



**FLORIDA DEPARTMENT *of*
ECONOMIC OPPORTUNITY**

Community Services Block Grant (CSBG)

Community Action Plan

Submission Date: **November 8, 2023**

FFY: **2024**

Agency Contact Person Regarding the Community Action Plan:

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Certification of Community Action Plan and Assurances

The undersigned hereby certify that this agency complies with the Assurances and Requirements of this FFY 2024 Community Action Plan (CAP) and the information in this CAP is correct and has been authorized by the governing body of this organization.

Board Chairperson (signature)

Date

Executive Director (signature)

Date

Certification of ROMA Trainer or Implementer

The undersigned hereby certifies that this organization's Community Action plan and strategic plan document the continuous use of the full Results Oriented Management and Accountability (ROMA) cycle or comparable system (assessment, planning, implementation, achievement of results, and evaluation).

NCRT/NCRI
Date

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Agency Information

Agency Name:	Orange County Community Action
Address:	2100 E. Michigan Street
	Orlando, FL 32806
Phone:	407-836-9333
Website:	www.ocfl.net
ED/CEO:	Lavon B. Williams, Deputy Director
Board Chair:	Dexter Nelson
Type of Agency:	Local Government

Geographic Service Area

The Orange County, Florida Community Action operates an anti-poverty program in accordance with the Community Services Block Grant Act through funds allocated by the Executive Director of the Florida Department of Economic Opportunity and the U.S. Department of Health and Human Services.

List all Counties Served through CSBG:

Orange County, Florida

Provide the location for all service centers, including the main office, below OR attach a listing of all service centers at **Attachment A**.

Geographic Service Area map

Attach a map of the Agency's service area at **Attachment B**

Vision Statement

The Vision Statement describes a desired future based on your agency's values. The vision is broader than what any one agency can achieve; the agency collaborates with others in pursuit of the vision.

Date approved by Tripartite Board (most recent): 11/8/2023

(For reference, refer to Organizational Standards Category 4: Organizational Leadership.)

Helping individuals and families achieve economic self-sufficiency by leveraging partnerships that produce a range of culturally-competent, accessible, high-quality services to meet the needs of a diverse community.

Mission Statement

The Mission Statement describes the agency's reason for existence and may state its role in achieving its vision.

Date last reviewed and approved by Tripartite Board (most recent): 11/8/2023

(For reference, refer to Organizational Standard 4.1.)

Enhancing quality of life, promoting self-sufficiency, and eliminating the causes and consequences of poverty by mobilizing and directing socioeconomic resources, collaboration and partnership, and by providing high-quality, easily accessible programs and services.

Community Needs Assessment (CNA)

(For reference, refer to Organizational Standards 1.1, 1.2, 2.2, and Category 3: Community Assessment.)

Date of the most recently completed CNA: November 11, 2019; Cares CNA: July 15, 2020

Timeframe: 2020-2023; CARES Update: 2020-2022
(enter the timeframe the CNA covers)

Date approved by Tripartite Board (most recent): 11/13/2019; CARES CNA: 07/22/2020
(For reference, refer to Organizational Standard 3.5)

The narrative description provided for the needs assessment serves as the basis for the agency's goals, problem statements, and program delivery strategies of the CSBG/National Performance Indicators. The needs assessment should describe local poverty-related needs and prioritize eligible activities to be funded by CSBG.

Agency needs assessments shall identify the processes used to collect the most applicable information. In particular, describe how the agency ensures that the needs assessment reflects the current priorities of the low-income population in the service area, beyond the legal requirement for a local public hearing of the community action plan.

Please note which combination of activities to perform needs assessments were used, including when and how these activities occurred in the spaces below. If the activity was not used, please type N/A or Not Used.

Focus Groups	
Asset Mapping	Assets are mapped by several county divisions and community partners. These maps include information on food security, the location of health and social services, parks and recreation services, and community action centers. As such, throughout the course of this needs assessment process, new maps were not generated, but existing maps are taken into account when planning the provision of services.
Surveys	Key Stakeholders interviews were conducted with the tri-partite board, a variety of community leaders, clergy, community partners and citizens. Interview questions were also distributed in electronic survey form to community partners, Division community center managers, and support staff who provide direct services at each of our community centers.
Community Dialogue	Citizens were invited to each Community Action Board (governing board) meeting to provide input regarding needs and service delivery.
Interviews	Key stakeholder interviews were conducted with a variety of community leaders, clergy, community partners and citizens.
Public Records	Extensive census data were utilized to analyze the condition of poverty in Orange County sub areas compared to the county as a whole and the state population. This information was also stratified by community center locations to better see where people living in poverty are concentrated.

