are available for low-income people in the community, including vocational, literacy, and life skill training, ABE/GED, and post secondary education**

Culinary Training *Units measured: Individuals*

A new Adult Culinary Training program will be offered and enroll at least twenty (20) individuals.

“Now We’re Cooking”, a vocational food service training program for disabled high school students, will be continued and will enroll 24 students from Indian River, 6 from Seaford, and 8 from the Laurel School Districts.

Indicator 2.2 *The quality of life and assets in low-income neighborhoods are improved by community action initiative or advocacy, as measured by one or more of the following:*

- A. Increases in community assets as a result of a change in law, regulation or policy, which results in improvements in quality of life and assets**

- B. Increase in the availability or preservation of community facilities**
- C. Increase in the availability or preservation of community services to improve public health and safety**
- D. Increase in the availability or preservation of commercial services within low-income neighborhoods**
- E. Increase in or preservation of neighborhood quality-of-life resources.**

Community Development **Units measured: Number of initiatives or advocacy efforts and the number of households affected**

Community Action staff will record quality of life and asset improvements in targeted low-income communities, the number of households affected, and the role played by community action and other public or private entities in these outcomes.

Goal 3: Low-income people own a stake in their community.

Indicator 3.1 The number of hours volunteered to community action.

All Community Action Programs **Units measured: Hours**

All community action programs should count hours of volunteer time provided by low-income residents and others in assisting with program activities and logistics, in serving on advisory boards, governing boards, and committees, and in participating in advocacy to meet agency and community goals. Volunteer time by agency staff should be counted separately.

Indicator 3.2 *The number of low-income people mobilized as a direct result of community action initiative to engage in activities that support and promote their own well-being and that of their community as measured by one or more of the following:*

- A. Number of low-income people participating in formal community organizations, government, boards or councils that provide input to decision-making and policy setting through community action efforts.**

Governing board **Units measured: Community residents**

At least one third (a minimum of six members) of First State’s Board of Directors represent and reside in low-income communities that are targeted for services by the community action agency. Communities in all three counties are represented.

Low-income residents are chosen in accordance with democratic selection procedures to represent low-income individuals and families in the neighborhood served.

Low-income residents actively participate in the development, planning, implementation, and evaluation of programs to serve low-income communities.

Community Development **Units measured: Community residents**

Ten (10) low-income community residents serve on the Kent and Sussex County Community Action Advisory Board.

Community residents served on civic groups to enhance the quality of life in their communities.

B. Number of low-income people acquiring businesses in their community as a result of community action assistance

Life Skills and Small Business (Entrepreneur) Units measured: Individuals

At least five (5) low-income persons start viable businesses as a result of Life Skills and Small Business Advocacy assistance. Business name, start date, address, contact information, and profits/loss are recorded. Whether or not these businesses are located in targeted low-income communities is also recorded.

C. Number of low-income people purchasing their own homes in their community as a result of community action assistance.

Housing Counseling Units measured: Households

At least one hundred (100) households that receive comprehensive housing counseling services will be approved as first time home buyers and purchase homes. First State will track the intake and exit income levels of people that receive housing counseling services, and the locations of homes that are purchased by homebuyers.

D. Number of low-income people engaged in non-governance community activities or groups created or supported by community action.

Community Development Units Measured: Individuals

Residents of at least six (6) low-income communities plan and conduct fundraisers and/or community day activities supported by First State. First State will record the number of community residents who participate.

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

Indicator 4:1 *The number of organizations, both public and private, community action actively works with to expand resources and opportunities in order to achieve family and community outcomes.*

All Community Action Programs Units measured: Partnerships

All Administrators and Program Managers will report organizational relationships that have been developed to achieve family and community outcomes. Examples include:

- Formal arrangements, such as memoranda of understanding or service contracts to serve, refer, or exchange program participants;
- Financial agreements with business entities or financial institutions to promote individual or community economic development and/or infrastructure investment;

- Informal working relationships with public or private agencies, organizations, or individual service providers that expand service opportunities for low-income individuals and families, including routine service referrals and follow up contacts; and/or
- Alliances with one or more public or private organizations that advocate for expanded services or community opportunities for low-income people.

First State staff will report the following regarding these partnerships: Who the partner(s) are and whether they are faith-based; the type of partnership; the role each partner played, including First State; and the outcomes of the partnership to date.

First State will partner with targeted low-income communities, government entities, and private sector organizations to ensure consistent board of directors representation from the private sector, public sector, and at least one third representation from residents of targeted low-income communities in each of Delaware's three counties.

