



Development  
Services Agency

## CSBG Annual Report

### Organization Information

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

### CSBG Grant Information

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

## Agency Resources

| 1. FEDERAL RESOURCES  | Year 1 Budget Amount | Year 1 Actual Expenditures |
|---|----------------------|----------------------------|
| <b>Weatherization (DOE) (include oil overcharge)</b>                  | \$444,461.00         | \$502,635.00               |
| <b>Health and Human Services (HHS)</b>                                | \$2,556,973.00       | \$2,545,310.00             |
| LIHEAP - Fuel Assistance (include oil overcharge \$\$ )               | \$1,509,242.00       | \$846,925.00               |
| LIHEAP - Weatherization (include oil overcharge \$\$ )                | \$927,731.00         | \$1,654,957.00             |
| Head Start  | \$0.00               | \$0.00                     |
| Early Head Start  | \$0.00               | \$0.00                     |
| Older Americans Act   | \$0.00               | \$0.00                     |
| Social Services Block Grant (SSBG)                                    | \$0.00               | \$0.00                     |
| Medicare/Medicaid   | \$0.00               | \$0.00                     |
| Assets for Independence (AFI)   | \$0.00               | \$0.00                     |
| Temporary Assistance for Needy Families (TANF)                        | \$120,000.00         | \$43,428.00                |
| Child Care Development Block Grant (CCDBG)                            | \$0.00               | \$0.00                     |
| Community Economic Development (CED)                                  | \$0.00               | \$0.00                     |
| Other HHS Resources   | \$0.00               | \$0.00                     |
| <b>Department of Agriculture (USDA)</b>                               | \$100,000.00         | \$240,194.00               |
| Special Supplemental Nutrition for Women, Infants, and Children (WIC) | \$0.00               | \$0.00                     |
| All USDA Non-Food programs (e.g. rural development)                   | \$0.00               | \$0.00                     |
| All other USDA Food programs  | \$100,000.00         | \$240,194.00               |
| <b>Department of Housing and Urban Development (HUD)</b>              | \$35,000.00          | \$34,865.00                |
| Community Development Block Grant (CDBG) - Federal, State, and Local  | \$35,000.00          | \$34,865.00                |
| Section 8   | \$0.00               | \$0.00                     |
| Section 202   | \$0.00               | \$0.00                     |
| Home Tenant-Based Rental Assistance (HOME TBRA)                       | \$0.00               | \$0.00                     |
| HOPE for Homeowners Program (H4H)                                     | \$0.00               | \$0.00                     |
| Emergency Solutions Grant (ESG)                                       | \$0.00               | \$0.00                     |
| Continuum of Care (CoC)   | \$0.00               | \$0.00                     |
| All other HUD programs, including homeless programs                   | \$0.00               | \$0.00                     |
| <b>Department of Labor (DOL)</b>                                      | \$0.00               | \$0.00                     |
| Workforce Innovation and Opportunity Act (WIOA) *previously WIA       | \$0.00               | \$0.00                     |
| Other DOL Employment and Training programs                            | \$0.00               | \$0.00                     |
| All other DOL programs  | \$0.00               | \$0.00                     |
| <b>Corporation for National and Community Service (CNCS) programs</b> | \$0.00               | \$0.00                     |
| <b>Federal Emergency Management Agency (FEMA)</b>                     | \$18,294.00          | \$9,807.00                 |