Define Your Community Needs Assessment (CNA) Process

- 1. Describe your agency's approach or system for collecting, analyzing, and reporting customer satisfaction data to the governing board. (Organizational Standard 1.1)**

The Community Action Division works with community partners that provide routine public, private, and community updates to our governing board at its monthly meetings. At each monthly meeting the governing board gives an opportunity for the general public to speak on issues of concern that relate to the function of the board. In addition, the governing board has seats for Head Start, Disability Advisory Board, and Career Source Central Florida (WIOA).

- 2. Describe how the agency analyzes information collected from low-income individuals as part of the community needs assessment process (methodology). (Organizational Standard 1.2)**

The Division utilized the technical assistance guide developed by the community action partnership in conducting its community needs assessment process. Several data sources were referenced to obtain comprehensive data. The comprehensive assessment of community needs and resources as well as agency data informs the strategic planning process and is also utilized in the community action plan. It is also the first step in the Results Oriented Management and Accountability Cycle. To enable analysis of data from various sources, the following framework was utilized to integrate related data elements under domain categories along a benchmark continuum for the geographical area served at large, in addition to the distressed communities in which community action centers are located within Orange County.

The Comprehensive Needs Assessment (CNA) holds a specific purpose for community action. The assessment offers a focus on local conditions, analyzing the economic opportunities and barriers for all residents who are at risk of remaining or becoming economically insecure. It identifies existing and potential resources to expand opportunities. It prepares the community action agency's leadership to plan a multi-year strategy by identifying and prioritizing unmet community needs.

This process requires thinking about needs and resources in a more comprehensive framework. A complete analysis of the community-wide conditions of a whole "community" served is required. A comprehensive assessment requires analyzing and synthesizing many kinds of information with a multi-dimensional analysis. The assessment equips community action leaders to adopt a broad vision of the community's future and to plan the Division's role in bringing it about.

- 3. For each key sector of the community listed below, summarize the information gathered from each sector and how it was used to assess needs and resources during the needs assessment process (or other planning process throughout the year). (Organizational Standard 2.2)**

Community-Based Organizations	<p>Partners from 1) private, 2) non-profit, 3) faith based, 4) education and 5) community sectors provide an array of services to assist the Division in achieving its performance indicators, which are linked to national goals. The Division currently has community partners who provide an array of services, some of which were outlined above. Some of these partners occupy space at the community centers and some provide services through periodic onsite visits. Working closely with community partners is a great way to leverage funding and bring services into the community that would otherwise not exist. Working with partners also increases the diversity of activities and services available and creates strong bonds and a sense of ownership within the local community. The Division utilized multiple data sources for its comprehensive community assessment of poverty needs and conditions. This assessment considers the breadth and depth of community needs as well as the partners and resources available in the community to meet these needs. One data source utilized was the comprehensive community assessment conducted by the Head Start Division, which included a community asset mapping based on a windshield survey, as well as a parent survey. The parent survey is relevant because it reflects customer engagement and levels of satisfaction from residents who reside in impoverished neighborhoods. This input is invaluable as it reflects the sentiments of the division's participants or potential participants who meet the eligibility criteria of the federal poverty level. In addition, the Division utilized feedback from customers, community action staff, as well as the Board, also referred to herein as key informant surveys.</p> <p>The CNA data was also obtained from the Community Commons Forum, which enables local data to be integrated into customized reports, from public databases. Periodic assessment of needs and resources at the community level is the foundation of community action and a vital management and leadership tool that is used across the organizational network and the community to set the course for the utilization of both the CSBG and other agency resources.</p>
Faith-Based Organizations	
Private Sector	
Public Sector	
Educational Institutions	
Other	

4. For each data point listed below, provide the information from the CNA that was collected as part of the process and a brief summary of how it was used. (Organizational Standard 3.2)

Poverty and Gender	<p>Census and demographic data were collected for each county sub area served. The data then used to develop comparisons and placed against data collected from interviews to create a clearer picture of the needs of individuals and families in poverty in Orange County.</p>
Poverty and Age	
Poverty and Race/Ethnicity	

5. Briefly summarize the type of both qualitative and quantitative data collected and analyzed as part of the needs assessment process. (Organizational Standard 3.3)

Qualitative	Key informant interviews
Quantitative	Surveys, census data, and indices

Describe the findings and results of your Community Needs Assessment

Top Five needs: List the top five needs from your most recent Needs Assessment

Agency Priority: Enter a Yes or No in the box, to indicate if the need will be addressed in the current year either directly or indirectly. If the need will not be met please provide explanation in narrative section.

