



# Community Action Performance Measures

Nov 24, 2020

## Department 6

Progress 56%



### Community Action

The Community Action Department focuses on meeting emergency needs such as, but not limited to, food distribution, utility assistance, affordable housing, transportation and case management for residents of Kent County. Additionally, staff assists with areas of self-sufficiency, weatherization, tax preparation and information and referral services. Lastly, funding is provided for public services and public infrastructures. This happens with the receipt of federal, state, and local funds designated to provide services to individuals and families with low income.

Kent County Community Action is a federally designated entity being signed into legislation on August 20, 1964 by Lyndon Johnson in the Economic Opportunity Act of 1964, informally known as “The War on Poverty”. Being designated a Community Action Agency brings great responsibility. On a national level, there are approximately 1,000 agencies that embody our nation’s spirit of hope, changes people’s lives, and improve communities. All Community Action Agencies adhere to the Community Action Promise, Code of Ethics, Organizational Standards and Community Service Block Grant (CSBG) regulations. In Michigan, there are 28 Community Action Agencies covering all 83 counties that are locally focused to bring about greater opportunities to alleviate poverty in their communities.

On October 1, 2017, ACSET CAA transitioned with the Department of Community Development of Kent County to become Kent County Community Action. The transition was proposed to improve services to clients, maintain federal funding, address regionalization concerns, and confront administrative realities. Additionally, the combined budget and staffing model were to demonstrate cost effectiveness. Lastly, the location of the department at 121 Franklin SE was to benefit clients in that there would be ease of services access, fewer parking concerns, and co-location with other agencies such as the Department of Health and Human Services, Kent County Health Department and MiWorks!.

Owner: Susan Cervantes

Department Goal: 3

Objective: 9

### Department Goal 6.1

Progress 100%



To provide services efficiently respecting the guidance of the Community Action Promise, Code of Ethics, Core Values of Kent County and the agency mission.

Owner: Susan Cervantes

Objective: 4

KCCA ensures that services are provided with the highest quality to align with the Values of Kent County and Community Action. For the third year in a row, customers have rated the services provided at 98% as documented through our Customer Satisfaction Survey.

### Objective 6.1.1

Ongoing - Ongoing

Completed

To offer seniors 60 or older case management in order to maintain independence, obtain resources to assist in continued independence, and to fully comprehend their situation.

Owner: Susan Cervantes

Despite COVID-19, staff creatively met with their Seniors and gave them comfort, support and resources to endure the pandemic. For example, staff were provided lawn chairs so that they could meet in person while socially distancing. Staff were able to meet their initial OAA unit goals and then were awarded additional funding and met those unit goals also.

### Objective 6.1.2

Ongoing - Ongoing

Completed

To prepare nutritionally balanced, Latin American cuisine to decrease isolation, increase socialization, maintain independence, and ensure for healthy living through nutrition.

Owner: Susan Cervantes

Meals never stopped being provided to any of our Seniors who needed them. KCCA closed the Congregate site on March 13, 2020 and have been serving everyone with home delivered meals since then. Staff prepares an average of 360 meals each week. Our requests for meals went up significantly due to the seniors who were following the mandate to stay at home in order to mitigate the spread of COVID.

### Objective 6.1.3

Ongoing - Ongoing

Completed

To provide Kent County residents with access to essential services throughout the community.

Owner: Susan Cervantes

Cloned as Objective 2.3.1 (Kent County Strategic Plan)

KCCA Staff were quickly able to adapt to our "new normal" by going virtually with most of our services given the federal waivers that were received from our federal funders. Intake appointments were conducted via telephone, documentation was received via email and eligibility was established. The impact of uninterrupted services was KCCA's ability to assist the most vulnerable during a most vulnerable time.

### Objective 6.1.4

Ongoing - Ongoing

Completed

To provide individuals and families with supplemental food opportunities.