|  |                             |                                   |
|--|-----------------------------|-----------------------------------|
| <b>Department of Transportation</b>  | \$0.00                      | \$0.00                            |
| <b>Department of Education</b>   | \$0.00                      | \$0.00                            |
| <b>Department of Justice</b>   | \$0.00                      | \$0.00                            |
| <b>Department of Treasury</b>  | \$0.00                      | \$664,144.00                      |
| <b>Other Federal Resources</b>   | \$0.00                      | \$0.00                            |
| <b>Total Federal Resources:</b>  | \$3,154,728.00              | \$3,996,955.00                    |
| <b>2. STATE RESOURCES ALLOCATED</b>  | <b>Year 1 Budget Amount</b> | <b>Year 1 Actual Expenditures</b> |
| State appropriated funds used for the same purpose as Federal CSBG funds                 |                             | \$0.00                            |
| State Housing and Homeless programs (include housing tax credits)                        | \$75,000.00                 | \$92,892.00                       |
| State Nutrition programs   |                             | \$0.00                            |
| State Early Childhood Programs (e.g. Head Start, Day Care )                              |                             | \$0.00                            |
| State Energy programs  | \$421,603.00                | \$248,553.00                      |
| State Health programs  |                             | \$0.00                            |
| State Youth Development programs   |                             | \$0.00                            |
| State Employment and Training programs   |                             | \$0.00                            |
| State Senior programs  |                             | \$0.00                            |
| State Transportation programs  |                             | \$0.00                            |
| State Education programs   |                             | \$0.00                            |
| State Community, Rural and Economic Development programs                                 |                             | \$0.00                            |
| State Family Development programs  |                             | \$0.00                            |
| <b>Other State Resources</b>   | \$3,594,171.00              | \$2,936,010.00                    |
| <b>Total State Resources:</b>  | \$4,090,774.00              | \$3,277,455.00                    |
| <b>3. LOCAL RESOURCES ALLOCATED</b>  | <b>Year 1 Budget Amount</b> | <b>Year 1 Actual Expenditures</b> |
| Amount of unrestricted funds appropriated by local government                            | \$4,000.00                  | \$0.00                            |
| Amount of restricted funds appropriated by local government                              |                             | \$0.00                            |
| Value of Contract Services   |                             | \$0.00                            |
| Value of in-kind goods/services received from local government                           |                             | \$0.00                            |
| <b>Total Local Resources:</b>  | \$4,000.00                  | \$0.00                            |
| <b>4. PRIVATE RESOURCES ALLOCATED</b>  | <b>Year 1 Budget Amount</b> | <b>Year 1 Actual Expenditures</b> |
| Funds from foundations, corporations, United Way, other nonprofits                       | \$657,800.00                | \$138,815.00                      |
| Other donated funds  | \$18,000.00                 | \$5,964.00                        |
| Value of other donated items, food, clothing, furniture, etc.                            | \$29,000.00                 | \$40,248.00                       |
| Value of in-kind services received from businesses                                       | \$135,075.00                | \$146,850.00                      |
| Payments by clients for services   | \$0.00                      | \$0.00                            |
| Payments by private entities for goods or services for low income clients or communities | \$98,831.00                 | \$65,249.00                       |
| <b>Total Private Resources:</b>  | \$938,706.00                | \$397,126.00                      |

## Agency Capacity

|         | Hours of Agency Capacity Building (e.g. training, planning, assessment):   | Total Number of Hours                |
|---------|--|--------------------------------------|
| B.2a.   | Hours of Board Members in capacity building activities   | 561                                  |
| B.2b.   | Hours of Agency Staff in capacity building activities  | 3,030                                |
|         | Volunteer Hours of Agency Capacity Building (e.g. program support, service delivery, fundraising):   | Total Number of Hours                |
| B.3a.   | Total number of volunteer hours donated to the agency  | 4,685                                |
| B.3a.1. | Of the above, the total number of volunteer hours donated by individuals with low-incomes  | 404                                  |
|         | The number of staff who hold certifications that increase agency capacity to achieve family and community outcomes, as measured by one or more of the following:                             | Total Number                         |
| B.4a.   | Number of Nationally Certified ROMA Trainers   | 0                                    |
| B.4b.   | Number of Nationally Certified ROMA Implementers   | 0                                    |
| B.4c.   | Number of Certified Community Action Professionals (CCAP)  | 0                                    |
| B.4d.   | Number of Staff with a child development certification   | 1                                    |
| B.4e.   | Number of Staff with a family development certification  | 2                                    |
| B.4f.   | Number of Pathways Reviewers   | 0                                    |
| B.4g.   | Number of Staff with Home Energy Professional Certifications   | 0                                    |
| B.4g.1. | Number of Energy Auditors  | 6                                    |
| B.4g.2. | Number of Retrofit Installer Technicians   | 2                                    |
| B.4g.3. | Number of Crew Leaders   | 1                                    |
| B.4g.4. | Number of Quality Control Inspectors (QCI)   | 4                                    |
| B.4h.   | Number of LEED Risk Certified assessors  | 0                                    |
| B.4i.   | Number of Building Performance Institute (BPI) certified professionals   | 4                                    |
| B.4j.   | Number of Classroom Assessment Scoring System (CLASS) certified professionals  | 0                                    |
| B.4k.   | Number of Certified Housing Quality Standards (HQS) Inspectors   | 0                                    |
| B.4l.   | Number of American Institute of Certified Planners (AICP)  | 0                                    |
| B.4m.   | Other (Please specify others below):   | 0                                    |
|         | Number of organizations, both public and private, that the CSBG Eligible Entity actively works with to expand resources and opportunities in order to achieve family and community outcomes: | Unduplicated Number of Organizations |
| B.5a.   | Non-Profit   | 33                                   |
| B.5b.   | Faith Based  | 5                                    |
| B.5c.   | Local Government   | 11                                   |
| B.5d.   | State Government   | 3                                    |
| B.5e.   | Federal Government   | 1                                    |
| B.5f.   | For-Profit Business or Corporation   | 21                                   |
| B.5g.   | Consortiums/Collaborations   | 15                                   |