Description of programs/services/activities: Briefly describe the program, service, or activity that your entity will directly provide.

Coordination: If your agency will address the need through coordination, describe what organizations and/or coalitions you will work with to meet the need, including the roles of each party.

Top Five Needs	Agency Priority (Yes/No)	Description of programs/services /activities	Coordination
1. Employment with living wages	Yes	Job/vocational training and placement opportunities.	CareerSource CF Jobs Partnership Goodwill Vocational partners
2. Housing Services to meet basic needs	Yes	Rental assistance in FSSP/ERAP; LIHEAP (electric) and LIHWAP (water) Assistance Program; AC repair/replacement; Weatherization (WAP)	-Emergency Rental Assistance Program (ERAP) -Housing and Community Development - Senior Climate Efficiency Program -Osceola Council on Aging; - 2-1-1; non-profit agencies.
3. Access to Health Services	Yes	Mental Health Services; Affordable Healthcare; Wellness Education	-Office of Mental Health & Homelessness -Mental Health Association -Referrals to 2-1-1- and other community partners -Primary Care Access -Firebush
4. Employment Training/Retraining	Yes	Provide direct employability training and vocational skills training	Career Source Orange Technical College Valencia Accelerated Programs Jobs Partnership
5. Food Insecurities	Yes	Nutrition education and food distribution services. Targeted emergency services.	Community partners Seniors First/Meals on Wheels CSBG Emergency Services Second Harvest - SNAP Hebni Nutrition

Service Delivery System

Describe the overall Service Delivery System for services provided with CSBG funds and describe how the CAAs services enhance and/or differ from those offered by other providers, i.e. bundled services– please include specific examples.

- 1. Describe the agency's service delivery system for services provided using CSBG funds. Please include when and how clients enter into your program.**

The Community Action Division utilizes CSBG funds to support our Family Self Sufficiency Program (FSSP). This program is designed to empower low-income individuals improve their employability skills, obtain education and training to secure higher wage jobs. As clients are improving themselves we utilize CSBG funds to provide supportive services (childcare, transportation, rental assistance, utility assistance, etc.) Clients are able to access the program year-round by meeting with a community service worker at one of our community centers or by making an appointment to see a community service worker at any of our centers.

- 2. Provide a copy of your agency's most current CSBG Workplan at Attachment __C__.**
- 3. How do your services/programs differ from those of other providers?**

We provide comprehensive services to our low-income citizens. By utilizing our direct services and those of our collaborative partners, low-income citizens are able to make the transition from poverty to self-sufficiency.

- 4. List your agencies programs/services/activities funded by CSBG, including a brief description, why these were chosen, how they relate to the CNA, and indicate the specific type of costs that CSBG dollars will support (examples: staff salary, program support, case mgmt., T/TA, etc.).**
 - Case Management – helps to target specific needs of families and individuals in poverty and develop a goal plan to transition out of poverty
 - Tuition Assistance – expenditures for vocational training to help increase employability and job skills
 - Job Readiness Training – leverage expenditures for soft skills and life skills regarding the workplace and work ethic
 - Support Services – expenditures for basic support services to eliminate barriers for individuals to concentrate improving themselves and stabilizing the family during the vulnerable transition period
 - Employment– leverage resources to obtain or increase employment wages
 - Disaster/Emergency Services – targeted expenditures used in the event of a disaster.

Strategic Plan (or Comparable Planning Document for Public CAAs)

(For reference, refer to Organizational Standards 4.3 and Category 6.)

Date approved by Tripartite Board (most recent): 11/11/2020

(For reference, refer to Organizational Standard 6.1.)

1. Describe your agency's strategic planning process, including how the agency used ROMA in completing the plan. (Organizational Standard 4.3)

The essential tasks of coordination, facilitation, research, analysis and developing the Plan were completed amongst the staff team with active participation of the board members. The Strategic Plan's needs assessment analysis provided qualitative and quantitative data. Survey responses received from the survey tools were analyzed and several other reports and documents were utilized. The agency's strategic planning process included; community needs assessment review, committee/management team meetings; board member/client surveys, and staff input. In addition, community stakeholders were engaged for their perspective on the agency's strategic approach, implementation, and community impact results in light of its stated mission. The plan outlines critical community characteristics and needs based on a Community Needs Assessment which guides the development and innovation of the agency's anti-poverty programming. The process was intentional about gathering information from a variety of sources to help provide insight into outlining Orange County Community Action's future direction.