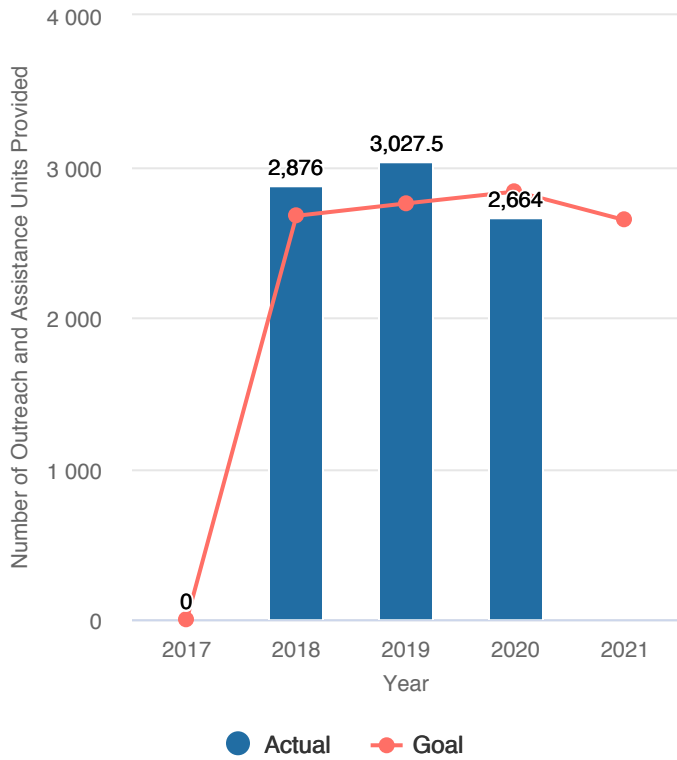
Owner: Susan Cervantes

KCCA continued to provide households and seniors with USDA Supplemental foods. Distributions were increased during the first months of the pandemic in order to meet the needs of the residents with low income of Kent County. A combined total of 2,251,498.87 pounds of food was distributed in 2020. This was accomplished by the assistance of many volunteers, football teams, Facilities and Grand Rapids Police Department.

### KCCA - Number of Outreach and Assistance Units Provided

Objective 6.1.1 To offer seniors 60 or older case management in order to maintain independence, obtain resources ...

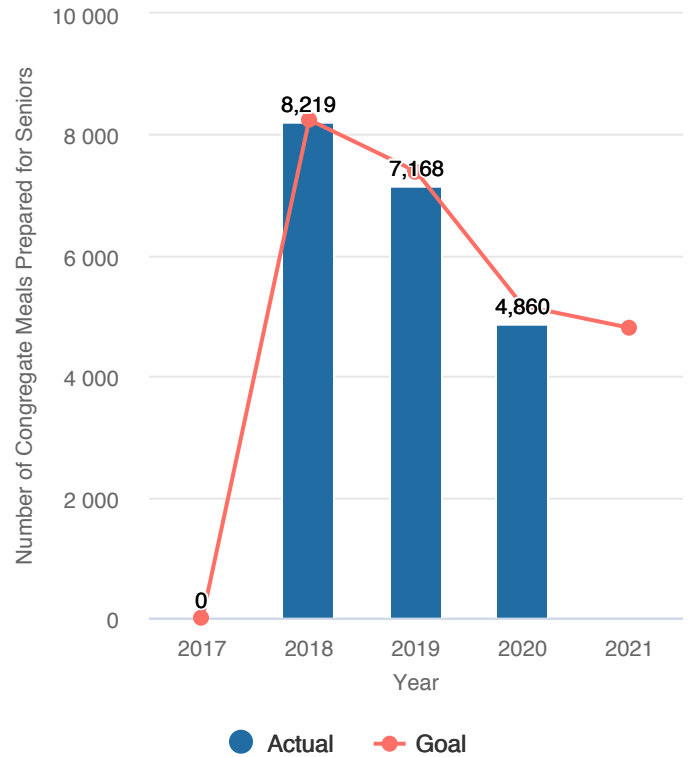
#### Number of Outreach and Assistance Units Provided



### KCCA - Number of Congregate Meals Prepared for Seniors Sustaining Themselves Through Socialization

Objective 6.1.2 To prepare nutritionally balanced, Latin American cuisine to decrease isolation, increase sociali...

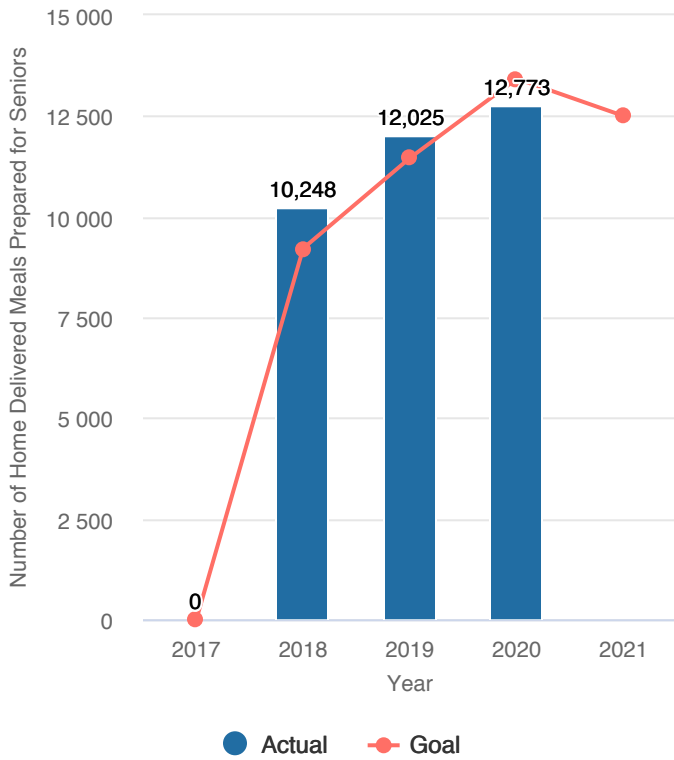
#### Number of Congregate Meals Prepared for Seniors Sustaining Themselves Through Socialization



### KCCA - Number of Home Delivered Meals Prepared for Seniors

Objective 6.1.2 To prepare nutritionally balanced, Latin American cuisine to decrease isolation, increase sociali...

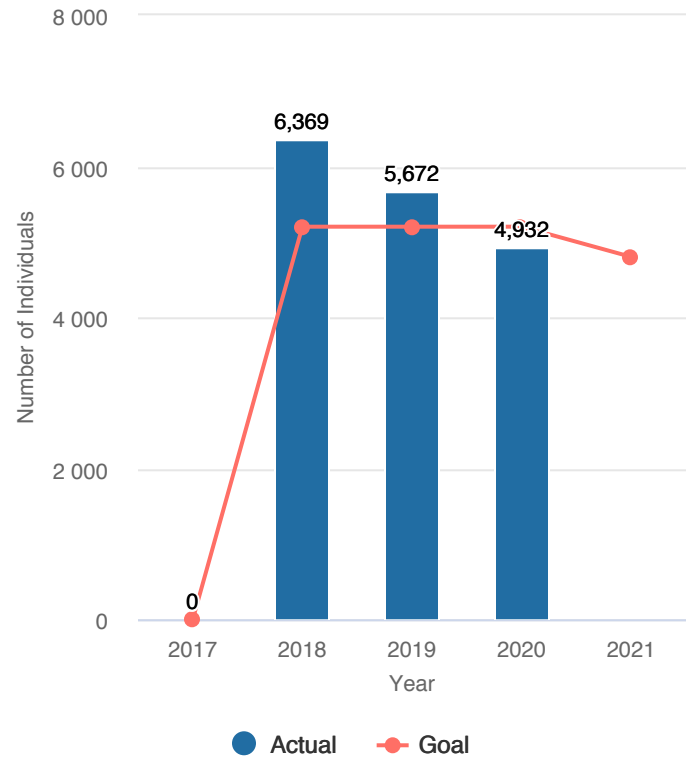
#### Number of Home Delivered Meals Prepared for Seniors



### KCCA - Number of Individuals with Low Income Receiving Services from KCCA

Objective 6.1.3 To provide Kent County residents with access to essential services throughout the community.

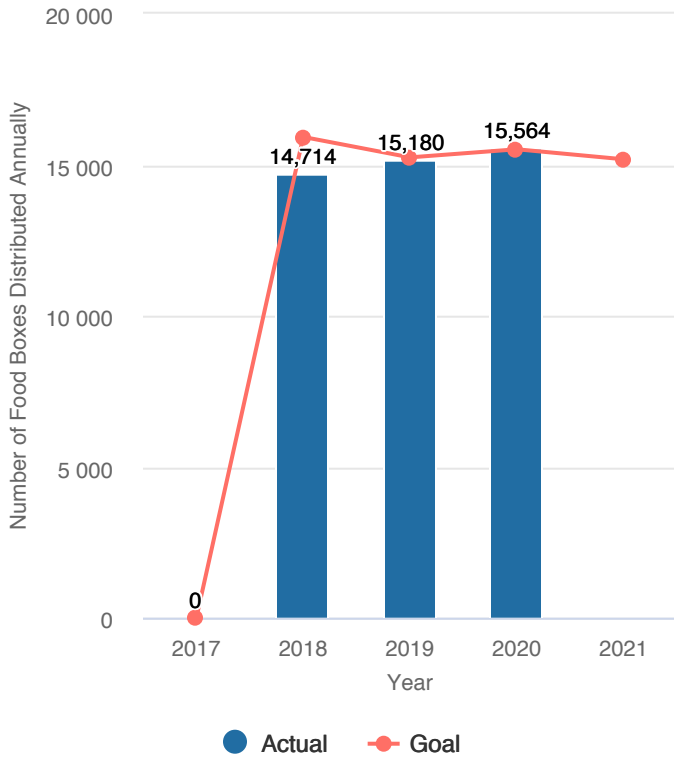
#### Number of Individuals with Low Income Receiving Services from KCCA



## KCCA - Number of Food Boxes Distributed Annually to Senior Households on a Monthly Basis

Objective 6.1.4 To provide individuals and families with supplemental food opportunities.

### Number of Food Boxes Distributed Annually to Senior Households on a Monthly Basis



## Department Goal 6.2

Progress 25%

To ensure braiding of resources to provide innovative solutions while seeking systematic anti-poverty solutions.

Owner: Susan Cervantes



	%	#
Some Disruption	25.0	1
Major Disruption	50.0	2
Completed	25.0	1

Objective: 4

KCCA staff rely on the ability to braid our resources in order to provide innovative solutions in the fight against poverty.

### Objective 6.2.1

Ongoing - Ongoing

Some Disruption

To enable Family Self-Sufficiency participants to increase their earned income and decrease their dependency on government subsidies.

Owner: Susan Cervantes

KCCA staff persist in identifying participants for the Family Self Sufficiency program and working with those in the program to enhance their self reliance. Participants who were impacted by COVID were granted extensions for their participation.

### Objective 6.2.2

Ongoing - Ongoing

Major Disruption

To install energy efficiency measures into units of households with low income to decrease their energy consumption, educate them regarding energy saving practices and lower consumption each year.

Owner: Susan Cervantes

The Weatherization Program went through a major disruption due to COVID 19. Staff were not allowed in homes for four months thereby bringing operations to a complete stand still. The Department of Energy gave the go ahead in July and operations resumed. KCCA was allowed to carryforward any unspent funds and unfinished units to the 2021 Program Year.

### Objective 6.2.3

Ongoing - Ongoing

Completed

To prepare tax returns for income-eligible individuals and families in order to realize the full benefit of their return and/or credit and increase their economic independence.

Owner: Susan Cervantes

The 2019 Tax Preparation season was in full swing when the program had to be shut down the third week of March. This meant that the season was short four weeks and our numbers reflected it, especially since the busiest time is in the second week of April.

### Objective 6.2.4

Ongoing - Ongoing

Major Disruption

To promote permanent housing for Kent County homeowners.

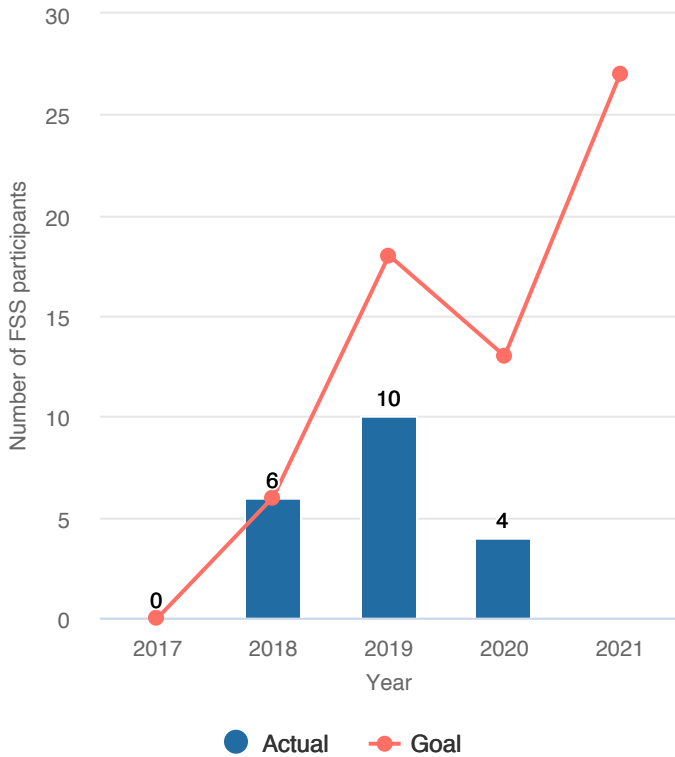
Owner: Susan Cervantes

KCCA continues to solicit for the development of affordable housing units throughout Kent County except in the City of Grand Rapids.

### KCCA - FSS Participants who Graduated by Increasing Their wage and/or Decreasing Their Dependence

Objective 6.2.1 To enable Family Self-Sufficiency participants to increase their earned income and decrease their...

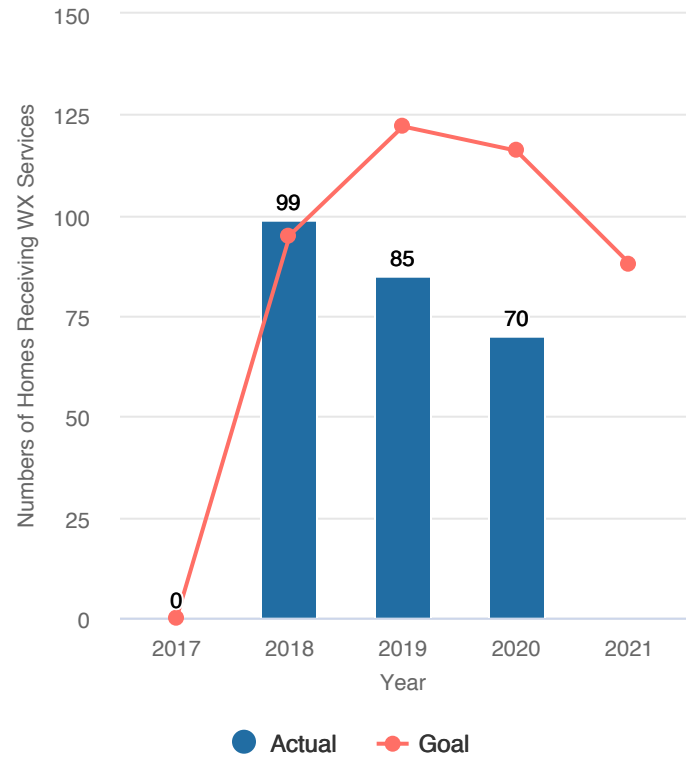
#### FSS Participants who Graduated by Increasing Their wage and/or Decreasing Their Dependence



### KCCA - Numbers of Homes Receiving WX Services to Realize a Decrease in Energy Consumption

Objective 6.2.2 To install energy efficiency measures into units of households with low income to decrease their ...

