



Area Five Agency



COMMUNITY ACTION PLAN

Program Year 2021

A plan to illustrate the sub-grantee's various activities within the upcoming CSBG program year.

INTRODUCTION

September 14, 2020

Dear Community Action Agency,

Enclosed you will find a framework to outline your agency's programs, services, goals and training needs over the next program year. Please address each question, providing attachments as required. Overall, this document should outline a plan of action to administer the Community Services Block Grant activities directly or in partnership with other organizations.

Please note that the first section of this document is a short report on services and agency updates from 2020. These questions are necessary for IHCDA to complete its federal reporting and certain monitoring actions.

The Community Action Plan and each required attachment should be saved as separate documents. **Please return these completed items** including the signed Certificate of Information Form, to the Indiana Housing and Community Development Authority **via an electronic zip file to CSBG@ihcda.in.gov by Monday, November 9, 2020 by 5 p.m. Eastern Time.**

If you have questions regarding the Community Action Plan, please email CSBG@ihcda.in.gov.

Sincerely,

Emily Krauser, Director of Community Programs

cc:

Veda Morris-May, Community Programs Analyst, CSBG, NAP, IDA

Veronica Watson, Community Programs Manager, CSBG, NAP, IDA

Table of Contents

INTRODUCTION.....	2
2020 Community Action Report.....	4
Overview	4
2020 Agency Information	4
Budget	4
Staff	4
Management Accomplishment	6
2020 Services	6
CSBG-Required Services or Referrals	6
Community-Targeted Services	7
INNOVATIVE APPROACH	7
CONTINUOUS IMPROVEMENT	9
2021 Community Action Plan.....	10
Overview	10
2021 Projected Budget	11
2021 Training Needs	13
2021 Services	14
Addressing Top Community Needs	14
Partnerships/Linkages	15
Attachments 4, 5, 6 & 7	19
Office Location and Contact Information	21
Attachments	22

2020 COMMUNITY ACTION REPORT

OVERVIEW

This 2020 Reporting section of the 2021 Community Action Plan serves as an evaluation tool for your agency and to help you check if your agency is in compliance with the Organizational Standards (IM138), the three National Community Action Goals, and combined monitoring efforts. The Report also allows IHEDA to collect necessary information to meet CSBG Assurances and prepare for future Annual Reports and State Plans.

2020 AGENCY INFORMATION

BUDGET

1. Total Expected 2020 Organizational Expenses: \$9,141,843

2. Amount currently available in unrestricted funding (check one):

\$0 - \$149,999

\$150,000 - \$299,999

\$300,000 - \$599,999

\$600,000 - \$999,999

\$1,000,000+

STAFF

3. Use the table below to show your agency's staffing break-down.

Employees	
Number of Regular Full-Time Staff	95
Number of Regular Part-Time Staff	59
Number of Seasonal Full-Time Staff	0
Number of Seasonal Part-Time Staff	3
Number of Interns, AmeriCorps Members or Similar (not captured in the figures above)	0
Total Number of Employees	157

4. Did your agency hire a new Executive Director/Chief Executive Officer, Chief Financial Operator or Chief Operating Officer in 2020? Yes No.

If yes, please explain:

In January, 2020 Area Five hired a new Financial Officer following the retirement of our Chief Operations Officer. This person will assume the responsibility for the accounting department, grants management and oversee purchasing for the agency.

5. Were any of your agency's Director or Manager-level positions made vacant and/or filled in 2020? Yes No.

If yes, please explain:

6. Were any Executive, Director, or Manager-level positions created in 2020 that were not in place in 2019? Yes No.

If yes, please explain:

As a part of our succession plan for the Director of Aging and Community Services, we added a Director of Programs position to begin to learn and transition into that role. We created and designed this position so this individual could learn the elements and compliance of the agency programming and financial attributes. In 2021 this individual will assume the role and responsibility of the Director of Aging and Community Services.