The ROMA goals provided a framework for continuous growth and improvement for our local community action agency. The CAD began with an assessment of the root causes and conditions of poverty in Orange County. The board and staff participated in an interactive brainstorming session on a local theory of change model to address the issues identified. The Community Action Division staff led the tripartite governing board in a series of discussions resulting in the prioritization of strategic issues, goals, objectives, strategies, outcomes and indicators.

2. Describe how the strategic plan addresses reduction of poverty, revitalization of low-income communities, and/or empowerment of people with low incomes to become more self-sufficient. (Organizational Standard 6.2)

Based on our demographic analysis and comparison, Orange County citizens that are most vulnerable to poverty are families with single female heads of households and children under the age of 18. The plan categorizes strategic issues into the focus areas of agency, family and community. It specifically identifies goals, objectives, strategies, outcomes and indicators to reduce poverty for our most vulnerable populations. The CAD uses our Family Self Sufficiency Program (FSSP), LIHEAP and other targeted programs to address needs of low resourced individuals and families residing in Orange County needing assistance in achieving economic self-sufficiency.

3. Describe the family, agency and/or community goals contained in the strategic plan. (Organizational Standard 6.3)

Goal 1: Position agency as a high performing agency lifting people from poverty and empowering self-sufficiency through targeted program initiatives. (Family)

Goal 2: Strengthen Community Awareness and Engagement (Community)

Goal 3: Enhance Organizational Capacity to Achieve Results (Agency)

The 2020-2025 Strategic Goals outlined above in the strategic plan are consistent with the below Community Services Block Grant (CSBG) Act, the six national ROMA goals, and the three Community Action National Goals:

Community Action National Goals

1. Individuals and families with low incomes are stable and achieve economic security.
2. Communities where people with low incomes live are healthy and offer economic security.
3. People with low incomes are engaged and active in building opportunities in communities.

ROMA National Goals

Strategic Goal 1: Assist low-income people to become self-sufficient (Family)

Strategic Goal 2: The conditions in which low-income people live are improved. (Community)

Strategic Goal 3: Low income people own a stake in their community (Community)

Strategic Goal 4: Partnerships among supporters and providers are achieved (Agency) Strategic

Goal 5: CAD increases its capacity to achieve results (Agency)

Strategic Goal 6: Low-income individual achieve their potential (Family)

4. Describe the customer satisfaction data and customer input contained in the strategic plan along with a brief explanation of how this data was used. (Organizational Standard 6.4)

Customer satisfaction data was collected via survey monkey tool and center data analysis from our direct service clients. The customer input was captured in the needs assessment through survey monkey to provide feedback on their needs. This information was utilized to identify the populations that are most vulnerable to poverty and their specific needs for services and assistance. The Division utilized this information to develop specific goals that would address these needs. The Division will measure demographics and measure effectiveness using a case manager database and national indicators.

Linkages and Funding Coordination

(For reference, refer to Organizational Standard 2.1.)

1. Describe the process utilized by your agency to link services and coordinate funding in your service area.

- a. Indicate how staff was involved, i.e. attended community meetings, I&R, etc.
- b. Describe how services are targeted to low income individuals and families.
- c. Describe how linkages will be developed to fill identified gaps in services.

Community Action as a public entity within Orange County Government linked with human service programs to meet client needs holistically. Community Center managers and project coordinators are responsible for reaching out into the community and collaborating with partners to deliver services to clients. In addition, the Division leverages CSBG funds by working with nonprofits and training institutions to provide education, vocational training, transportation, and childcare for individuals participating in our Family Self Sufficiency Program.

2. Explain if there is a formalized coalition of social service providers in your service area. If so list the coalitions by name, describe the mission of the coalition, who participates, and methods used by the coalition to coordinate services/funding.

Several agencies, nonprofits and financial institutions provide services that help families to achieve economic self-sufficiency. Heart of Florida United Way encompasses a coalition referral network of basic servicers:

- Local Food Banks and Nutrition Programs
- Emergency Housing Assistance
- Disaster Relief
- Employment And Education Opportunities
- Veteran Services
- Parent Resources
- Health Care Information
- Support And Crisis Assistance for Mental Disorders

3. Provide information on any memorandums of understanding and/or service agreements your agency has with other entities regarding coordination of services/funding.