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

## Domain Expenditures

| A.2 CSBG Expenditures Domains                               | CSBG Funds Expended  |
|---|----------------------|
| Linkages (partnerships that support multiple domains)       | \$528.59             |
| Agency Capacity Building                                    | \$57,560.04          |
| Education and Cognitive Development                         | \$164,190.35         |
| Health and Social/Behavioral Development                    | \$36,032.26          |
| Housing   | \$26,108.65          |
| <b>Total</b>  | <b>\$ 284,419.89</b> |
| A.3 Of funds, how much was used for administrative expenses | \$ 50,673.52         |

## Agency Management & Accomplishments

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

As of February 2020, the United States and the entire world have been confronted with the realities of a worldwide pandemic because of the COVID-19 influenza virus. In mid-March, states and municipalities across the country enacted responses to the pandemic that are unprecedented in modern history. By March 16, 2020, all “non-essential” businesses and services closed, and various product shortages became a way of life for all Americans. The economic impact of such closures has been far-reaching; unemployment rates skyrocketed and Congress passed multiple pieces of legislation that provided extensive unemployment compensation to individuals who were faced with unemployment due to the pandemic. By the end of the year, services continued to be restricted and over 500,000 Americans had died, including nearly 20,000 Ohioans. While Portage County’s numbers have been better than the national average, over 200 residents have died, and over 12,000 cases have been reported.

In a year like no other, we believe that the Community Action Council of Portage County—like most CAA’s across the state—had a number of notable management accomplishments due to or in spite of the pandemic. Despite massive restrictions and daily changes, we were able to pivot quickly and implement immediate and effective safety protocols for all agency locations, restrict in-person staffing in all agency offices while designing a workable schedule that combined safe, in person office hours coupled with remote activities, enhanced all technology so that staff could work remotely using a combination of CSBG, HEAP, and other funding, and kept in constant communication with all managers, staff, OACAA, State office representatives, funding sources, and board members. In short, like other CAA’s, social service agencies, and businesses, we were able to do things that we had never done before. “Zoom” became the new norm, and regular staff meetings and board meetings were held to conduct business, assure compliance with program operational guidelines, and keep all parties informed as to services, problems and successes. The safety protocols implemented by agency management worked exceptionally well, and despite frequent possible exposures to the virus outside of work, no Agency staff contracted COVID-19 during CY 2020.

One Agency program—the Home Energy Assistance Program—performed exceptionally well. The Executive Director, Fiscal Officer and staff, Senior Planner, HEAP Coordinator, and CSBG and HEAP staff met frequently in February, March, and April 2020, and designed a hybrid remote/in-house schedule, budgeted and acquired necessary equipment, and formulated revised staff roles and operational guidelines—with significant staff input—to complete all required assistance applications. The HEAP Coordinator and staff worked cooperatively to conclude the 2019 WCP, and continued throughout the year to provide quality services under PIPP, the Summer Crisis Program, JFS-funded utility services, CSBG services, and EFSP utility services, and in November 2020, implemented the 2020 WCP and provided limited assistance to clients under the Corona Virus Relief Fund (CRF). All client contact occurred through the agency’s IVR system, telephone appointments, and email. The agency also established secure “drop boxes” at our offices, so that customers could safely drop off required documents and information if needed. The only major changes that occurred—other than the predominantly remote nature of client assistance—was the elimination of face-to-face client interviews, and the elimination of all in-person satellite offices. All client services, reporting, accounts payable, and other functions related to HEAP and utility assistance continued with very few major issues.

In fact, although specific expenditures under various utility (HEAP) programs were less than in 2019—probably due to the increasing participation in PIPP and the moratorium on disconnects that continued through 2020, overall customer numbers increased dramatically, in virtually all utility-focused programs.