#### Numbers of Homes Receiving WX Services to Realize a Decrease in Energy Consumption

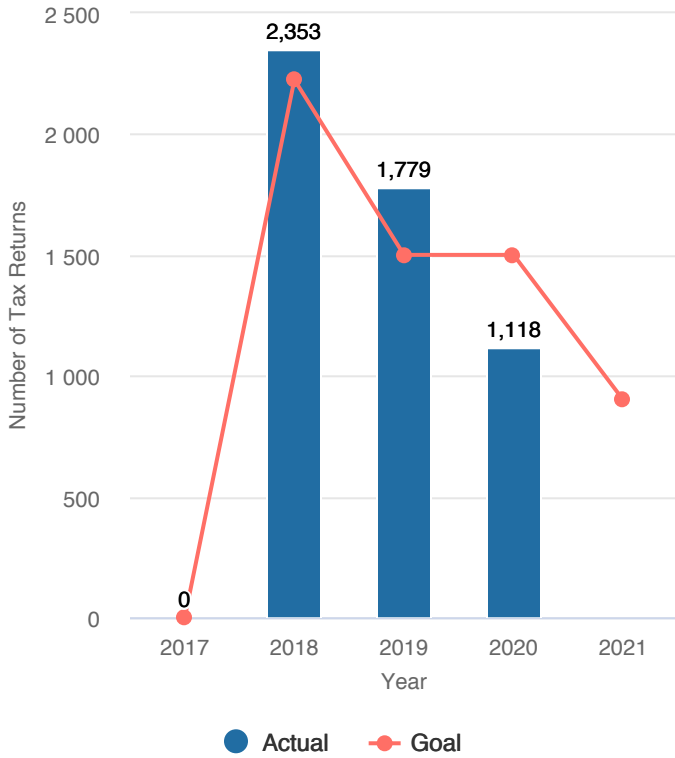




### KCCA - Number of Tax Returns Prepared for Kent County Individuals or Families

Objective 6.2.3 To prepare tax returns for income-eligible individuals and families in order to realize the full ...

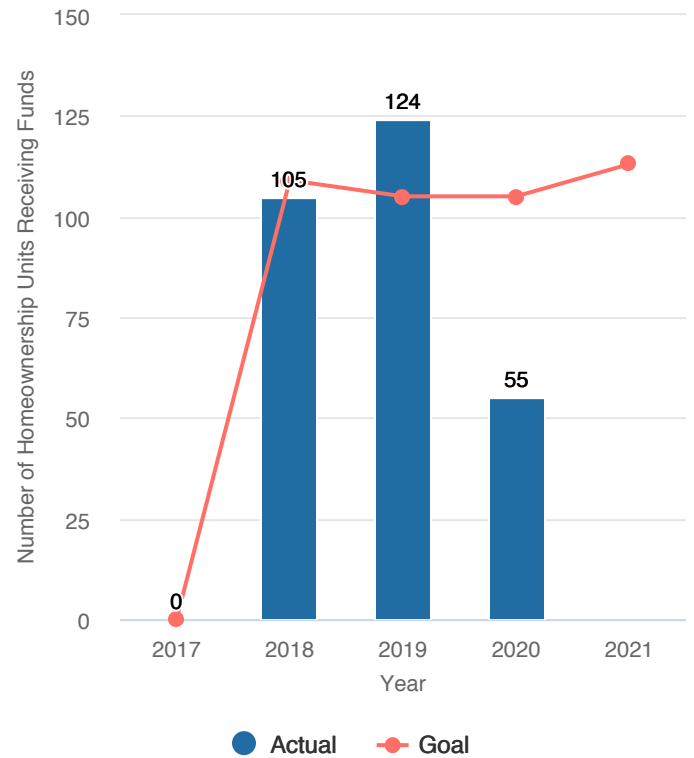
#### Number of Tax Returns Prepared for Kent County Individuals or Families



### KCCA - Number of Home Ownership Units Receiving Funds to Rehabilitate the Dwelling

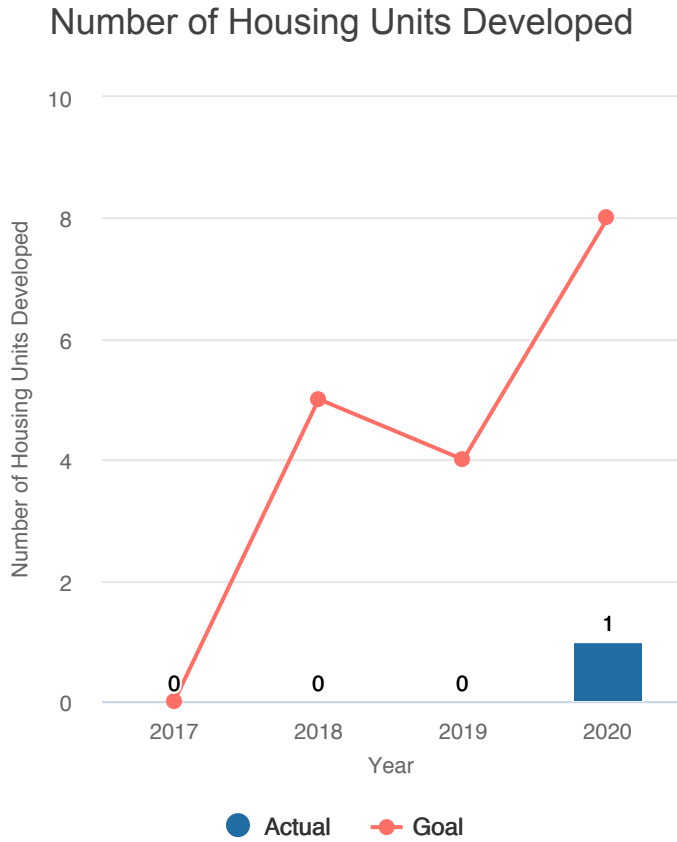
Objective 6.2.4 To promote permanent housing for Kent County homeowners.

