



pennsylvania
DEPARTMENT OF COMMUNITY
& ECONOMIC DEVELOPMENT

CENTER FOR COMMUNITY SERVICES EMBRACING CHANGE

September 21, 2016

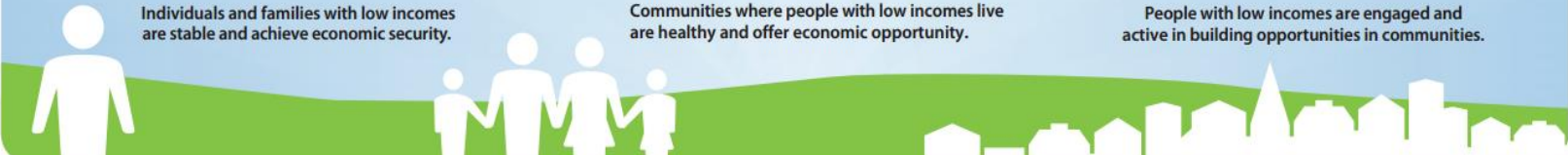
The National Community Action Network Theory of Change

Community Action Goals

Individuals and families with low incomes are stable and achieve economic security.

Communities where people with low incomes live are healthy and offer economic opportunity.

People with low incomes are engaged and active in building opportunities in communities.



Services and Strategies

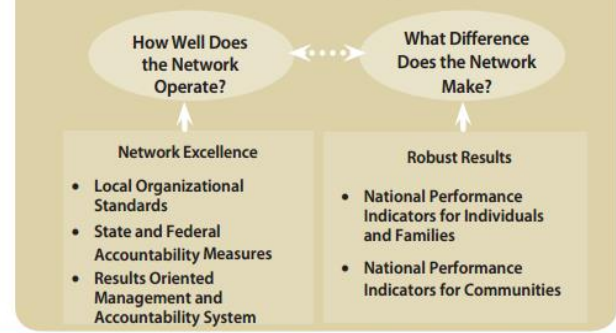
(some examples from the network)



Community Action Core Principles

- Recognize the complexity of the issues of poverty
- Build local solutions specific to local needs
- Support family stability as a foundation for economic security
- Pursue positive individual, family and community level change
- Maximize involvement of people with low incomes
- Engage local community partners and citizens in solutions
- Leverage state, federal and community resources
- Advocate for systemic change

Performance Management



A national network of over 1,000 high-performing Community Action Agencies, State Associations, State offices, and Federal partners supported by the Community Services Block Grant (CSBG) to mobilize communities to fight poverty.

To learn more, check out the Community Action Theory of Change Report. www.nascsp.org



Theory of CHANGE PANEL MEMBERS

- Megan Shreve, South Central Community Action Programs, Inc.
- Darlene Bigler, Community Action Southwest
- Mitch Little, Community Empowerment & Opportunity of Philadelphia
- Janine Kennedy, Butler County Community Action & Development

Issuing Final 2016 CSBG Program Directives

CSBG Directives - 2016

Directive No.	Directive Name
C2016-01	Administrative Procedures for CSBG Grants
C2016-02	Governing Boards
C2016-03	Administrative Boards
C2016-04	Income Eligibility Determination
C2016-05	Reporting Requirements
C2016-06	Monitoring Procedures
C2016-07	Organizational Standards
C2016-08*	Risk Assessment*
C2016-09*	ROMA*
CW2016-01	Procurement, Bidding, and Subcontracting Procedures
CW2016-02	Management of WAP/CSBG Property
CW2016-03	Annual Financial Reconciliation Report Requirements
CW2014-04	Taxation of Materials
FMC2014-01 (2)	Federal Program Invoices and Fiscal Status Reports for Weatherization grants and Community Services Block grants
FMC2014-02 (1)	Federal Program "Zero" Dollar Contracts
FMC2014-03 (1)	Contract Amendments and Budget Modifications
FMC2016-02	Indirect Cost Support for Federally Funded Grants

* Denotes future directives not yet issued.

C2016-01 Administrative Procedures for CSBG Grants

- Board member related changes:
 - Representatives of the low income population must reside in the service area.
 - All new members must receive ROMA training within 6 months.
 - The entire board must undergo refresher training every 24 months.
- Client file content changes:
 - Intake forms with client signature
 - Eligibility Determination
 - Unique Client Id Number
 - Case Management Plan (if applicable)- Signed by client and staff
 - Service documentation including progress/case notes
 - Discharge or termination of services plan

C2016-02 Governing Boards, C2016-03 Administrative Boards

- Changes are the same for both directives:
 - Representatives of the low income must reside in the service area.
 - All board members must receive ROMA training within 6 months. The entire board must undergo refresher training by a certified ROMA trainer every 24 months.

2016-04 Income Eligibility Determination

- Adding a 90 day renewal requirement to the use of self declarations.
 - If self declaration is being used to verify income, the agency must renew the self declaration every 90 days to insure continued eligibility.
- Clarifying income inclusions.

2016-05 Reporting Requirements

- Clarifies due dates for CSBG IS report and Organizational Standards Report.

2016-06 Monitoring Procedures

- CSBG Program Specialists will perform on-site visits every 2 years.
 - Desk reviews will be done between years.
- New monitoring tools:
 - Attachment A: Pre-monitoring Questionnaire
 - Attachment B: On-site Tool
 - Attachment B-1: Client File Worksheet
 - Attachment B-2: Board Meeting Attendance
 - Attachment C: Desk Review Tool

2016-07 Organizational Standards

- Reporting is now mandatory and will be used during monitoring.
 - No longer referred to as an “assessment”.
 - It is intended to be a tool for agencies and their governing boards to assist them in becoming/remaining an effective program.
 - CSBG Program Specialists will use the report and the verifying documentation as a tool during monitoring.
- Documentation requirement
 - At this time, uploading documentation of compliance is encouraged.
 - Starting January 1, 2017, uploading documentation will be required.



QUESTIONS

DCED FISCAL MANAGEMENT OFFICE

- Nadine Ibberson, Director, Quality Assurance & Operational Support
 - Timely submission of invoices and FSR's
 - Consideration: Moving from calendar year allocation/payments to federal fiscal year allocation/payments (Recommended by OCS monitors)
- Brad Shover, Director of Compliance Monitoring
 - Indirect Cost Directive, 2016-2 recently issued



QUESTIONS

CSBG State Office – Where We Are

- OCS Monitoring Conducted – April 2016
 - Best practices were identified as the **Master Agreement Process** and **Robust Tools** being the **Community Needs Assessment Tool** and **COPOS**
 - Observations – Spend all funds *within the timeframe designated*, re-evaluate *IS data inconsistencies*, develop *risk-based monitoring*, offer *more training*.
 - Opportunities for Improvement included some administrative processes in records keeping, better defining the presentation of findings, i.e. deficiency, significant deficiency, attestation of agency non-compliance with tripartite board, timeliness of payments.

CSBG State Office – Where We Are

- ACSI - American Customer Satisfaction Index Survey Results - December 2015
 - 12 Agencies participated
 - PA Customer Satisfaction Index Score was 41 which is considered **below average**. National average was 65. Federal Score was 64.
 - Drivers of satisfaction ranged from 30 to 55 – Distribution of Funds was lowest and Use of Discretionary funds was highest.
 - Linkages and Communication is the driver with the highest impact.
 - HOW CAN WE WORK TOGETHER to improve?

CSBG State Office – Where We Are

- CSBG State Plan 2018-2020
 - ACSI feedback is to be addressed in the state plan
 - Another ACSI survey will be issued January 2017-March 2017
 - Also, the two generational approach is to be addressed in the next state plan
 - Need MORE training and technical assistance – will work with the CAAP to deliver and will also need your suggestions
 - HOW CAN WE WORK TOGETHER to improve all aspects?



QUESTIONS

DCED COMMUNITY AFFAIRS & DEVELOPMENT

WELCOME

Tony Payton, Deputy

COMMUNITY DEVELOPMENT & REVITALIZATION PANEL MEMBERS

- Dennis Phelps, TREHAB. Inc.
- Ed Coleman, Community Action Agency of Delaware County
- Tom Scott, Lawrence County Community Action Partnership
- Tay Waltenbaugh, Westmoreland Community Action

CLOSING

THANK YOU