In 2019 for example, overall services under the 2019 WCP, PIPP, and Regular HEAP program totaled 5,269 families; under the 2020 program, Winter Crisis expenses decreased by 13%, while overall customer totals increased by 67% to 8,781 families, with tremendous increases in Regular HEAP and PIPP, and decreases in requests for emergency assistance payments under WCP.

In conclusion, while the increase in customer numbers could be an anomaly unique to such an unusual year, it nonetheless indicates that despite the significant changes in protocols, operations, and daily life, and services provided by the Community Action Council under HEAP, CSBG, and others, our programs continued to operate effectively and efficiently throughout the year.

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

Based on the Agency’s Community Needs Assessment as well as other existing data, food insecurity for all segments of the county’s population as a condition of poverty has been consistently identified as the second highest need for Portage County residents. In 2019, nearly 22,000 residents—primarily children under the age of 18—were classified as “food insecure”. Multiple studies have shown that while children have access to food and nutrition services during the school year, during the summer when school is not in session, many children do not have access to nutritious breakfasts and lunches during the summer. In the development of summer food services, the Agency has deliberately focused on the City of Ravenna and the Ravenna School District, where child poverty in the district has reached 100%, and maintained multiple breakfast and lunch sites throughout the city. The Community Action Council of Portage County has developed partnerships with schools, other non-profits, local governments, private sector business, faith based groups, libraries, and others in order to meet this pressing need. In the Agency’s 2020-21 Community Service Block Grant work plan, the provision of food assistance—primarily through the Summer Food Program for Children—was identified as a major agency focus under the Health domain.

CAC of Portage County has operated the Summer Food Program for Children for over 25 years, and has been funded primarily through the State Department

of Education and USDA. While annual totals fluctuate, the Agency generally operates between eight (8) and ten (10) sites throughout Portage County and provide between 20,000 and 30,000 meals. All sites are located in high poverty areas as defined by ODE and the Census and any child who resides close to that site can received free meals. Community Service Block Grant funds are used for initial program planning, and partially fund the Summer Food Coordinator position.

In 2020 however, everything changed. Local schools were closed and operating remotely; children could obtain food from the schools during the school year, but when the schools closed in May, students were left with no food options. In April, in anticipation of this need, Agency management, Summer Program staff, and District Leadership met, brainstormed, and developed a “seamless” plan for the provision of meals to children over the summer. Jointly, we developed a partnership with the Ben Curtis Foundation for the provision of “Birdie Bags”, and engaged school staff, agency staff, and community volunteers to expand food services for children over the summer. Other partners included the local library, the Portage Metropolitan Housing Authority, the Cities of Kent and Ravenna, two (2) local churches, the Windham Renaissance Family Center, the Salvation Army, a local organization called “Raven Packs”, two (2) privately owned mobile home parks, and three (3) HUD-subsidized housing complexes. Total volunteer hours in the program increased from 2,000 total hours in 2019, to over 4,000 total hours in 2020.

Overall, the Agency increased the total number of food sites across the county from eight (8) in 2019 to eighteen (18) in 2020 and increased the total number meals provided to children from 24,391 in 2019 to 72,492 in 2020, or an increase of roughly 297%, an unheard of 297% increase. The average daily attendance at all sites increased to over 560 children daily, and the total unduplicated children served over the course of the summer increased from 1,175 in 2019, to roughly 2,651 in 2020, a 126% increase.

Although it is unlikely that future Summer Food Service Programs will reach the level of the 2020 program, it is clear that the agency and its partners collaborated to meet a serious community need when it was most desperately needed.



# Domain Outcomes

## Linkages

How did you develop linkages to fill identified gaps in the services, through the provision of information, referrals, case management, and follow-up consultations, according to the assurance under Section 676(b)(3)(B) of the CSBG Act? If other linkages were provided, please describe those activities.

In 2019, the Board of Directors of the Community Action Council of Portage County revised its agency mission statement to reflect the creation of partnerships as a primary goal of the organization. The Community Action Council of Portage County maintains formal and informal linkages and relationships with over 100 local organizations in a wide variety of areas. Additionally, the organization maintains thirty (35) Memoranda's of Agreement or Understanding (MOU/MOA) so as to promote flow of information, ideas, and integration in achievement of shared objectives and to fill gaps in services and promote inter-agency collaboration to better serve our constituents. These agreements are broad, and range from collaborating on inter-agency referrals, specific programs, data-sharing agreements, summer food service agreements, and the provision of services by outside organizations to agency clientele (i.e., after school).

Most recently in 2020, the agency added roughly ten (10) MOU's with local service providers so as to improve access to services under the CSBG CARES program and subsequent home relief services under the Corona Virus Relief Program (CRF or Home Relief 1.0). This series of MOU's directly resulted in the organization providing rent and mortgage assistance to nearly 400 low-income families and providing \$600,000 in much needed assistance in roughly 60 days. Moving forward, additional MOU's will be developed and current MOU's will be extended to continue providing access to services for families and individuals impacted by COVID-19.

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

## Agency Capacity Building

| Agency Capacity Building Activities                             | Provide a narrative of activities completed during the reporting period   |
|---|---|
| <input checked="" type="checkbox"/> Community Needs Assessment  | <p>The Community Action Council of Portage County completed a Community Needs Assessment for 2020 that was approved by the Board of Directors as of December 2019. In July 2020, the Agency completed a CAN Update with the submission of the CSBG CARES grant. The CAN and update were included in Salesforce under the appropriate application.</p> <p>Over the course of 2020, the Agency provided extensive updates to the Board of Directors, local media, social service agencies, and governmental officials regarding key poverty indicators prevalent in Portage County. Overall, these presentations were very well received.</p> <p>Subsequent to the submission of the CNA and the July update, the organization receives monthly updates from United Way 211 to ascertain whether there are changes in community needs due to COVID 19 and other factors. Through the end of 2020, there appear to be no significant changes or trends observed through the 211 data in comparison to data collected for the 2020 CNA.</p> |
| <input checked="" type="checkbox"/> Data Management & reporting | <p>Early in 2020—prior to the onset of the pandemic—the agency sponsored two (2) webinars with CAP 60 to determine whether that data base and program would be helpful to the organization in various aspects of reporting, especially relate to weatherization and other energy programs. Unfortunately, various attempts to contact CAP 60 throughout 2020 provided fruitless. The Agency's Management Team concluded that CAP 60 would not be the best fit for the agency's programs, due to the high cost, and lack of response from the company,</p> <p>In late 2020, the agency began exploring additional options, including the acquisition of Microsoft 365 and the acquisition of a new COAD database for housing and energy services. Effort will continue in 2021 to continue that acquisition if possible.</p>   |
|   | <p>A major capacity building activity that essentially cuts across all agency programs, strategic planning and other activities is the agency's intent to acquire and build a new facility to house all agency programs. After major delays due to the pandemic, the agency finally closed on the acquisition of over 5 acres in Ravenna Township to ultimately build a new facility. Due to rapid program expansion in other areas, such as Home Relief in the fall of 2020, no additional progress has been made although an architect has been selected. It is hoped that significant progress can be made through</p>   |

|  |  |
|--|--|
| <p>✓ Other</p>                             | <p>2021 in this endeavor, although the organization does have major concerns regarding significant price increases for building materials and supply shortages.</p> <p>One goal that was established in 2019 that has been significantly accomplished by the end of 2020 was the revision and updating of major policy manuals, especially the agency By-Laws and Personnel Policies. Major changes included new policies regarding electronic meetings, a revised dress code, employee eligibility for services, sick leave accrual policies, and an updated Mission Statement focusing on partnerships and social equality policies.</p> <p>Additionally, another capacity building activity that has made progress during the year was the expansion of the agency's partnership with the local Kiwanis focusing on the development of a new playground for the agency's Youth and Family /Center and after school program. The Kiwanis has sponsored several fund-raisers and obtained mini-grants such that by the end of 2020, nearly 50% of the funds needed to build the [playground have been obtained. An additional \$50,000 will be requested from various local funding sources and it is anticipated that the playground can be developed and implemented by the fall of 2021.</p> <p>Finally, although also part of linkages, throughout 2020, the Agency developed multiple linkages with local organizations related to CSBG, CSBG CARES, and CRF emergency assistance that has significantly expanded the organization's ability to partner and collaborate locally. In total, roughly 10 new MOU's were developed to facilitate customer recruitment and the provision of services for agency programs. See Linkages.</p> |
| <p>✓ Strategic Planning</p>                | <p>In 2019, the Community Action Council of Portage County completed a five year Strategic Plan with the assistance of the Ohio Association of Community Action Agencies and the Ohio Community Action Training Organization (OACAA/OCATO). Due to COVID, no significant reviews and updates on the Plan were undertaken.</p> <p>While the goals/outcomes identified in the Plan are generally valid, several are being reviewed to determine whether they should be pursued further. Said review will occur by the Staff and Board in early to mid-2021.</p>  |
| <p>✓ Training and Technical Assistance</p> | <p>In 2020, all Agency weatherization staff were enrolled in the National Health Homes Conference and the Building Performance Institute National Home Performance Conference. All webinars and training modules were valid for one (1) year.</p> <p>Various Agency staff and Board attended the in-person OACAA Conference in January 2020, and virtually all Agency staff and Board were registered for the OACAA Summer Conference, which was held virtually.</p> <p>Two (2) staff attended and completed Family Development training and two (2) additional staff will complete said training in 2021.</p> <p>Throughout 2020, bi-weekly webinars and zoom sessions were held with OACAA covering various subjects, and monthly training sand information sessions were held with David Bradley from NCAF. These sessions have continued into 2021.</p>  |