The Division has an active memorandum of understanding with Career Source Central Florida. Partners also provide services at our community centers and formalize shared services through license agreements. The community center coordinates with partner on space and service delivery.

CAD - Community Action Division - License Agreements

Career Source Central Florida	Hebni Nutrition Consultants @ Holden Heights CC
Easter Seals Florida @ East Orange CC	Hebni Nutrition Consultants @ John Bridges CC
Firebush @ East Orange CC	Hebni Nutrition Consultants @ Maxey CC
Firebush @ John Bridges CC	Hebni Nutrition Consultants @ Pine Hills CC
Firebush @ Maxey CC	Hebni Nutrition Consultants @ Taft CC
Firebush @ Pine Hills CC	Hebni Nutrition Consultants @ Tangelo Park CC
Firebush @ Taft CC	L.A.N.E.S Teenage Girls @ Pine Hills CC
From the Heart Charitable Foundation @ East Orange CC	L.A.N.E.S Teenage Girls, Inc @ John Bridges CC
From the Heart Charitable Foundation @ Hal P. Marston CC	Pine Hills Community Council @ Pine Hills CC
From the Heart Charitable Foundation @ Holden Heights CC	Place of Restoration Resource Center @ East Orange CC
From the Heart Charitable Foundation @ John Bridges CC	Place of Restoration Resource Center @ Hal P. Marston CC
From the Heart Charitable Foundation @ Lila Mitchell Center Clinic	Place of Restoration Resource Center @ Holden Heights CC
From the Heart Charitable Foundation @ Maxey CC	Place of Restoration Resource Center @ John Bridges CC
From the Heart Charitable Foundation @ Pine Hills CC	Place of Restoration Resource Center @ Lila Mitchell Clinic
From the Heart Charitable Foundation @ Taft CC	Place of Restoration Resource Center @ Maxey CC
H.E.L.P. CDC @ East Orange CC	Place of Restoration Resource Center @ Pine Hills CC
H.E.L.P. CDC @ Hal P. Martson CC	Place of Restoration Resource Center @ Taft CC
H.E.L.P. CDC @ Holden Heights CC	Primary Care Access Network @ East Orange CC
H.E.L.P. CDC @ John Bridges CC	Primary Care Access Network @ Holden Heights CC
H.E.L.P. CDC @ Lila Mitchell CC	Primary Care Access Network @ Taft CC
H.E.L.P. CDC @ Maxey CC	Second Harvest - SNAP - Holden Heights Community Center (CAD)
H.E.L.P. CDC @ Pine Hills CC	Second Harvest - SNAP @ East Orange CC
H.E.L.P. CDC @ Taft CC	Second Harvest - SNAP @ Taft CC
H.E.L.P. CDC @ Tangelo Park	Seniors First @ Hal P. Marston CC
Harbor House @ East Orange CC	Seniors First, Inc @ Tangelo Park CC
Harbor House @ Hal P. Marston CC	Simeon Resource Development for Men @ Holden Heights CC
Harbor House @ Holden Heights CC	Stop the Violence and Embrace - Hal P. Marston CC (CAD)
Harbor House @ Pine Hills CC	Stop the Violence and Embrace - Holden Heights CC (CAD)
Harbor House @ Taft CC	Stop the Violence and Embrace @ John Bridges CC
Hebni Nutrition Consultants @ East Orange CC	The Mental Health Association of Central Florida @ Holden Heights CC
Hebni Nutrition Consultants @ Hal P. Marston CC	The University of Central Florida Board of Trustees

Tripartite Board of Directors

(For reference, refer to Organizational Standards Category 5: Board Governance.)

1. What is the total number of Board members as stated by your Bylaws? 24
2. Vacancy Resolution Plan – Does your board currently have any vacancies? ☒ Yes ☐ No
If yes, please complete the table below for each vacant seat.