#### Number of Home Ownership Units Receiving Funds to Rehabilitate the Dwelling



### KCCA - Number of Housing Units Developed

Objective 6.2.4 To promote permanent housing for Kent County homeowners.



### Department Goal 6.4

Progress 0%

To allocate funds responsibly and fiscally prudent in order to be the best stewards of the funding resources to cover all expenses.

Owner: Susan Cervantes

Objective: 1



	%	#
● On Track	100.0	1

KCCA staff has gained knowledge of the County's fiscal operations and this has resulted in an increase of timely expenditures and reporting.

### Objective 6.4.1

Ongoing - Ongoing

On Track

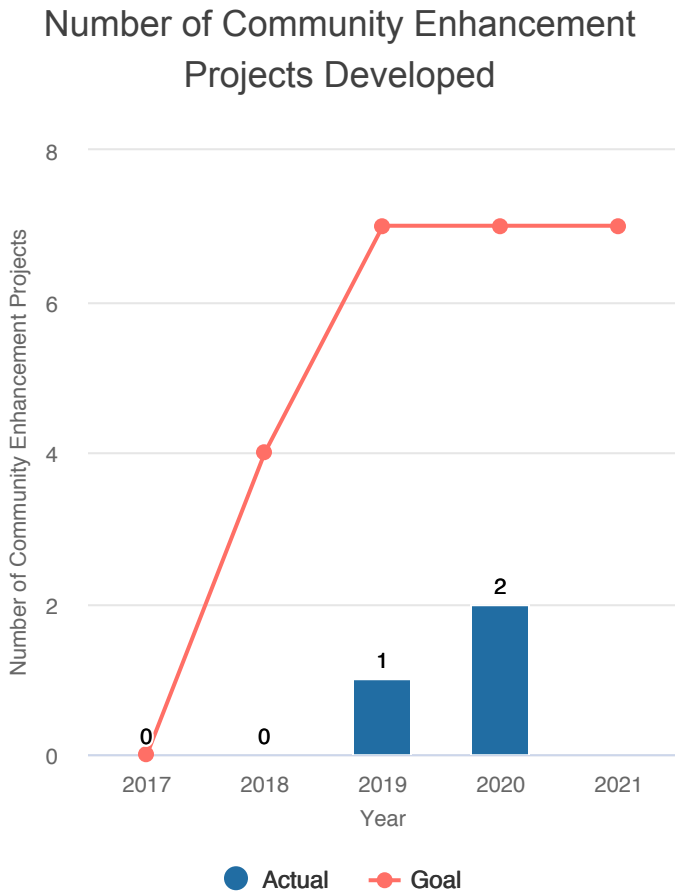
To serve and partner with local agencies and units of government to award funds for specialized services and community enhancing projects.

Owner: Susan Cervantes

Each year KCCA has conducted, with the assistance of Purchasing, Request for Proposals to secure public services and community enhancement projects. A new Scoring Matrix was established to prioritize projects throughout the County except within the City of Grand Rapids. Staff met with most local units of government to orient and explain the funding availability and allowable activities.

### KCCA - Number of Community Enhancement Projects Developed

Objective 6.4.1 To serve and partner with local agencies and units of government to award funds for specialized s...



### KCCA - Number of Individuals with Low Income Receiving Services from KCCA

Objective 6.4.1 To serve and partner with local agencies and units of government to award funds for specialized s...