MANAGEMENT ACCOMPLISHMENT

7. Describe what you consider to be the top management accomplishment achieved by your agency in 2020. Describe how responsible, informed leadership and effective, efficient processes led to high-quality, accessible, and well-managed services and strategies. The management accomplishment does NOT have to relate directly to how CSBG funds are used. *CSBG Statute Sec. 676(b)(12). Annual Report Module 1 Question B.5*

At the end of 2019 and the beginning of 2020, Area Five negotiated the sale of one of our housing complexes. This allowed the complex to be more adequately managed, renovated and removed significant responsibility from the Area Five organization. We also sold some of our rental properties in an effort to grow a board-controlled reserve fund that the agency can use for innovative programming, future building repairs and general improvements. With the age of our facility, this will be vital to the preservation of our building.

Naturally, COVID-19 had a significant impact on our management achievements. We kept our agency open for principal management staff and continued to provide essential services within the restrictions of the quarantine. Management staff fielded calls, triaged service delivery, assisted with essential customer needs and collaborated with other organizations to serve the needs of the most vulnerable population.

2020 SERVICES

CSBG-REQUIRED SERVICES OR REFERRALS

8. The CSBG ACT requires that eligible entities provide services or refer their client for services that provide additional resources for their household. Use the table below to provide information for the services below:

Service	Yes	No	If No, please explain
Does your agency offer or refer custodial parents in single-parent families to Child Support Offices for services if needed? <i>CSBG Statute Sec. 678G(b)</i>	X		
Does your agency offer or refer employment and career training services for clients? (Please say yes if your agency coordinates this service to clients by referral). <i>CSBG Statute Sec. 676(b)(5) & Sec. 676(b)(1)(ii)</i>	X		
Does your agency offer or refer services for low-income families who experience financial crisis? <i>CSBG Statute Sec. 676(b)(1)(vi)</i> .	X		
Does your agency participate in or support activities that strengthen and improve	X		

relationships with local law enforcement agencies? This may include participation in activities such as neighborhood or community policing efforts. CSBG Statute 676(b)(1)(II)			
Does your agency offer or refer to services that provide, on an emergency basis, supplies, nutritious foods and related services that counteract the conditions of starvation and malnutrition among low-income individuals? CSBG Statute 676(b)(4)	X		
Does your agency offer or refer youth development programs that have demonstrated success in preventing or reducing youth crime? Examples include youth mentoring, life skills training, job creation and entrepreneurship programs, as well as after-school childcare programs. CSBG Statute 676(b)(1)(B)		X	This has not been something we have directly been involved in, but we do provide support, partnership and some leadership to local YMCA's

COMMUNITY-TARGETED SERVICES

9. How does your organization ensure that services that provide community-wide benefit (e.g. development of community assets/facilities, building partnerships with other organizations) target and benefit low-income communities. *State Plan Question 12.3.*

Typically, the organizations with which we build partnerships are serviced based and target financially challenged individuals. While their eligibility criteria varies from organization to organization, we make an effort to assure that they are serving the financially at risk population prior to using CSBG as an assistance strategy. Because our agency provides a variety of approaches to outreach we are able to blend program development options and promote our services through job fairs, expos, food pantries, social services networks and faith based organizational activities. The populations touched in these efforts are generally well within the financial constraints of our current CSBG program guidelines.

Nearly eighty-five percent of the people our agency serves are income challenged. Rarely do we fully fund a community-wide activity with CSBG. Typically, resources are blended with another program or activity to make the best use of resources and the percentage of low-income participants is generally high because of our targeted market. Because our agency mission is to serve the income challenged we naturally migrate to those partner organizations that have a history of serving those same populations. Many determine eligibility differently but the spirit of serving those individuals and families in greatest economic need is encouraged and supported.

INNOVATIVE APPROACH

10. Describe how your agency addressed a cause or condition of poverty in the community using an innovative or creative approach in 2020. Include local partners involved, outcomes, and

specific information on how CSBG funds were used to support implementation. *Annual Report Module 1 Question B.6.*

During the quarantine months of 2020 Area Five Agency considered their work to be essential to the residents of our communities and remained open with limited personnel. One of the main factors in this decision was due to our preparation and distribution of senior meals through our central kitchen. Because our kitchen is responsible for the provision of meals to our seniors both congregate and homebound, it was imperative that those folks continued to receive this regular daily nutritional meal. What we discovered was that this effort kept our senior participants safe at home, not going as frequently to the grocery store for food. It also provided several hundred seniors with a routine wellness check to make sure that their immediate needs were met. We fostered several partnerships with organizations during this unusual time. Community transportation programs delivered meals to our participants adding another layer of safety for our consumers and keeping them home.