Position	Date Vacancy Occurred	Estimated Date to be Filled	Reason for Vacancy	Steps taken to fill Vacancy
City of Belle Isle	3/30/22	TBD	Political Term Expired/ Member Resigned	Solicitations to the City of Belle Isle Mayor's Office(Mayors Office/ Agenda Development)
Work Force Labor Organization	3/2023	TBD	Person No Longer with the organization	Solicitations to CareerSource for replacement
<u>District 1 Community Sector</u>	10/2018	11/2023	Person in position was no longer able to serve	<ul style="list-style-type: none"> • Solicitation to Organization • Vacancy Postings • Referrals from Commissioners in District
District 3 Community Sector	5/2021	TBD	Person in position left the organization	<ul style="list-style-type: none"> • Solicitation for replacement went out to Organization as well as others. Vacancy Posted in all Community Centers
District 4 Community Sector	12/31/2019	TBD	Person in position was moved to Public Sector seat.	<ul style="list-style-type: none"> • Solicitation to Organization • Vacancy Postings • Referrals from Commissioners in District
District 5 Community Sector	6/11/2023	TBD	2 nd Term expired 6/11/2023	<ul style="list-style-type: none"> • Solicitation to Organization • Vacancy Postings Referrals from Commissioners in District

Add rows as needed

Agency Bylaws

Date Approved by Tripartite Board (Most Recent): March 10, 2021

(For reference, refer to Organizational Standards Category 5.)

Date Reviewed by an Attorney (Most Recent): N/A

(For reference, refer to Organizational Standard 5.3.)

Date Bylaws Last Distributed to Board Members (Most Recent): March 10, 2021 (also provided at new member orientation)

(For reference, refer to Organizational Standard 5.4.)

Agency-Wide (or Department-Wide) Organizational Chart

Does your agency have an agency-wide organizational chart? ☒ Yes ☐ No

If not, what document does your agency and board use to identify positions within your agency?

(For reference, refer to Organizational Standard 7.3.)

Agency-Wide (or Department-Wide) Budget

Does your agency have an agency-wide budget? ☒ Yes ☐ No

If not, what document does your agency and board use track annual funding?

(For reference, refer to Organizational Standards 8.7 and 8.9.)

Agency Succession Plan

Does your agency have an agency succession plan? ☒ Yes ☐ No

If not, what policies are in place in the event of an unplanned emergency absence by key staff members?

Does the plan cover unplanned short-term absences? ☒ Yes ☐ No

Does the plan cover long-term (planned or not) absences? ☒ Yes ☐ No

Date Approved by Tripartite Board (Most Recent): N/A

(For reference, refer to Organizational Standard 4.5.)

Agency-Wide (or Department-Wide) Comprehensive Risk Assessment

Does your agency have a comprehensive risk assessment? ☒ Yes ☐ No

If not, what policies are in place to ensure the agency does not put itself at risk?

The Division complies with the Orange County Government risk assessment policies and procedures.

Date Reported to the Tripartite Board (Most Recent): 11/8/2023

(For reference, refer to Organizational Standard 4.6.)

Annual Analysis of the Agency's Outcomes

Does your agency provide an annual analysis or report to the governing board to include the following:

Report Type	Yes	No	Date Provided to the Board (Most Recent)
Update on the success of the specific strategies include in this Community Action Plan	X		November 8, 2023
Update on the progress of meeting the goals of the strategic plan	X		November 8, 2023
An analysis of the agency's outcomes and any operational or program adjustment and improvements identified	X		November 8, 2023

(For reference, refer to Organizational Standards 4.4, 6.5, 9.3)

Federal Assurances and Certification

Public Law 105-285, s. 676 (b) establishes federal assurances eligible entities are to comply with. DEO, in its state plan submission, provides a narrative describing how the eligible entities in Florida will comply with the assurances. By completing and submitting this Community Action Plan, your agency certifies that it will comply with all Federal Assurances, the annual DEO Federally Funded Subgrant Agreement, and any other laws, rules, and statutes in the performance of the activities funded through this grant.

Attachment A
Orange Community Action Division Community Centers

Community Center	Address	Phone #
Administrative Office	2100 E. Michigan Street Orlando, Florida 32806-4914	407-836-9333
East Orange Community Center	12050 E. Colonial Drive Orlando, Florida 32826-4705	407-254-9610
Hal P. Marston Community Center	3933 W.D. Judge, Suite B Orlando, Florida 32808-7426	407-836-8484
Holden Heights Community Center	1201 20 th Street Orlando, Florida 32703-6903	407-836-6777
John Bridges Community Center	445 W. 13 th Street Apopka, Florida 32703-6903	407-254-9449
Maxey Community Center	830 Klondike Road Winter Garden, Florida 34787-3225	407-254-1970
Multicultural Center	7149 W. Colonial Drive Orlando, Florida 32818	407-836-8404
Pine Hills Community Center	6408 Jennings Street Orlando, Florida 32818-5313	407-254-9100
Taft Community Center	9450 S. Orange Average Orlando, Florida 32824-8333	407-254-1950
Tangelo Community Center	5160 Pueblo Street Orlando, Florida 32819	407-254-9279