## Education and Cognitive Development

| FNPI   | Number of participants served (enrolled in goal) | Target Number of participants | Actual Results (Number achieving the goal) | Narrative if +/- 20% from Target     |
|--|--|-------------------------------|--|--------------------------------------|
| FNPI 2c3. 9th grade-12th grade   | 21   | 20                            | 21   |                                      |
| FNPI 2f. The number of adults who demonstrated improved basic education. | 0  | 4                             | 0  | Activities suspended due to COVID 19 |
| FNPI 2c2. 1st grade-8th grade  | 21   | 23                            | 21   |                                      |
| Services   | Unduplicated Number of Individuals Served        |                               |  |                                      |
| SRV 2l. Before and After School Activities                               | 21   |                               |  |                                      |
| SRV 2p. Mentoring  | 21   |                               |  |                                      |
| SRV 2i. Other Post Secondary Preparation                                 | 0  |                               |  |                                      |
| SRV 2x. Applied Technology Classes                                       | 0  |                               |  |                                      |
| SRV 2m. Summer Youth Recreational Activities                             | 0  |                               |  |                                      |

## Health and Social/Behavioral Development

| FNPI   | Number of participants served (enrolled in goal) | Target Number of participants | Actual Results (Number achieving the goal) | Narrative if +/- 20% from Target                                     |
|--|--|-------------------------------|--|--|
| FNPI 5b. The number of individuals who demonstrated improved physical health and well-being. | 2,651  | 1,200                         | 2,651                                      | SFSP services Increased due to COVID 19 and additional partnerships. |
| <b>Services</b>  | <b>Unduplicated Number of Individuals Served</b> |                               |  |  |
| SRV 5ii. Prepared Meals  | 2,651  |                               |  |  |

## Housing

| FNPI   | Number of participants served (enrolled in goal) | Target Number of participants | Actual Results (Number achieving the goal) | Narrative if +/- 20% from Target   |
|--|--|-------------------------------|--|--|
| FNPI 4h. The number of households with improved energy efficiency and/or energy burden reduction in their homes.   | 9,194  | 8,959                         | 9,108                                      |  |
| FNPI 4g. The number of households who experienced improved health and safety due to improvements within their home (e.g. reduction or elimination of lead, radon, carbon dioxide and/or fire hazards or electrical issues, etc). | 70   | 128                           | 70   | COVID required home repair activities to be suspended for nearly half the year |
| Services   | Unduplicated Number of Individuals Served        |                               |  |  |
| SRV 4i. Utility Payments (LIHEAP-includes Emergency Utility Payments)  | 5,324  |                               |  |  |
| SRV 4t. Energy Efficiency Improvements (e.g. insulation, air sealing, furnace repair, etc.)  | 450  |                               |  |  |
| SRV 4q. Home Repairs (e.g. structural, appliance, heating systems. etc.) (Including Emergency Home Repairs)  | 70   |                               |  |  |
| SRV 4l. Level Billing Assistance   | 2,892  |                               |  |  |

# Client Characteristics

## All Characteristics Report

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

|   |       |
|---|-------|
| A. Total unduplicated number of all INDIVIDUALS about whom one or more characteristics were obtained: | 6,371 |
| B. Total unduplicated number of all HOUSEHOLDS about whom one or more characteristics were obtained:  | 3,020 |