Another benefit of our food service program was the ability to provide these meals to other eligible, non-elderly individuals who may not have otherwise been involved in our nutrition program. This included a local homeless shelter. We provided meals once a week during the month of May. These meals were in addition to the ones we prepared regularly for our seniors, but benefitted the mission by offsetting the cost of food and preparation. We also took advantage of our contact with this population to provide weekly educational information. This included; health and wellness, nutrition, self isolation, mental health, and of course COVID-19 information and prevention.

Because local outpouring of food donations was prevalent during this time, our local mission provided our agency with surplus food. This food included hundreds of pounds of meat product that was distributed to needy families through our partnership with local faith based organizations.

Our outcomes in this effort, that lasted for several months, included the following:

- regular nutritious meal provision
- better use of resources by reducing the need for additional groceries and unnecessary exposure,
and
- wellness checks for our vulnerable population.

CONTINUOUS IMPROVEMENT

11. Provide an example of changes made by your agency to improve service delivery and enhance impact for individuals, families, and communities with low incomes; your response should show how the change was based on in-depth analysis of performance data. *CSBG Statute Sec. 676(b)(12). Annual Report Module 1 Question 1.5. State Plan Question 13.4.*

Service delivery and our methodology of “reaching clients where they are” became our basic objective in 2020. Virtual visitation, grab and go nutritional meals, continuous client contact and communication became essential during this unique program year. We had to dig deep to find ways to keep families engaged in our services, provide needed personal protection and thwart social isolation among our clients.

We continued our senior meal service, providing daily grab and go meals to our participants that kept them engaged in the program as well as provided a daily meal that mitigated regular trips to the grocery. We also provided education and fun activities via a weekly leaflet. Staff made thousands of calls to every one of our clients in each of our agency programs to provide both a friendly chat and gauge their needs. Staff delivered groceries, provided requested services and kept the chain of communication open with our consumers.

This was a true example of what community action is all about: being confronted with or identifying an immediate need and finding the resources, manpower and/or direct services to address that situation.

During the quarantine our healthy family program needed to stay engaged with families in an effort to continue their services and provide parenting support, education and curriculum based education and activities. We purchased smart phones from which they were able to provide a virtual visit and meet the credential requirements of the program.

In our 2020 head start program, performance data identified a significant increase in behavioral issues throughout our classrooms, particularly in our Cass county location. It was difficult for the teachers to control the classroom when children acted out. We were able to provide the program with another classroom in that building and reduced the numbers in other classrooms for program year 2021. We are still analyzing the benefit of this change with the program but overall a reduction in the overall classroom numbers provides improved child teacher ratios and allows for better command of the classroom environment.

2021 COMMUNITY ACTION PLAN

OVERVIEW

This Community Action Plan serves as a planning tool for your agency for the upcoming program year. IHEDA strongly encourages each sub-grantee to utilize this tool for planning its annual program target outputs and outcomes, which will then be reported on in the 2021 Annual Report, due in Spring 2022. The planning process should include staff, board, and constituent feedback.

Community Action 3 National Goals



2021 PROJECTED BUDGET

1. Allocation of CSBG funds: Complete the table with the percentage of CSBG funds allocated to each line item in 2019, 2020 and funds projected to be allocated in 2021. Please review [IM #37](#) for more information about allowable costs under CSBG. Tip: each column should add up to 100%

Line Item	2019 Actual	2020 Estimated	2021 Projected
Administrative Cost	17%	17%	17%
Direct Program Costs	83%	83%	83%

2. Estimate expected expenditures by CSBG Domain in 2021. Include expected carryover funds from the current fiscal year's CSBG funds and expected CARES Act expenditures.