Goal 5: Agencies increase their capacity to achieve results.

Indicator 5.1 *The number of dollars mobilized by community action, including amounts and percentages from:*

- A. Community Service Block Grant (CSBG)
- B. Non-CSBG Federal Programs
- C. State Programs
- D. Local Public Funding
- E. Private Sources (including foundations and individual contributors, goods and services donated)
- F. Value (at Federal minimum wage) of Volunteer Time

Performance Measures for First State Community Action Agency's Finance Unit

1. **By August 15, 2008, resources leveraged for the state fiscal year (July 1 – June 30) will be reported on the CSBG Information System (IS) Section F reporting form provided by the Office of Community Services to the Contractor. All agency units and programs will report resources leveraged and volunteer hours recorded, so that the Finance Unit can accurately complete Section F of the CSBG Information System (IS) Survey Report. Agency units include:**

Administrative Services

- Secretarial & Receptionist Support
- Supplies and Inventory
- Travel
- Proposals
- Board Responsibilities

Agency Operations

- Facilities & Maintenance
- Transportation for other agency programs
- Medical Transportation
- Maintenance for Cars for Careers

- Information Technology

Human Resources

Finance

- Accounting
- Payroll
- Audits
- Budgeting
- Inventory control
- Procurement & Contracts

Program Operations

- Community Based
 - Cape Helopen After-School Tutorial Program
 - La Casita After-School Homework
 - Richard Allen (Delaware Prevention Network/Creating Lasting Families Connections)
- Community Development
 - Community needs and assessments
 - Community organizing
 - Strategic planning
 - Leadership development and training
 - Resource development and advocacy
 - La Casita Outreach
- Employment and Training
 - Culinary Arts for High School Students (Now We're Cooking)
 - Adult Culinary Training
 - Sussex County Senior Employment Program
 - 40 + Program
 - Senior Companion Program
- Life Skills and Small Business Advocacy
 - Training and development (Entrepreneur and Professional Pathways)
 - Career Closet
- Family Resource Development
 - Comprehensive Case Management (Cars for Careers, Move to Work)
 - Promoting Safe and Stable Families
 - Emergency Services (Food Closet & Emergency Assistance)
- Housing
 - Housing Counseling
 - Weatherization
 - Income Tax Preparation

2. First State will practice sound administrative policies and procedures.

a. Management Measures

1. Monitoring reports and recommendations from funding sources are responded to in a timely manner.
2. The agency's organizational structure is reviewed annually, enabling staff to be more effective related to outcomes and more efficient related to costs.

3. First State provides credible evidence of the community problem that each of its programs, are designed to address. Local studies or needs assessments are provided as evidence of the community problem that is being addressed. In the event that state and local data is not available, agency or program data can be used to demonstrate the community problem exists.
4. Following from the statement and evidence of a community problem, program “Logic Models” are prepared, critiqued by the board or a committee of the board, and (as applicable) revised by agency program managers/administrators.
5. Information about poverty is assessed and communicated to the general public, legislators and policy makers.
6. First State effectively communicates information about its services and accomplishments to the general public, legislators, legislators and policy makers. Communications include a newsletter and annual report.
7. First State uses customer/client and constituent /stakeholder feedback to improve or modify its operations.
8. Copies of all publicity regarding agency programs is sent to the Office of Community Services.

b. Administrative Support Services Measures:

1. Friendly and courteous receptionist and secretarial support is provided for all programs.
2. Schedules are maintained to track due dates for applications, reports, etc. so that staff responsible have enough lead time to meet deadlines.
3. A central file is well maintained and organized.
4. Board members and the State CSBG Program Manager receive minutes and notices of board meetings in a timely manner.
5. Requisitions and procurement procedures are communicated to staff and enforced.
6. Computerized inventory of agency property is maintained and updates as additional property is acquired or as property is disposed of.

c. Finance Performance Measures

1. Agency finances are effectively managed and accounted for so that expenses do not exceed revenues.
 2. Budgets and financial reports are prepared in compliance with funding source requirements and submitted on time to appropriate funding sources.
 3. There is no more than a ten-day turn around time between the time the subcontractor reports are received and payments are issued. Any discrepancy issues are promptly resolved within that time frame, unless there are extraordinary reasons why this time frame cannot be met.
 4. Monitoring reports and recommendations from funding sources are responded to in a timely manner.
- Financial information is prepared for the Board of Directors in a format that is understandable.

d. Human Resources Performance Measures

1. Ethical personnel (human resource) management is provided for staff, volunteers, trainees, and interns in compliance with agency personnel policies and procedures.
2. Personnel benefits are properly administered.
3. Personnel files are confidentially maintained.
4. Conflict resolution is available.
5. Staff receives orientation to agency personnel policies and procedures.
6. Training is made available to improve staff performance and skill levels.

7. Staff training, accreditations, and certifications are tracked.
8. Staff meets applicable certification and licensing requirements.
9. Personnel evaluations are conducted in accordance with agency policies and procedures.
10. The agency annually collects and analyzes staff feedback and uses it to improve operations.

e. Management Information Systems

1. Maintenance for all agency computer and communications equipment is provided; includes PC's, phone systems, cell phone, network equipment, and peripherals.
2. Training is provided for all staff on the proper use and care of agency computer and communications equipment.
3. Training is provided on commonly used software packages and programs.
4. A complete inventory of all agency owned computer equipment, software and related peripherals is conducted.
5. Written policies and procedures are drafted and adopted concerning the use and care of agency owned computer equipment, peripherals and communication services.
6. A database is implemented that will enable an unduplicated count of persons and household served, track services received, and generate demographic and outcome information.

NOTE: Any agreement for the development of or purchase of hardware or software that is to be paid for in whole or in part by CSBG funds must first be approved by the Office of Community Services.

f. Administration of Subcontractor Contracts

1. Subcontracts are negotiated and prepared in a timely manner.
2. Subcontractors' program reports are reviewed on a quarterly basis.
3. Subcontractor performance is analyzed and evaluated in writing.
4. Subcontractor financial reports are reviewed and reimbursement payments processed in a timely manner.
5. Subcontractors are monitored on site at least once during the contract period and given follow-up written monitoring reports within 90 days.
6. Training needs for subcontractors are assessed and training is coordinated and provide to subcontractors as indicated.

g. Facilities Management Performance Measures

1. Agency owned and leased facilities are well maintained.
2. Agency owned and leased facilities are in compliance with all federal, state, and local code and licensing requirements.
3. The agency's physical appearance is clean and welcoming to the public.

Goal 6: Low-income people, especially vulnerable populations, achieve their potential by strengthening family and other supportive environments.

Indicator 6.1 *The number of seniors and individuals with disabilities receiving services from community action that maintain an independent living situation as a result of those services.*

Senior Companion Program

Units Measured: Individuals

Seventy-three (73) low-income elderly will become Senior Companions and assist four hundred (400) handicapped/elderly persons in all counties.

At least four hundred (400) elderly or disabled persons will be provided services such as medical and non-medical transportation to appointments, light meal preparation, light housekeeping, respite in-house care, socialization, etc. through Senior Companions.

Indicator 6.2 *The number of low-income individuals or families served by community action that sought emergency assistance and the percentage of those households for which assistance was provided, including such services as:*

A. Food

Emergency Food

Units measured: Households

First State will provide at least four hundred (400) unduplicated households with emergency food. First State will record the number of times households access emergency food and the number of unduplicated households (including adults and children) that receive emergency food during the state fiscal year.

B. Emergency vendor payments, including fuel and energy bills and rent/mortgage payments

Crisis Assistance

Units measured: Households

Three hundred (300) unduplicated cases receive financial assistance for utilities and other emergencies and orientation to case management.

Forty-five (45) evictions are prevented through rental delinquency counseling an/or financial aid.

Housing Counseling

Units measured: Households

Twenty-five (25) evictions are prevented through rental delinquency counseling and/or financial assistance.

- C. Temporary Shelter**
- D. Emergency Medical Care**
- E. Protection from Violence**
- F. Legal Assistance**
- G. Transportation**
- H. Disaster Relief**
- I. Clothing**

Crisis Assistance

Units measured: Households

First State will record households that request and that receive any of the above services during the state fiscal year. A service count and an unduplicated household count will be maintained.

J. Life Skills Assistance for Immigrants

La Casita Outreach

Units measured: Individuals

First State's La Casita Outreach program will provide a variety of life skill services, including translation, to at least 700 immigrants in Sussex County. First State will track services rendered and an unduplicated count of persons served during the state fiscal year.

Indicator 6:3 *The number and percentage of all infants, children, youth, parents, and other adults participating in developmental or enrichment programs that achieve program goals, as measured by one or more of the following:*

A. Infants and children obtain age appropriate immunizations, medical and dental care.

Community Based

Units measured: Individuals

First State will record and report their role in helping children to access any of the above services (such as transportation to “Give a Kid a Smile” dental services), as well as the numbers of children that accessed those services as a result.

B. Infant and child health and physical development are improved as a result of adequate nutrition.

Community Based

Units measured: Individuals

Forty (40) children attend nutritional workshops offered. The number of children attending and First State’s role is reported.

C. Children participate in pre-school activities to develop school readiness skills.

D. Children who participate in pre-school activities are developmentally ready to enter Kindergarten or 1st grade.

E. Youth improve physical health and development

Community Based

Units measured: Individuals

At least one hundred (100) youth will participate in summer basketball camp.

F. Youth improve social/emotional development

G. Youth avoid risk-taking behavior for a defined period of time.

H. Youth have reduced involvement with criminal justice system

I. Youth increase academic, athletic or social skills for school success by participating in before or after school programs

Community Based

Units measured: Individuals

Seventy (70) students participate in Cape Henlopen School District Homework Program at West Rehoboth (Burton Village and West Side New Beginnings) and Pine Town. Youth will complete their homework correctly and show academic improvement as indicated by grades and comments from program instructors and school teachers. Staff will track attendance through sign in sheets. Report cards will be reviewed quarterly. A written assessment will be made that includes student attendance and progress information.

Youth of non-English speaking parents experience cultural learning through educational field trips that help them assimilate into American society as measured by class work relating to field trips.

J. Parents and other adults learn and exhibit improved parenting skills

K. Parents and other adults learn and exhibit improved family functioning skills

Safe and Stable Families Program

Units measured: Individuals

First State will mentor three hundred (300) participants in the Safe and Stable Families program conducted in all three counties. First State will track and report on the number that complete the pre-assessment, that complete the post assessment and that successfully reduce family stressors, and exhibit improved family functioning skills.

Coordination Assurance 676(b)(5) is addressed by a One Stop Memorandum of Understanding executed in February, 2000, between the Governor, the Delaware Workforce Investment Board, and the Department of Health and Social Services/Division of State Service Centers. The MOU describes how each agency's funding streams and resources will be used to better serve their mutual customers, both job-seekers and employers, through an integrated, one stop system of service delivery operated at four comprehensive sites augmented by the Virtual Career Network, an interactive Internet site.

The State DOL website is available on the internet, and the HELPLINE is available on the internet as well. HELPLINE is a human services information and referral data base developed and maintained by DSSC that lists human service resources throughout the state by agency and by category of need.

First State CAA received partial funding for an Adult Culinary Training program from the Delaware WIB, which will begin in 2007.

Assurance 676(b)(6) regarding coordination of anti-poverty programs in communities and the emergency energy crisis intervention program is addressed by providing referral information to the state service center and non-profit staff that are in a position to make referrals to Catholic Charities, which contracts with the Delaware Department of Health and Social Services, Division of State Service Centers, Office of Community Services to operate the Delaware Energy Assistance Program statewide. Information is disseminated through direct training, brochures, the Human Services Directory, the Delaware HELPLINE, and radio and newspaper public service announcements.

Eligibility for the Weatherization program is automatic for those who are approved by Catholic Charities for the Delaware Energy Assistance Program, as long as they have not received Weatherization in the past, and if the applicant desires to participate in the program. The State Office of Community Services receives a list from Catholic Charities of the Delaware Energy Assistance Program applicants who qualify for weatherization. This list is passed on to staff at First State Community Action and Neighborhood House, who administer the Weatherization Assistance Program for the state in Kent and Sussex Counties and in New Castle County respectively.

Assurance 676(b)(9) regarding coordinating and partnering with other organizations serving low-income residents including religious organizations, charitable groups, and community organizations is addressed under the "Partnerships" goals in First State CAA and DRM contract work plans reiterated under "Programmatic Assurances".

The state uses the mechanisms of the Single Point of Contact (SPOC) to solicit coordination of federal programs through the State Budget Office. There are many coordinated efforts with public and private partners to support low-income individuals and reduce poverty that will be documented and reported at the end of each contract period. Current examples include:

- Partnerships with six nonprofit organizations to provide CSBG supported case management services to low-income target populations in New Castle and Kent Counties.
- Memoranda of Understanding between First State CAA and the Delaware State Housing Authority and between People's Place II, a CSBG supported case management subcontractor of First State's, to provide comprehensive case management services to Section 8 households who are enrolled in a HUD funded "Moving to Work" (MTW) demonstration program. "Moving To Work" is designed to provide incentives to help residents make the move from subsidized to unsubsidized housing within five years.
- Collaboration with the Office of Volunteerism to utilize VISTA volunteers in coordination with First State CAA's work in targeted low-income communities.
- Collaboration with the Delaware State Housing Authority to provide training to Family Resource Coordinators (case managers) and their supervisors, so that they can may become certified professionals in the field.
- Provision of Human Service Directories, published by the Division of State Service Centers, to non-profit staff and community leaders at training sessions.
- Contracts with Indian River, Cape Henlopen, and Seaford School Districts for after school homework programs at community sites.
- Memorandum of Understanding with the Nemours Health and Prevention Services for the "Kids Katch" program and to provide the "521 Almost None" campaign to low-income youth and community groups to make Delaware children healthy and to fight obesity.
- A Memorandum of Understanding between Wilmington Housing Authority, Newark Senior Center, and New Castle County Senior Centers and First State CAA's Senior Companion Program to refer volunteers and persons that need Companion services to the program.
- Use of state facilities for non-profit staff training.
- Coordination of "Safe and Stable Families" resources administered by the Department of Services for Children, Youth and their Families, Office of Prevention, with First State's role in the "Strong Communities Initiatives" and with case management and crisis assistance services. First State was awarded Safe and Stable Families funding for all three of Delaware's counties in 2007.
- Collaboration with the Delaware Ecumenical Council on Children and Families, a faith based health advocacy and education organization, to utilize the faith communities of the state, their moral authority and outreach capabilities, to improve the health and nutrition of low-income Delawareans. Other collaborators in this effort include: The Divisions of Public Health, Social Services, and Services for Aging and Adults with Physical Disabilities, University of Delaware Cooperative Extension, Delaware Chapter of the American Cancer Society, and the Food Bank of Delaware.

- Collaboration with the Food Bank of Delaware to provide fresh produce and product to food closets operated on-site at State Service Centers, so that needy persons would not have to travel to other locations to receive emergency food.
- Collaboration between the Department of Natural Resources and Environmental Control and First State to improve water quality and waste water removal in poor rural communities.
- Collaboration with Sussex County government, the Delaware State Housing Authority, and First State Resource Conservation and Development Council to provide home repair and Community Development Block Grant supported services in Sussex County.
- Collaboration with the Department of Natural Resources and Environmental Control, the Department of Corrections, and low-income civic groups to conduct community clean up projects in low-income rural communities.
- Collaboration with Head Start programs to provide case management, financial literacy, and other services to their families.
- Partnership creation is ongoing and evolving.

The **DHSS/DSSC/OCS** administers and coordinates the programs listed under “State Administrative Structure” to ameliorate the causes and conditions of poverty, including the Delaware Energy Assistance Program, which includes services provided by the federal Low-Income Home Energy Assistance and Weatherization Assistance Programs.

The Division of State Service Centers took the lead in promoting service integration within the Department of Health and Social Services through a project entitled: “No Wrong Door”, which resulted in quality service trainings for department staff, more automated application systems, and front end screenings and referrals.

The Division publishes the Directory of Human Services for Delaware, which includes both public and private agencies that offer human services. This information is computerized and also available through the Delaware HELPLINE, a statewide service which began as a joint project of the Division and the United Way of Delaware.

H. Fiscal Controls and Monitoring

(1) State Program Monitoring

(a) The State’s CSBG Program Manager developed a document entitled “Monitoring Policies and Procedures” for the CSBG in 2004, in response to recommendations from program auditors. This policy is attached as **Appendix H**. Programmatic and fiscal monitoring forms and checklists have also been developed and will continue to be used. In addition to the work of the committee that established “Standard Monitoring Principles and Practices for CSBG”, which Delaware’s CSBG Program Manager served on, a wealth of monitoring resources have been shared by states and are available on the National Association for State Community Services Program website.

The federal Office of Community Services also provides its checklists to states for their information. The local and federal policies and practices will be sent to the board chair and Executive Director of all nonprofits that receive CSBG funds. The OCS checklists will be shared with all relevant state and contractor staff.

The state conducts on-site fiscal monitoring of all CSBG funded contractors at least once per year, using a Questionnaire / Check List developed by the Division's Internal Auditor. Program monitoring occurs a number of times during the year for First State Community Action Agency, and covers one or more programs on any given day. Monitoring is based on performance expected as described in the Contract Work Plan. Fiscal and program monitors send reports with any findings, recommendations, or other comments and observations back to the agency CEO's and to the board President, at minimum. A review of the status of former recommendations is part of subsequent monitorings.

Off site monitoring includes receipt and review of monthly financial expenditure reports, which show CSBG contract expenditures by line item. Program reports are also required by the 15th of the month for the preceding month. Program reports are in logic model format, with the exception of community development reports. Measurement units are specified in the contract work plan and address the six national CSBG Goals and National Performance Measures. Reporting requirements are specified in Appendix A to the CSBG supported contract.

In addition to formal monitoring, the CSBG program manager regularly confers with First State staff and attends most board meetings. Trainings for case managers and logic model trainings for all program managers at First State Community Action were jointly planned by state and community action staff in collaboration with other entities as needed. United Way staff conducted Logic Model training for all of First State's program managers at a state conference center in 2005, and follow up training is planned for 2007 and 2008. Training sessions are also conducted by state staff at First State for the purpose of developing performance measures and reporting client characteristics, national indicators, outcomes, success stories, and resources leveraged for the CSBG Information System (IS) report.

The State Office of Community Services is continuing a full on-site review of First State CAA, which was begun in May of 2005. Reports were completed on nine of the agency's programs to date, as well as case management programs conducted by four of its subcontractors. New forms, entitled "CSBG Program Monitoring questions for Administrators/Program Managers" and a "DSSC/OCS Case Management Checklist", were developed and used for monitoring of programs in 2005. The State also receives copies of all subcontracts and First State's monitoring reports on subcontractor performance. The last reports were sent to subcontractors in May of 2006.

Monitoring is done in relationship to the expectations detailed in the Contract Work Plan and Budget, to eligible entity specifications described in the CSBG Act, and in accordance with OMB Circulars A-110 and A-122. Depending on the nature of the recommendations, either a deadline is set for reporting progress or compliance, or progress on recommendations is reviewed during subsequent monitoring visits. The monitor assists in helping the contractor to carry out recommendations, or recommends someone else who can.

or

c) Miscellaneous Errors and Omissions \$1,000,000 / \$3,000,000

or

d) Product Liability \$1,000,000 / \$3,000,000

If contractual services require the transportation of clients or staff, the contractor shall, in addition to the above coverages, secure the following coverage:

c) Automotive Liability (bodily injury) \$100,000 / \$300,000

d) Automotive Property Damage (to others) \$25,000

- (b) There are no newly designated entities in Delaware. Should there be one, the state plans to conduct an on-site review during and after the first year.
- (c) The small size of the state and relatively small number of agencies that receive CSBG support means that recommendations made can be followed up within the next year or sooner to ensure that progress is made.
- (d) The OCS reviews programs supported by other funding sources at First State CAA, since the CSBG provides core management support for all of its programs.
- (e) The OCS reviews A-133 audits conducted annually by First State CAA. The last audit for First State CAA that is on file at OCS is for the period July 1, 2005, through June 30, 2006. Programs tested as "major programs" were the Community Services Block Grant (CFDA #93.569), the Senior Companion Program (CFDA #94.016) and the Senior Community Service Employment Program (CFDA #17.235). There were no findings or questioned costs.

(2) **Corrective Action, Termination and Reduction of Funding**

Section 10 of the Standard Contract with the Department of Health and Social Services outline departmental policy for contract termination, but contracts with CSBG eligible agencies are specialized, and reference the provisions of Section 678C of the CSBG Act as a part of Appendix A, "Divisional and Federal Requirements". These requirements that reiterate section 678C of the CSBG Act, supercede the more stringent departmental policies.

If an agency fails to comply with the terms of its agreement or the State Plan, or fails to meet appropriate standards, goals, or other requirements of the State, the agency will first be informed in writing of the deficiency to be corrected. Recommendations will be made for correction, and a reasonable time frame by which corrections are expected to be carried out will be specified.

If appropriate, training or technical assistance will be provided by the state OCS or other state agency or, if necessary, by a consultant. The State's Discretionary Program makes provision for expenditures on training resulting from monitoring recommendations.

In the event that a "quality improvement plan" is required by the state within 60 days of notification of the deficiency and corrections required, the State OCS will either approve the plan or specify why the

proposed plan is not acceptable. Acceptance of the plan or reasons for denying the plan will be specified to the eligible entity in writing.

The State will either provide training and technical assistance to assist in carrying out the quality improvement plan, or recommend someone else who can, including those providers recommended by the national Community Action Partnership (CAP). The type of technical assistance rendered depends upon the nature of the problem. Costs of technical assistance rendered by other than state personnel may be borne by the CSBG state administrative or discretionary funds, as needed.

The State will provide notice of proceedings to terminate the designation of or reduce the funding to an eligible entity unless it corrects the deficiency, if there is not an appropriate response to correct deficiencies within the time period specified in the original notification of corrections required. The eligible entity will be given an opportunity to request a hearing within 15 days. If requested, the hearing will be conducted by a committee appointed by the Governor or his designee. If the hearing committee recommends termination or reduction of funding, then the entity shall be informed that the decision may be reviewed by the Secretary of the Department of Health and Human Services, if the entity so requests it within 15 days. If the entity requests a review by the DHHS Secretary, the state will provide all necessary documentation of its decision to reduce or terminate funds to the entity. If the federal DHHS does not confirm the State's decision within 90 days of the state's delivery of its documentation, the State's determination will stand.

(3) Fiscal Controls, Audits, and Withholding

The State of Delaware and Delaware Health and Social Services have established fiscal controls and fund accounting procedures that enable tracking of expenditures of all federal funds, including limitations on administrative and/or discretionary expenditures. Monitoring of expenditures at the state level for the CSBG is carried out by the CSBG Program Manager and by the fiscal unit of the Division of State Service Centers. One or more staff from the division or its Office of Community Services monitor expenditures of the agencies eligible for direct CSBG funding from the state.

Delaware Health and Social Services (DHSS) is audited every year by the State Auditor's Office, which conducts its audits in accordance with generally accepted accounting principles and in the manner and to the extent provided in chapter 75 of title 31, United States Code, commonly known as the "Single Audit Act Amendments of 1996". The CSBG was audited as a "major program" under the State's Single Audit in state fiscal year 2004 and 2005. A copy of the audit is forwarded annually to the federal cognizant agency by the State Auditor's Office.

The State Auditor's Office contracted with a private firm to audit Delaware's CSBG and LIHEAP programs in 2004. The audit began on August 31, 2004, and concluded in December after ongoing discussions, meetings, and dialogue. The auditors recommended that program monitoring of Delmarva Rural Ministries (DRM) be documented and that discrepancies between the state's record of CSBG disbursements to the agency and receipts reported in the agency's A-133 audit be reconciled. In response, DRM's auditors issued a revised report of CSBG funds received between April 1, 2002 and March 31, 2003.

Auditors also recommended that OCS document food bank product deliveries to state service centers prior to payment. A procedure was implemented to address this recommendation. Lastly, the auditors

recommended that the division correct a typographical error in the dates of federal financial reports that had been submitted for the period 10/1/02-9/30/03. This was done and the reports resubmitted.

The Division of Management Services within the Department of Health and Social Services followed up in writing and required the appropriate program manager or fiscal officer to address all findings, recommendations, and corrective actions in writing prior to the commencement of the next year's audit. This was done, and the CSBG was not audited as a major program in state fiscal year 2006 or 2007.

CSBG Certification Requirements specify that contractors must provide annual audits in compliance with Circular A-133, unless exempt. If exempt from Circular A-133, the contractor must have an internal control review, which assesses accounting procedures and ensures their adequacy.

In the event that the State's program is audited by the federal government, the State of Delaware will make appropriate books, documents, papers and records available to the Secretary of Health and Human Services and Comptroller General of the United States, or any of their duly authorized representatives, for examination, copying, or mechanical reproduction on or off the premises of the appropriate entity upon a reasonable request for the items.

The State OCS will notify the Department's chief fiscal officer of the provision in the CSBG Act that requires the chief executive officer of a state to submit an audit copy to the federal Secretary of Health and Human Services, to the state legislature, and to any eligible entity that was the subject of the audit at no charge within thirty days after completion.

(a) **Assurance 676(b)(7)** regarding cooperation with federal investigations will be addressed by the state upon being notified in writing that a monitoring or investigations will take place. The state will provide documents requested and will schedule staff to be interviewed as needed or requested.

(b) **Assurance 676(b)(8)** is addressed through the "Corrective Action: Termination and Reduction of Funding" section that is included as part of Appendix A in the state's contract with First State CAA. This assurance states that: Any eligible entity in the State that received funding in the previous fiscal year through a community services block grant under the CSBG program will not have its funding terminated or reduced below the proportional share of funding the entity received in the previous fiscal year unless, after providing notice and an opportunity for a hearing on the record, the State determines that cause exists for such termination or such reduction, subject to review by the Secretary. Funding letters sent to each entity indicate that contract amounts will be in accordance with percentages received in the prior year.

(c) **Assurance 676(b)(10)** regarding eligible entity mechanisms for allowing low-income individuals, community organizations, religious organizations, or representatives of such organizations to petition for adequate representation on the board is addressed in Section 3.12 of First State CAA's corporate by-laws. Section 3.12 states:

In the event that any group, including but not limited to the poor, feels itself inadequately represented on the Board of Directors of the Corporation, such group may petition the Board of Directors for adequate representation on this Board by following the procedures hereinafter set out:

- a. Prepare a petition bearing the signature, name and address of at least 25 persons who are over the age of 18, and residing in Delaware regardless of race religion, national origin or place of residence.
- b. Upon receipt of the petition, the Board of Directors shall instruct the Executive Committee to determine the merits of such complaint. The Executive Committee shall, within fifteen (15) days from receipt of the petition, file a report with the Secretary of the Board, including recommendations.
- c. At the next meeting of the Board of Directors following the date of filing of the committee report, the entire Board of Directors shall consider the recommendations of the Executive Committee and determine whether or not the group is adequately represented on the Board of Directors. During its deliberations, the Board shall allot time for the spokesperson of the petitioning group to present its case. The presentation may be either verbal or in writing.
- d. The Board shall then vote to determine if representation or additional representation shall be given to the petitioning group. If the petition is denied, the response to the spokesperson of the group shall include reasons in support of the Board's decision. If it is determined that additional representation is needed, then the Board shall declare and shall take steps as are necessary to implement such action, including amendment of the by-laws of the Corporation, if necessary.
- e. New representatives, so approved, shall be seated within thirty (30) days of the approval date.

The state ensures compliance by monitoring eligible entity agency by-laws, policies, and procedures for compliance with the CSBG Act.

I. Accountability and Reporting Requirements

(1) Results Oriented Management and Accountability

Assurance 676(b)(12), which states: The State and all eligible entities in the State will, not later than fiscal year 2001, participate in the Results Oriented Management and Accountability System ... has been addressed by structuring eligible entity contract work plans using the six national goals and appropriate measures since 1998. Beginning in state fiscal year 2005, the "National Indicators" for the CSBG program were also incorporated into the contract work plans. Appropriate national goals and measures are also used to structure work plans for any organizations funded through CSBG discretionary funds. The national goals, indicators, and performance measures to promote self sufficiency, family stability, and community revitalization are detailed on **pp. 31 – 47** for First State CAA and its subcontractors.

CSBG supported contractors are required to report on contract work plan measures and financial expenditures monthly to the state OCS. They are also required to complete relevant sections of the CSBG Information System Survey annually. Sections include one or more of the following:

- Part I, Section D: Accomplishments and Coordination of Funds
- Part I, Section E: CSBG Expenditures by Service Category
- Part I, Section F: Other Resources Administered and Generated by the CSBG Network
- Part I, Section G: Client Characteristics
- Part II: Outcomes of Efforts; National Performance Indicators – Agency Level Forms.

These reporting requirements are specified in Appendix A of all contracts between CSBG recipients and the Delaware Department of Health and Social Services, Division of State Service Centers, Office of Community Services.

(2) Annual Report

The Annual Report for FY 2006 activities was submitted by March 31, 2007, in compliance with the instructions and format required by the federal Office of Community Services. The Annual Report for FY 2007 will be submitted by March 31, 2008. Copies of the report will be available from the Office of Community Services after that date. Contact: Dennis Savage, Director, or Maureen Tucker, Social Services Administrator at (302) 255-9875 or 255-9691.

VI. COMMUNITY FOOD AND NUTRITION PROGRAM

The Community Food and Nutrition Program (CFNP) has not been included in the federal budget since FFY 2006. Since CFNP funds have not been available, the Delaware Office of Community Services has continued to support the provision of emergency food supplies through CSBG discretionary funds. Last year, eleven state service center sites, through an umbrella nonprofit agency, spent \$50,000 on food and delivery of food from the Food Bank of Delaware. A total of 1,703 unduplicated households received food a total of 3,437 times at service center sites from July 1, 2006, through June 30, 2007. This was a 402 increase (31%) in the number of households served from the previous year, but a 228 decrease (6%) in the number of times households accessed emergency food.

State funds in the amount of \$104,030 are contracted with the Food Bank of Delaware to subsidize food orders from nonprofits that operate emergency food programs. From July 1, 2006, through June 30, 2007, nonprofits (many of which are churches) reporting to the Food Bank of Delaware provided emergency food to 14,833 households a total of 50,383 times. This is an increase of 1,619 households (12%) and 9,576 times (23%) from the previous year. We have no way of knowing if people are accessing food at more than one place, but these increases in emergency food statistics seem to indicate more economic distress in the state.