### C. INDIVIDUAL LEVEL CHARACTERISTICS

| 1. Gender                                   | Number of individuals |            |
|---|-----------------------|------------|
| a. Male                                     | 2,590                 |            |
| b. Female                                   | 3,752                 |            |
| c. Other                                    | 2                     |            |
| d. Unknown/not reported                     | 27                    |            |
| 2. Age                                      | Number of individuals |            |
| a. 0-5                                      | 720                   |            |
| b. 6-13                                     | 1,062                 |            |
| c. 14-17                                    | 511                   |            |
| d. 18-24                                    | 412                   |            |
| e. 25-44                                    | 1,442                 |            |
| f. 45-54                                    | 655                   |            |
| g. 55-59                                    | 436                   |            |
| h. 60-64                                    | 437                   |            |
| i. 65-74                                    | 453                   |            |
| j. 75+                                      | 242                   |            |
| k. Unknown/not reported                     | 1                     |            |
| 3. Education levels                         | Number of individuals |            |
|   | [ages 14-24]          | [ages 25+] |
| a. Grades 0-8                               | 396                   | 63         |
| b. Grades 9-12/Non-Graduate                 | 339                   | 717        |
| c. High School Graduate/Equivalency Diploma | 114                   | 1,774      |
| d. 12 grade + Some Post-Secondary           | 43                    | 586        |
| e. 2 or 4 years College Graduate            | 2                     | 321        |
| f. Graduate of Other post-secondary school  | 3                     | 47         |
| g. Unknown/not reported                     | 26                    | 157        |
| 4. Disconnected youth                       | Number of individuals |            |

|  |                              |           |                |
|--|------------------------------|-----------|----------------|
| a. Youth ages 14-24 who are neither working or in school | 0                            |           |                |
| <b>5. Health</b>   | <b>Number of individuals</b> |           |                |
|  | <b>Yes</b>                   | <b>No</b> | <b>Unknown</b> |
| a. Disabling Condition                                   | 1,470                        | 4,901     | 0              |
| b. Health Insurance                                      | 5,834                        | 273       | 264            |
| <b>Health Insurance Sources</b>                          |                              |           |                |
| i. Medicaid  | 4,746                        |           |                |
| ii. Medicare   | 820                          |           |                |
| iii. State Children's Health Insurance Program           | 0                            |           |                |
| iv. State Health Insurance for Adults                    | 0                            |           |                |
| v. Military Health Care                                  |                              |           |                |
| vi. Direct-Purchase                                      | 11                           |           |                |
| vii. Employment Based                                    | 257                          |           |                |
| viii. Unknown/not reported                               | 537                          |           |                |
| <b>6. Ethnicity/Race</b>                                 | <b>Number of individuals</b> |           |                |
| <b>I. Ethnicity</b>                                      |                              |           |                |
| a. Hispanic, Latino or Spanish Origins                   | 32                           |           |                |
| b. Not Hispanic, Latino or Spanish Origins               | 4,550                        |           |                |
| c. Unknown/not reported                                  | 1,789                        |           |                |
| <b>II. Race</b>  |                              |           |                |
| a. American Indian or Alaska Native                      | 17                           |           |                |
| b. Asian   | 27                           |           |                |
| c. Black or African American                             | 1,323                        |           |                |
| d. Native Hawaiian and Other Pacific Islander            | 0                            |           |                |
| e. White   | 4,757                        |           |                |
| f. Other   | 176                          |           |                |
| g. Multi-race (two or more of the above)                 | 6                            |           |                |
| h. Unknown/not reported                                  | 65                           |           |                |
| <b>7. Military Status</b>                                | <b>Number of individuals</b> |           |                |
| a. Veteran   | 31                           |           |                |
| b. Active Military                                       | 103                          |           |                |
| c. Unknown/not reported                                  | 6,237                        |           |                |
| <b>8. Work Status</b>                                    | <b>Number of individuals</b> |           |                |
| a. Employed Full-Time                                    | 435                          |           |                |
| b. Employed part-Time                                    | 267                          |           |                |
| c. Migrant Seasonal Farm Worker                          | 0                            |           |                |
| d. Unemployed (Short-term, 6 months or less)             | 228                          |           |                |

|   |       |
|---|-------|
| e. Unemployed (Long-term, more than 6 months) | 180   |
| f. Unemployed(Not in Labor Force)             | 2,470 |
| g. Retired(Not in Labor Force)                | 218   |
| h. Unknown/not reported                       | 279   |