CSBG Expenditures Domains	CSBG Funds
Employment	\$ 13,281.96
Education and Cognitive Development	\$143,422.86
Income, Infrastructure, and Asset Building	\$117,417.00
Housing	\$22,434.24
Health and Social/Behavioral Development (<i>includes nutrition</i>)	\$57,703.98
Civic Engagement and Community Involvement	\$31,530.71
Services Supporting Multiple Domains	\$22,099.40
Linkages (<i>e.g. partnerships that support multiple domains</i>)	\$30,414.58
Agency Capacity Building	\$119,760.88
Other (<i>e.g. emergency management/disaster relief</i>)	\$
Total CSBG Expenditures	\$558,065.61
Of the CSBG funds reported above, report the total amount used for Administration	\$94,871.15

3. How will your agency coordinate CSBG funds with funds from other public and private sources? Please provide specific examples of other funding sources that are leveraged for CSBG-supported activities. *CSBG Statute Sec. 676(b)(3)(C). State Plan Question 9.7.*

Our agency is relentless in identifying methods to leverage matching dollars and supplemental funding for our programs. Because we have programs that require matching dollars this is an effort that has never been foreign to our process. Since all of our programs and activities are in some way CSBG supported we can mobilize volunteers for services that we may otherwise need a paid staff position. Because of our diverse program platform, we can blend our activity elements together to design a delivery system that reaches multiple populations, making a more efficient use of our resources. This makes the best use of private, public and agency resources, providing increased availability of program information and resources to our consumers. Additionally in these efforts, we typically engage partners to host, support or staff some of these activities. For example, we work with a local faith based organization during their regular food bank operation. We are able to do program outreach for insurance, provide resources to other available assistance options and screen for eligibility to other needed services. This is the spirit of community action and the effort of coordination, collaboration and assisting the client where they are at that moment, eliminating hardship for our families.

4. How does your agency plan to grow its unrestricted funds in 2021?

We have some excess space in our facilities and we are considering the feasibility of generating income revenue from the rental of those areas. We have structured some of our current properties to provide rental income already and are always seeking options to this method of income diversification.

Area Five has had some private pay programming in our meal and care management activities. While these have been limited, it does provide us with some additional options for our clients who may not otherwise qualify for services, but who nonetheless have an immediate need. Growing this opportunity is a little more difficult in the rural areas as travel and fewer qualified participants make a positive profit margin difficult.

5. Describe your agency's contingency plan for potential funding reductions.

We are investigating the implementation of an updated telephone system. This system would be cost neutral but would lend support for a centralized switchboard, which might alleviate the need for reception services in our satellite offices. We want to remain responsive to our families and provide them with prompt reliable information as well as document the units of service in a more efficient manner. This system would provide staff with voice mail documentation and provide management with reliable response time information. Call frequency data will help us identify gaps and/or surplus in staffing.

2021 TRAINING NEEDS

6. Below, please list your agency’s training needs. This information will assist IHEDA to establish a training plan for the upcoming 2021 program year. Listed below are resources on trainings that your staff and board may benefit from.

Name/Type of Training	Level of Training <ul style="list-style-type: none"> • Entry-Level • Advanced • Series 	Group to be Trained <ul style="list-style-type: none"> • All Staff • Program manager • Exec Level • Board members 	Topic
Priority #1	<i>All levels</i>	<i>All staff</i>	<i>Cyber Security</i>
Priority #2	Advanced	Exec Level	Financial Training
Priority #3	<i>ROMA</i>	<i>Advanced Level</i>	<i>Program Managers</i>

7. Are there any new training topics that your agency would benefit from?

Cyber security remains a top priority of the Agency due to the large amount of personal and private data that is collected from clients. The best way for an organization to reduce cyber risk is to build a culture of cyber security which recognizes and acknowledges the dangers and need for action. Training in this area is vital and will only improve the Agency’s ability to function in a safe and secure manner.

ROMA training for all staff is necessary for proper reporting of outcomes and results of the efforts made by the Agency to serve clients. ROMA training will instill a higher level of accountability in assuring our efforts are achieving the desired outcomes. The Agency will use the ROMA training to improve the understanding of conditions of poverty and how the services and programs we provide can best relieve poverty in our service areas as well as help the staff become more result oriented in their programming efforts.

8. Are there any training opportunities that your agency has participated in outside of the Community Action Agency Network that you would recommend for the entire network for 2021?

Some Agency Head Start staff members enjoyed a “Minds in Motion” training this year. Minds in Motion is a research-validated movement program which has deliberate exercises designed to provide help with challenges in learning, behavior, movement, speech, and play by strengthening balancing and vestibular system. The staff found the training extremely beneficial and have incorporated it into the daily lives of the students in the Head Start classrooms.

2021 SERVICES

ADDRESSING TOP COMMUNITY NEEDS

9. Please list and briefly describe how your agency plans to address the top 3-5 needs in your communities, identified by your most recent Community Needs Assessment, in the coming program year. State (1) the general need, (2) name the level at which your agency plans to address the need along with a short explanation of the need at that level, (3) any services or activities your agency currently provides that addresses the need, and (4) any new services or activities your agency plans to take to address the need. The service can be one provided in partnership with another agency or agencies. *CSBG Statute Sec. 676(b)(11)*.

NOTE: the expectation is that at least some of the needs listed below are addressed by goals/objectives in your agency's strategic plan and its scorecard. IHEDA will check the scorecard that is submitted with this plan to see if there is in fact overlap between the needs listed below and the needs addressed by your strategic plan.

Year Community Needs Assessment was published: 2018

1. General Need	2. Level of Need (Community, Individual/Family, or Agency): Explanation	3. Current Services or Activities that Address Need	4. Service(s) to be Provided to Address the Need
Example A: There is an increase in drug abuse in our service area	<i>Community: There are not enough service providers to see everyone who needs help</i>	<i>Recovery house</i>	<i>Another recovery house to be opened in 2021; partnership with local mental health facility to provide recovery services in our office once a week.</i>
Example B: Our county has a higher unemployment rate than the rest of the state	<i>Agency: We do not have the resources needed to expand our job training program</i>	<i>Funding from local community foundation</i>	<i>We will seek additional funding from local individuals and businesses as well as national grant opportunities to expand the program</i>
Our community ranks high in the number of single parent households.	<i>Community: This may not be a concern but it might be an underlying facet of other things that may occur as a result of a single parent environment</i>	<i>Support for parents, activities for youth who may be in a single parent household.</i>	<i>Network with organizations that provide services for youth.</i>
Our county has experienced a high incidence of infant mortality.	<i>Agency: We partner with the Doulas and provide outreach, and referrals to eligible</i>	<i>There are efforts to provide education, support and resources in our</i>	

	individuals on their behalf	community. We need to expand awareness of those and provide information throughout our county	
Our client/stakeholder data has identified the necessity for more basic support for utility, food and housing assistance	Community: there are several organizations that provide individual assistance for these immediate needs. Coordination of availability and client access is vital to maintaining the reservoir or service dollars.	Demand generally surpasses supply when funding is available for these necessary needs.	

PARTNERSHIPS/LINKAGES

The CSBG Statute requires that CSBG eligible entities coordinate between anti-poverty programs and develop linkages with governmental and other social service programs to assure the effective delivery of services. The Statute also requires that eligible entities establish linkages with other organizations to fill identified gaps in services through the provision of information, referrals, case management and follow-up sessions.

Gaps in Services are needs (for services or assistance) of low-income persons that are not being met sufficiently by your agency or other service providers, usually due to lack of staff, funding, or resources. While it is impossible for one agency to meet all the needs of the community, identifying gaps in service is useful in conjunction with the Community Needs Assessment and during each agency's strategic planning process.

PARTNERSHIPS

10. Please describe 2-5 partnerships your organization plans to develop or to continue with other organizations, including faith-based organizations, charitable groups, and community organizations. *CSBG Statute Sec. 676(b)(9). State Plan Question 9.6*

Under "Partnership Organization Type," **only** the following categories should be used: faith-based organization, charitable group, community organization, or other.

Partner Organization	Partner Organization Type (faith-based organization, charitable group, community organization, or other)	Partnership Description
United Way	Charitable	Area Five has had long standing relationship with many organizations in our service area. In an effort to expand our presence and draw more attention to our services in all counties, partnerships are being fostered with United Way

		<p>agencies and United Fund agencies in our service counties. The partnerships are not only financial. Each has shared its CNA information with our Agency. The data has been evaluated and analyzed for an assessment of the most current needs in our communities. Their willingness to provide this current, valid, and valuable information is extremely beneficial to the Agency. We have also begun the application process with each United Way agency to garner ongoing sustainable financial support for the CKF and Adult Guardianship programs. These programs generally do not receive a great deal of Federal support. In turn, we are supporting their fund-raising efforts with office campaigns to raise money for their programming.</p>
<p>Logansport Memorial Hospital</p>	<p>Community Organization</p>	<p>Logansport Memorial Hospital in Cass County has become the flagship for testing a new program. An education collaboration between Agency staff and LMH has yielded a fantastic opportunity for presenting information to our low-income residents. Using data received from needs assessments provided by LMH, targeted programs have been developed to educate the public on health issues specific to the elderly and low-income households and individuals. Great care goes into the planning and creation of each program. Location and time are two major factors in making the presentations successful and well-attended. Each is considered to make the program accessible and easy for attendees to fit into their schedule. This program is being carefully developed so that it may be easily adapted to the hospitals in all six counties with a representative from the Agency forming a relationship with one department at the hospital. Strengthening the bond between the Agency employees and local health care providers will only foster success as we move forward into the next phase of the program. This relationship creates an outcome of emphasizing the importance of prevention, early detection, and general health awareness.</p>
<p>Tyson Foods</p>	<p>Other</p>	<p>Tyson Foods in Cass County has continued to be a generous supporter of Area Five. For many years, Tyson has supported projects and programs with donations of many kinds. In 2020, however, Tyson Foods went above and beyond by supplying Area Five with thousands of pounds of fresh meats to distribute to the low-income families in need in our area. A secondary partnership was formed with a local church</p>

		<p>which used its lists of low-income families in need to distribute the meat. Each household was visited by a volunteer and a strong message of support was delivered by a show of concern and delivery of food. Over 150 fresh pork loins, hundreds of pounds of different types of chicken, and other products were provided. Area Five staff prepared and packaged the items and the Church willingly delivered them to the families. This was an ongoing project that covered three months during the pandemic. Additionally, that church has become involved in several other partnerships with the Agency because of this giving opportunity. The Agency's partnership with Tyson Foods has blossomed into a great relationship which is allowing the opportunity for the Agency to engage with other community partners. As a result of this collaboration, we are able to engage the culturally diverse population that in our service areas.</p>
Area Companies	Utility	<p>Other</p> <p>Utility companies in each county have become invaluable partners in Area Five's efforts to assist low-income individuals and families with energy bill payments. The Agency staff has worked diligently to foster personal relationships with staff members in each utility company. This affords the Agency a better opportunity to communicate in emergency situations, keeps a continuous line of communication open for immediate service of the Agency's clients, and helps the utility companies understand our mission and the importance of their support. When the utility companies see that the Agency is making a genuine effort to save them money while helping our clients, the company's willingness to participate and communicate is increased. The Agency staff does an excellent job of including the companies in conversations which have a direct effect our clients and their service needs.</p>

LINKAGES TO FILL SERVICE GAPS

11. The CSBG Statute requires that eligible entities provide information on how linkages will be developed to fill identified gaps in the services through the provision of information, referrals, and follow-up consultations. *CSBG Statute Sec. 676(b)(3)(B). State Plan Question 9.3b. Annual Report Module 1 Question G.3.b*

Provide 2-3 identified service gaps in your communities and describe the linkage or linkages you will develop or maintain to address that service gap. **List at least one linkage that goes beyond a referral to another agency.**