Attachment C
Orange County Community Action Division CSBG Work Plan

2024 CSBG WORKPLAN

Subrecipient: Orange County

Agreement #: E2015

Reporting Period: October 1, 2023 - September 30, 2024

Module 4, Section A: Individual and Family National Performance Indicators (FNPIs)

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

----- Employment Indicators -----

FNPI 1	Employment	Target (#)
FNPI 1a	The number of unemployed youth who obtained employment to gain skills or income.	0
FNPI 1b	The number of unemployed adults who obtained employment (<u>up to a living wage</u>).	100
FNPI 1c	The number of unemployed adults who obtained and maintained employment for at least 90 days (<u>up to a living wage</u>).	30
FNPI 1d	The number of unemployed adults who obtained and maintained employment for at least 180 days (<u>up to a living wage</u>).	0
FNPI 1e	The number of unemployed adults who obtained employment (<u>with a living wage or higher</u>).	0
FNPI 1f	The number of unemployed adults who obtained and maintained employment for at least 90 days (<u>with a living wage or higher</u>).	0
FNPI 1g	The number of unemployed adults who obtained and maintained employment for at least 180 days (<u>with a living wage or higher</u>).	0

FNPI 1	Employment	Target (#)
FNPI 1h	The number of employed participants in a career-advancement related program who <u>entered or transitioned</u> into a position that provided increased income and/or benefits.	25
FNPI 1h 1	Of the above, the number of employed participants who Increased income from employment through <u>wage or salary amount increase</u> .	25
FNPI 1h 2	Of the above, the number of employed participants who increased income from employment through <u>hours worked increase</u> .	0
FNPI 1h 3	Of the above, the number of employed participants who <u>increased benefits</u> related to employment.	25

FNPI 1z	Other Employment Outcome Indicator	Target (#)
FNPI 1z 1	The number of individuals or households _____	0

General Comments:

----- Education and Cognitive Development Indicators -----

FNPI 2	Education and Cognitive Development	Target (#)
FNPI 2a	The number of children (0 to 5) who demonstrated improved emergent literacy skills.	800

FNPI 2b	The number of children (0 to 5) who demonstrated skills for school readiness.	800
FNPI 2c	The number of children and youth who demonstrated improved positive approaches toward learning, including improved attention skills. (auto total).	0
FNPI 2c 1	Early Childhood Education (ages 0-5)	800
FNPI 2c 2	1st grade-8th grade	0
FNPI 2c 3	9th grade-12th grade	0
FNPI 2d	The number of children and youth who are achieving at basic grade level (academic, social, and other school success skills). (auto total)	0
FNPI 2d 1	Early Childhood Education (ages 0-5)	1000
FNPI 2d 2	1st grade-8th grade	0
FNPI 2d 3	9th grade-12th grade	0
FNPI 2e	The number of parents/caregivers who improved their home environments.	0
FNPI 2f	The number of adults who demonstrated improved basic education.	0
FNPI 2g	The number of individuals who obtained a high school diploma and/or obtained an equivalency certificate or diploma.	0
FNPI 2h	The number of individuals who obtained a recognized credential, certificate, or degree relating to the achievement of educational or vocational skills.	85
FNPI 2i	The number of individuals who obtained an Associate's degree.	0
FNPI 2j	The number of individuals who obtained a Bachelor's degree.	0

FNPI 2z	Other Education and Cognitive Development Outcome Indicator	Target (#)
FNPI 2z 1	The number of individuals or households	0

General Comments:

----- Income and Asset Building Indicators -----

FNPI 3	Income and Asset Building Indicators	Target (#)
FNPI 3a	The number of individuals who achieved and maintained capacity to meet basic needs for <u>90 days</u> .	0
FNPI 3b	The number of individuals who achieved and maintained capacity to meet basic needs for <u>180 days</u> .	0
FNPI 3c	The number of individuals who opened a <u>savings account or IDA</u> .	0
FNPI 3d	The number of individuals who <u>increased their savings</u> .	0
FNPI 3e	The number of individuals who used their savings to <u>purchase an asset</u> .	0
FNPI 3e 1	Of the above, the number of individuals who <u>purchased a home</u> .	0
FNPI 3f	The number of individuals who <u>improved their credit scores</u> .	0
FNPI 3g	The number of individuals who <u>increased their net worth</u> .	0
FNPI 3h	The number of individuals engaged with the Community Action Agency who report <u>improved financial well-being</u> .	0