## D. HOUSEHOLD LEVEL CHARACTERISTICS

| 9. Household Type                   | Number of Households |
|-------------------------------------|----------------------|
| a. Single Person                    | 1,409                |
| b. Two Adults NO children           | 254                  |
| c. Single Parent Female             | 829                  |
| d. Single Parent Male               | 79                   |
| e. Two Parent Household             | 305                  |
| f. Non-Related Adults with Children | 0                    |
| g. Multigenerational Household      | 0                    |
| h. Other                            | 49                   |
| i. Unknown/not reported             | 95                   |
| 10. Household Size                  | Number of Households |
| a. Single Person                    | 1,423                |
| b. Two                              | 660                  |
| c. Three                            | 441                  |
| d. Four                             | 278                  |
| e. Five                             | 126                  |
| f. Six or more                      | 92                   |
| g. Unknown/not reported             | 0                    |
| 11. Housing                         | Number of Households |
| a. Own                              | 2,026                |
| b. Rent                             | 3,323                |
| c. Other permanent housing          | 0                    |
| d. Homeless                         | 0                    |
| e. Other                            | 11                   |
| f. Unknown/not reported             | 0                    |
| 12. Level of Household Income       | Number of Households |
| <i>(% of HHS Guideline)</i>         |                      |
| a. Up to 50%                        | 965                  |
| b. 51% to 75%                       | 698                  |
| c. 76% to 100%                      | 524                  |
| d. 101% to 125%                     | 373                  |
| e. 126% to 150%                     | 313                  |



|  |                             |
|--|-----------------------------|
| f. 151% to 175%  | 112                         |
| g. 176% to 200%  | 29                          |
| h. 201% to 250%  | 3                           |
| i. 250% and over   | 3                           |
| j. Unknown/not reported  | 0                           |
| <b>13. Source of Household Income</b>                                | <b>Number of Households</b> |
| a. Income from Employment Only                                       | 158                         |
| b. Income from Employment and Other Income Source                    | 8                           |
| c. Income from Employment, Other Income Source and Non-Cash Benefits | 6                           |
| d. Income from Employment and Non-Cash Benefits                      | 92                          |
| e. Other Income Source Only  | 32                          |
| f. Other Income Source and Non-Cash Benefits                         | 21                          |
| g. No Income   | 0                           |
| h. Non-Cash Benefits Only  | 2,167                       |
| i. Unknown/not reported  | 536                         |
| <b>14. Other Incoem Source</b>                                       | <b>Number of Households</b> |
| a. TANF  | 12                          |
| b. Supplemental Security Income (SSI)                                | 147                         |
| c. Social Security Disability Income (SSDI)                          | 13                          |
| d. VA Serivce-Connected Disability Compensation                      | 3                           |
| e. VA Non-Serivce Connected Disability Pension                       | 6                           |
| f. Private Disability Insurance                                      |                             |
| g. Worker's Compensation   | 0                           |
| h. Retirement Income from Social Security                            | 52                          |
| i. Pension   | 98                          |
| j. Child Support   | 18                          |
| k. Alimony or other Spousal Support                                  |                             |
| l. Unemployment Insurance  | 134                         |
| m. EITC  |                             |
| n. Other   | 45                          |
| o. Unknown/not reported  | 2,492                       |
| <b>15. Non-Cash Benefits</b>   | <b>Number of Households</b> |
| a. SNAP  | 2,107                       |
| b. WIC   | 66                          |
| c. LIHEAP  |                             |
| d. Housing Choice Voucher  | 197                         |
| e. Public Housing  | 34                          |
| f. Permanent Supportive Housing                                      | 24                          |

|                                |     |
|--------------------------------|-----|
| g. HUD-VASH                    | 60  |
| h. Childcare Voucher           | 14  |
| i. Affordable Care Act Subsidy | 6   |
| j. Other                       | 46  |
| k. Unknown/not reported        | 466 |

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

| Program Name                               | Unduplicated number of individuals | Unduplicated number of households |
|--|------------------------------------|-----------------------------------|
| Summer Food Program for Children           | 5806                               | 2651                              |
| Project Housewarming-Dominion EOG          | 138                                | 60                                |
| Community Connections/First Energy         | 183                                | 87                                |
| Kent CDBG Furnace Program                  | 10                                 | 7                                 |
| JFS/PRC Utility Assistance                 | 114                                | 52                                |
| Emergency Food and Shelter Program         | 274                                | 125                               |
| Unrestricted Energy and Housing Assistance | 4                                  | 2                                 |
| EPIC Mentoring-Ravenna City Schools        | 50                                 | 23                                |
| CAC After School Program                   | 46                                 | 21                                |
| CTLG Global Testing Program                | 555                                | 555                               |
| JFS/PRC Home Repair                        | 9                                  | 2                                 |
| Housing Trust Fund/OCD Home Repair         | 50                                 | 27                                |
| Miscellaneous Referrals                    | 2847                               | 2847                              |