Identify Key Gap in Services	Linkage/Strategy to Address Gap in Services	Was linkage established in 2020 or will it be established in 2021?
Information and Referral	<p>In the needs assessment for our aging and in home services programs and information about services and activities was an area of concern.</p> <p>We can attribute some of this to the ever-changing population that becomes an “older adult” each year. We have built our outreach capacity and in 2020, we initiated the implementation of a new database for our information and referral team called VisionLink. This will further develop our resources as it is linked to 211 and will provide more credibility to our data tracking and client activity information.</p>	This effort was initiated in late 2020 but will continue on into 2021 and beyond.
Caregiving for Older Adults, Disabled and Grandparents raising Grandchildren	<p>Our CAP and our aging services needs assessments both identified support for caregivers of disabled and elderly as an identified need. We hope to engage partners in the development of activities, programming and supportive services. Hospitals, in home care facilities, senior service organizations and other identified stakeholders will be mobilized to provide education and support to our caregiver population</p>	This effort was initiated in late 2020 and will continue into 2021

LINKAGES TO AVOID DUPLICATION

12. What linkage or linkages do you plan to establish or continue to assure the effective delivery of CSBG services to low-income people and communities, and avoid duplication of services? In other words, how will your agency ensure it does not provide the same services that other agencies are already providing? This should be covered, in part, by your agency's community needs assessment. *CSBG Statute Sec. 676(b)(5) State Plan 9.3a.*

The Agency has many local service organizations with which it collaborates. Area Five makes every effort to bridge the gap between subsidized services. Through a thorough evaluation of 211 services, we are well aware of what is being provided in our six-county service area. Evaluation and analysis of needs during a standard information and referral call allows us to properly refer clients to other resources prior to providing Agency services. Additionally, through our extensive ADRC options counseling processes, we are sure each client has exhausted all possibilities for alternative services before providing Agency service, unless the agency service is the most appropriate. Open communication and excellent relationships with other providers (i.e. United Way, religious organizations, Salvation Army) creates an environment of reciprocal understanding within our community so we all have a better understanding of what is being offered to clients to avoid duplication of services.

ATTACHMENTS 4, 5, 6 & 7

Attachment 4: Organizational Standards Self-Assessment is a tool for agencies to evaluate how well they are currently meeting Organizational Standards. IHEDA uses a modified form of Organizational Standards, with a mix of federal and state requirements. This assessment includes all standards that CAAs are monitored on every three years or less. Using the document provided, for each standard you will:

1. Using a drop-down menu to indicate if your agency is meeting, partially meeting or not meeting a standard.
2. Describe what steps are being taken towards meeting a standard if it is not currently being met.
3. **Optional:** If you would like, you can use the last column to identify what documents your agency plans to use to support meeting the standard during the next on-site monitoring and where those documents are stored. This could be helpful for gathering annual information that will be required at your next CAR Monitoring in-advance.

IHEDA will only review this tool to ensure agencies are considering all standards and taking some form of action for standards they have self-assessed as not being met. Acceptance of this attachment does NOT guarantee any particular score on a next CAR Review, nor does it mean IHEDA agrees with your agency's plans for proving that standards have been met.

If an agency answers that they have "Met" all standards and provides no additional information in the last column as to how they've met the standards, they will be asked to complete an in-depth report on the nature of the updates they've made since their last on-site CAR Monitoring.

For more information about how to meet specific standards, please refer to the [2020 CAR Monitoring Tool](#).

Attachment 5: Community Transformation* is a tool to prepare agencies for Module 3 of the CSBG Annual Report. Through Module 3, agencies provide updates on a multi-year initiative that is in place to address a community-level need or issue. **Because Module 3 is not a requirement of the Annual Report, this section of the Community Action Plan is not required for all agencies.**

According to OCS, a [community-level transformation](#) is a project designed to create measurable community-wide improvement affecting one or more cause or condition of poverty within a defined geographic area. The project has clearly defined, and measurable goals and one or more strategic activities designed to achieve that goal. The CSBG eligible entity must be an active participant with a clearly defined role that complements those of any other organizational partners with the necessary expertise and capacity to affect change in community conditions.

If you are unsure if an initiative that your agency is managing or participating in counts as a Community-Level Transformation, please contact Veronica Watson (vwatson@ihcda.in.gov) to discuss.

For agencies that expect to have an active Community Transformation in 2021, Supplement 1 is required. Agencies must use their 2019 Smartforms, which IHCDCA can provide if needed.

- For agencies that reported on a Community Transformation in 2019 that will be active in 2021, their 2021 Plan
 - Questions 1-11 should remain the same as the 2019 submission (other than #2)
 - Questions 12-16 should be updated as needed, to reflect what will be submitted (or close to it) for the 2020 Annual Report, due in Spring 2021.
- For agencies that did not have a Community Transformation in 2019 but started one in 2020 or will start one in 2021, the 2021 Plan will be the first opportunity to set targets and strategies, and provide any updates on accomplishments and lessons learned.

Attachment 6: Individuals and Families* is a tool to prepare agencies for Module 4 of the CSBG Annual Report. Through Module 4, agencies report on the outputs and outcomes from programs that address individual and family-level needs and issues. Attachment 6 is used for agencies to:

1. Set targets for the coming program year, the outcomes for which will be reported in the 2021 Annual Report.
2. Compare future targets with previous results (from 2019) and current expected results (for 2020), as a simple form of data analysis.
3. Identify which programs provide Annual Report-identified services and outcomes.
4. Describe how outcome indicators are measured.

The Cover Page to Supplement 2 asks for a list of all programs and services provided by your agency, sorted by the CSBG Domains. It also asks that programs supported directly by CSBG funds be highlighted; those programs will be used for Attachment 7.

*The targets set in both Attachments 5 & 6 as a part of the 2021 Community Action Plan will be the targets your agency MUST use for the 2021 Annual Report. Updated numbers for provided

targets set now will not be allowed; if your agency misses a target by a large amount, the reason(s) why should be explained in the comments sections of Modules 3 and 4.

Attachment 7: CSBG Program and Income Verification Description is meant to describe programs that receive CSBG funding directly. The rest of the community action plan, like the Annual Report, reflects all of your agency's programs and outcomes. This particular attachment is only concerned with programs that are funded wholly or partially (including only staff-time) with CSBG funds. You will need to:

1. Describe the program in 2-4 sentences, including the target population
2. Identify if your agency or a partner manages the program
3. Describe the program's client intake process
4. Identify the percentage of the program's budget that CSBG covers
5. Identify the percentage of program clients that are at or below 200% of the feeral poverty level
6. Describe the income verification process for the program.

The attachment relates directly to CSBG Statute Sec. 676(b)(3)(A) and State Plan Questions 12.2 & 14.3.

OFFICE LOCATION AND CONTACT INFORMATION

Main Location

Address: 1801 Smith Street
City: Logansport, IN
Zip Code: 46947
Phone Number: 574-722-4451

Executive Director

Name: Charles R LaDow
Phone number: 574-737-2119
Email: cladow@areafive.com

Finance Manager (contact person)

Name: Melissa Hardy
Phone Number: 574-737-2155
Email: mhardy@areafive.com

Community Action Plan / Annual Report Contact (if not CSBG Manager or ED)

Name: Aiko Servin
Phone number: 574-737-2146
Email aservin-sandoval@areafive.com

CSBG/Community Programs Manager

Name: Steve Gwin
Phone Number: 574-737-2144
Email: sgwin@areafive.com

ATTACHMENTS

Please include the following required supporting documents, saved as searchable documents (when possible), separate from the Plan document. Save each one separately, with the title “Attachment 1 Board Matrix,” “Attachment 2 Trainings,” etc. **Send all documents in a zip file.**

ATTACHMENT ONE	2020 Board Management Tool, current as of month prior to report submission (document provided). Make sure to include ALL Board Members from the past year, including those that left and are no longer current members.
ATTACHMENT TWO	2020 List of all CSBG-related Training opportunities attended by Staff, Volunteers and Board (document provided)
ATTACHMENT THREE	2020 Strategic Score Card or similar, as required as part of the CAR.
ATTACHMENT FOUR	Organizational Standards Self-Assessment (document provided)
ATTACHMENT FIVE	Community Transformation that will be submitted in next Annual Report (use your 2019 SmartForm – request from IHEDA if needed)
ATTACHMENT SIX	Targets for Individuals and Families (document provided)
ATTACHMENT SEVEN	CSBG Program and Income Verification Description (document provided)
ATTACHMENT EIGHT	Certification of Information (document provided)