FNPI 3z	Other Income and Asset Building Outcome Indicator	Target (#)
FNPI 3z 1	The number of individuals or households _____	0

General Comments:

----- Housing Indicators -----

FNPI 4	Housing	Target (#)
FNPI 4a	The number of household members experiencing homelessness who obtained <u>safe temporary shelter</u> .	0
FNPI 4b	The number of household members who obtained <u>safe and affordable housing</u> .	0
FNPI 4c	The number of household members who maintained safe and affordable housing for <u>90 days</u> .	0
FNPI 4d	The number of household members who maintained safe and affordable housing for <u>180 days</u> .	0
FNPI 4e	The number of household members who <u>avoided eviction</u> .	20
FNPI 4f	The number of household members who <u>avoided foreclosure</u> .	0
FNPI 4g	The number of household members who <u>experienced improved health and safety</u> due to improvements within their home (e.g. reduction or elimination of lead, radon, carbon dioxide and/or fire hazards or electrical issues, etc).	0
FNPI 4h	The number of household members with <u>improved energy efficiency and/or energy burden reduction</u> in their homes.	60

FNPI 4z	Other Housing Outcome Indicator	Target (#)
FNPI 4z 2a	The number of households who avoided utility shut-off. (LIHEAP)	8000
FNPI 4z 2b	The number of households who avoided utility shut-off. (LIHWAP)	200
FNPI 4z 5	The number of individuals who inoperable home energy equipment was repaired or replaced.	60
FNPI 4z	The number of individuals or households _____	0

General Comments:

----- Health and Social/Behavioral Development Indicators -----

FNPI 5	Health and Social/Behavioral Development	Target (#)
FNPI 5a	The number of individuals who demonstrated <u>increased nutrition skills</u> (e.g. cooking, shopping, and growing food).	75
FNPI 5b	The number of individuals who demonstrated <u>improved physical health</u> and well-being.	75

FNPI 5c	The number of individuals who demonstrated <u>improved mental and behavioral health and well-being</u> .	25
FNPI 5d	The number of individuals who <u>improved skills</u> related to the adult role of parents/ caregivers.	0
FNPI 5e	The number of parents/caregivers who <u>demonstrated increased sensitivity and responsiveness</u> in their interactions with their children.	0
FNPI 5f	The number of <u>seniors (65+)</u> who maintained an independent living situation.	150
FNPI 5g	The number of <u>individuals with disabilities</u> who maintained an independent living situation.	150
FNPI 5h	The number of <u>individuals with chronic illness</u> who maintained an independent living situation.	0
FNPI 5i	The number of individuals with <u>no recidivating event</u> for six months.	0
FNPI 5i 1	Youth (ages 14-17)	0
FNPI 5i 2	Adults (ages 18+)	0

FNPI 5z	Other Health and Social/Behavioral Development Outcome Indicator	Target (#)
FNPI 5z 1	The number of individuals who reported a better sense of food security.	100
FNPI 5z 2	The number of individuals who increased social inclusion.	150

General Comments:

----- Civic Engagement and Community Involvement Indicators -----

FNPI 6	Civic Engagement and Community Involvement Indicators	Target (#)
FNPI 6a	The number of Community Action program participants who increased skills, knowledge, and abilities to enable them to work with Community Action to improve conditions in the community.	0
FNPI 6a 1	Of the above, the number of Community Action program participants who <u>improved their leadership skills</u> .	0
FNPI 6a 2	Of the above, the number of Community Action program participants who <u>improved their social networks</u> .	0
FNPI 6a 3	Of the above, the number of Community Action program participants who gained other skills, knowledge and abilities to <u>enhance their ability to engage</u> .	0

FNPI 6z	Other Civic Engagement and Community Involvement Outcome Indicator	Target (#)
FNPI 6z 1	The number of individuals or households	0

General Comments:

----- Outcomes Across Multiple Domains -----

FNPI 7	Outcomes Across Multiple Domains	Target (#)
FNPI 7a	The number of individuals who achieved one or more outcomes as identified by the National Performance Indicators in various domains.	10,000

FNPI 7z	Other Outcome Indicator	Target (#)
FNPI 7z 1	The number of individuals who transitioned out of poverty. <hr/>	30

General Comments: