

**ATTACHMENT A NEEDS ASSESSMENT ADDRESSING TOP FIVE NEEDS – 2015**

**Subrecipient:** Webb County Community Action Agency

#	Top Five Needs	Need Addressed Directly by Subrecipient	Program or Service Provided by Subrecipient to Address Need	Need Addressed By Partner Organizations	Program or Service Provided by Partner to Address Need	Coordination Partners
1.	Housing	X	Home Repair, Housing Rehabilitation, Housing Reconstruction and New Construction	X	Rental, Home Repair and Financial Literacy/ Budgeting	Webb County, City of Laredo, Neighbor works-Laredo, Catholic Social Services, Habitat for Humanity
2.	Health Care	<input type="checkbox"/>	N/A	X	Food Stamps/Medicaid, WIC, Pharmaceutical Assistance, Medical Care, Mental Health Care and Health Case Management	Texas Department of Health and Human Services, WIC Program, Webb Co. Indigent Health Care Services, Casa De Misericordia, Gateway Community Health, Border Region MHMR, City of Laredo Health Department, Laredo Medical Center, Doctor's Hospital and Mercy Ministries
3.	Education	X	Skills Training, Financial Literacy /Budgeting Classes, and Internship Programs	X	Continuing Education and Internship Programs	Laredo Community College, Laredo Independent School District, and United Independent School District
4.	Employment	X	Skills Training, Employment Support, Job Referrals and Life Wage Attainment	X	Employment Assistance/Referrals and Job Training/Placement Assistance	South Texas Workforce Solutions, Job Corps, Laredo Community College, Texas A& M International University and the Texas Workforce Commission
5.	Economic Conditions	X	Skills Training, Employment Support, Job Referrals and Life Wage Attainment.	X	Employment Assistance/Referrals and Job Training/Placement Assistance	South Texas Workforce Solutions, Job Corps, Laredo Community College, Texas A& M International University and the Texas Workforce Commission

*Note:* A need can be addressed by both the CSBG subrecipient and partner organizations.



# ATTACHMENT B: LINKAGES AND FUNDING COORDINATION, GAPS IN SERVICES, AND INITIATIVES – 2015

**Subrecipient:** Webb County Community Action Agency

**Instructions:** Complete Attachment B by providing the requested response and/or information and by completing the accompanying forms related to Attachment B, sections 1., 3.A.1., 3.A.2., 3.A.3., 3.B.1., and 3.B.2..

**Background:** The CSBG Act requires CSBG eligible entities to coordinate between anti-poverty programs and establish linkages between governmental and other social service providers to assure the effective delivery of services and to coordinate with Workforce Investment Act programs.

1. **GAPS IN SERVICES - Complete Attachment B, 1. Gaps in Services & Methods to Meet Gaps in Services.** Note: Reference CSBG Act, Sec. 676(b)(3)(B) requires that eligible entities provide information on how linkages will be developed to fill identified gaps in the services through the provision of information, referrals, and follow-up consultations..

## 2. PROVISION OF NUTRITIOUS FOODS

Describe how the Subrecipient will provide, *on an emergency basis*, for the provision of such supplies and services, nutritious foods, and related services, as may be necessary to counteract the conditions of starvation and malnutrition among low-income individuals.”

*The Webb County Community Action Agency (subrecipient) will provide nutritious foods on an emergency basis to counteract the conditions of starvation and malnutrition among low-income individuals through direct services or through referrals to network partners such as the South Texas Food Bank, Bethany House and the Salvation Army. In the current CSBG program year, the Webb County CAA implemented a FEMA “Emergency Food” program where approximately 450 low-income families were provided with food boxes. Webb County CAA management intends to apply again during the 2015 program year to acquire additional funding for nutritious emergency food. For extreme disaster situations, the Webb County CAA – Meals on Wheels program has the ability to provide emergency food until the crisis conditions subside. Additionally, the Webb County CAA – Self-Help Center serves as a targeted area (State Hwy 359) food pantry that provides emergency food to low-income colonia families.*

*Note: Reference CSBG Act, Sec. 676(b)(4). The assistance only needs to be provided on an emergency basis, until the need is met. If a referral source can meet the need, that is acceptable; otherwise, CSBG funds must be used to meet the need.*

## 3. LINKAGES AND FUNDING COORDINATION

Note: Reference CSBG Act, Sec. 676 (b)(3)(C), Sec. 676 (5),(6) and (9), requires that eligible entities coordinate CSBG funds with other public and private resources and establish linkages between governmental and other social service programs.

### A. Linkages and Coordination

#### 1. Complete Attachment B, 3.A.1. Referral Organizations.

Provide the requested information regarding how the Subrecipient will coordinate and establish or maintain linkages between city and county governments, school districts, colleges, faith-based organizations, non-profit organizations, State agencies, etc. to address client’s needs.

It is recommended that CSBG eligible entities provide clients with a referral form to submit to the referral organization. The referral organization can utilize the form to document enrollment and/or

provision of service and the Subrecipient can collect the referral form and report the data in the CSBG monthly performance report.

Subrecipients should also regularly refer clients to the local 211 service.

2. *Complete Attachment B, 3. A. 2. Referrals to Child Support Office. Note: CSBG Act requirement, CSBG Act, Sec. 678G(b).*
3. *Complete Attachment B, 3. A. 3. Coordination and Referrals to Workforce Investment Act Programs. Note: CSBG Act requirement, CSBG Act, Sec. 676(b)(5).* These organizations are the local Texas Workforce Commission office or local Workforce Boards or their contracting organizations.

## ATTACHMENT B: LINKAGES AND FUNDING COORDINATION, GAPS IN SERVICES, AND INITIATIVES - 2015

**Subrecipient:** Webb County Community Action Agency

### B. FUNDING COORDINATION

1. *Complete Attachment B, 3.B.1. Funding Coordination.* The form captures memorandums of understanding and/or service agreements the CSBG subrecipient has with other entities to meet an identified need or common goals and objectives. *Note: CSBG Act, Sec. 676 requirement for CSBG funds to be coordinated with other public and private resources in the service area.*
2. *Complete Attachment B, 3.B.2. Social Service Coalitions.* Coalitions refer to the Continuum of Care organization serving counties in the service area, coalitions that coordinate services for low-income persons, coalitions for homeless or elderly, etc.

### 4. INITIATIVES

Describe the use of CSBG funds to “*support innovative community and neighborhood-based initiatives related to the purposes of CSBG, which may include fatherhood initiatives and other initiatives with the goal of strengthening families and encouraging effective parenting.*”

*The Webb County Community Action Agency (CAA) utilizes CSBG funds through its caseworkers in promoting family strengthening initiatives by relevant client referrals to network partners such as the local school districts – United Independent School District and Laredo Independent School District – Child/Parent Case Management Programs and the SCAN – “Serving Children and Adults in Need” – Abuse and Neglect Program. Webb County CAA management will endeavor to increase its level of support through pursuing additional partnerships with local family-oriented organizations and through seeking grant opportunities with eligible activities that include the goal of strengthening families.*

Support means that either CSBG funds can directly fund such an initiative or support an organization that provides such. If CSBG funds do not currently support initiatives to strengthen families or encourage effective parenting, describe efforts that will be undertaken in the upcoming program year to either provide or support such efforts. *Note: The CSBG Act, Sec. 676 (b)(3)(D) requires CSBG funds be used for this purpose and that such efforts be described.*



**ATTACHMENT B, 3.A.1. REFERRAL ORGANIZATIONS - 2015**

**Subrecipient:** Webb County Community Action Agency

Name of Referral Organization	City and County Referral Organization is Located At	Description of Services Applicants/Clients are Referred To	Method of Referral (verbal, written, call, email)	Type of Follow-Up Conducted by Subrecipient with the Client (meeting, phone, e-mail, etc.)	Type of Follow-Up Conducted by Subrecipient with Referral Organizations (phone, e-mail, etc.)	Describe System Used to Receive Enrollment & Outcome Data from Referral Organizations
Texas Dept. of Health and Human Services	Laredo, Webb County	Food Stamps/Medicaid	Written	Meeting or phone	Phone or e-mail	E-mail copy of enrollment/outcome or client delivered documentation of enrollment/outcome.
WIC Program	Laredo, Webb County	Woman, Infants and Children Services	Written	Meeting or phone	Phone or e-mail	E-mail copy of enrollment/outcome or client delivered documentation of enrollment/outcome.
Texas Workforce Commission	Laredo, Webb County	Employment Assistance	Written	Meeting or phone	Phone or e-mail	E-mail copy of enrollment/outcome or client delivered documentation of enrollment/outcome.
Laredo Community College	Laredo, Webb County	Continuing Education	Written	Meeting or phone	Phone or e-mail	E-mail copy of list of graduates or client delivered documentation of enrollment/outcome.
Neighbor Works Laredo	Laredo, Webb County	Rental, Housing Rehab, Budgeting	Written	Meeting or phone	Phone or e-mail	E-mail copy of enrollment/outcome or client delivered documentation of enrollment/outcome.
Catholic Social Services	Laredo, Webb County	Utility Assistance, Emergency services, immigration Services	Written	Meeting or phone	Phone or e-mail	E-mail copy of enrollment/outcome or client delivered documentation of enrollment/outcome.

<b>Name of Referral Organization</b>	<b>City and County Referral Organization is Located At</b>	<b>Description of Services Applicants/Clients are Referred To</b>	<b>Method of Referral (verbal, written, call, email)</b>	<b>Type of Follow-Up Conducted by Subrecipient with the Client (meeting, phone, e-mail, etc.)</b>	<b>Type of Follow-Up Conducted by Subrecipient with Referral Organizations (phone, e-mail, etc.)</b>	<b>Describe System Used to Receive Enrollment &amp; Outcome Data from Referral Organizations</b>
South Texas Food Bank	Laredo, Webb County	Emergency Food Services	Written	Meeting or phone	Phone or e-mail	E-mail copy of enrollment/outcome or client delivered documentation of enrollment/outcome.
Bethany House	Laredo, Webb County	Emergency Food and Shelter	Written	Meeting or phone	Phone or e-mail	E-mail copy of enrollment/outcome or client delivered documentation of enrollment/outcome.
Webb County Headstart	Laredo, Webb County	Child Care	Written	Meeting or phone	Phone or e-mail	E-mail copy of enrollment/outcome or client delivered documentation of enrollment/outcome.
Webb County Indigent Health Care Services	Laredo, Webb County	Burials, Medical Assistance, Pharmaceuticals	Written	Meeting or phone	Phone or e-mail	E-mail copy of enrollment/outcome or client delivered documentation of enrollment/outcome.
American Red Cross	Laredo, Webb County	Disaster Assistance	Written	Meeting or phone	Phone or e-mail	E-mail copy of enrollment/outcome or client delivered documentation of enrollment/outcome.
Salvation Army	Laredo, Webb County	Food Basket, Clothing, Emergency Shelter, Rental Assistance	Written	Meeting or phone	Phone or e-mail	E-mail copy of enrollment/outcome or client delivered documentation of enrollment/outcome.
Job Corps	Laredo, Webb County	Employment Assistance	Written	Meeting or phone	Phone or e-mail	E-mail copy of enrollment/outcome or client delivered documentation of enrollment/outcome.
Casa De Misericordia	Laredo, Webb County	Domestic Violence Counseling and	Written	Meeting or phone	Phone or e-mail	E-mail copy of enrollment/outcome or client delivered documentation of enrollment/outcome.



Name of Referral Organization	City and County Referral Organization is Located At	Description of Services Applicants/Clients are Referred To	Method of Referral (verbal, written, call, email)	Type of Follow-Up Conducted by Subrecipient with the Client (meeting, phone, e-mail, etc.)	Type of Follow-Up Conducted by Subrecipient with Referral Organizations (phone, e-mail, etc.)	Describe System Used to Receive Enrollment & Outcome Data from Referral Organizations
		Shelter				client delivered documentation of enrollment/outcome.
Safe Haven	Laredo, Webb County	Supervised Parental Visitation	Written	Meeting or phone	Phone or e-mail	E-mail copy of enrollment/outcome or client delivered documentation of enrollment/outcome.
Gateway Community	Laredo, Webb County	Health Care Services	Written	Meeting or phone	Phone or e-mail	E-mail copy of enrollment/outcome or client delivered documentation of enrollment/outcome.
MHMR	Laredo, Webb County	Mental Health Counseling	Written	Meeting or phone	Phone or e-mail	E-mail copy of enrollment/outcome or client delivered documentation of enrollment/outcome.
BANC	Laredo, Webb County	Food and Transportation Services for Elderly	Written	Meeting or phone	Phone or e-mail	E-mail copy of enrollment/outcome or client delivered documentation of enrollment/outcome.
City of Laredo Health Department	Laredo, Webb County	Health Case Management	Written	Meeting or phone	Phone or e-mail	E-mail copy of enrollment/outcome or client delivered documentation of enrollment/outcome.
Attorney General	Laredo, Webb County	Child Support Claims Assistance	Written	Meeting or phone	Phone or e-mail	E-mail copy of enrollment/outcome or client delivered documentation of enrollment/outcome.

Name of Referral Organization	City and County Referral Organization is Located At	Description of Services Applicants/Clients are Referred To	Method of Referral (verbal, written, call, email)	Type of Follow-Up Conducted by Subrecipient with the Client (meeting, phone, e-mail, etc.)	Type of Follow-Up Conducted by Subrecipient with Referral Organizations (phone, e-mail, etc.)	Describe System Used to Receive Enrollment & Outcome Data from Referral Organizations
SCAN	Laredo, Webb County	Abuse and Neglect	Written	Meeting or phone	Phone or e-mail	E-mail copy of enrollment/outcome or client delivered documentation of enrollment/outcome.
Centro Aztlan	Laredo, Webb County	Community Resource Center	Written	Meeting or phone	Phone or e-mail	E-mail copy of enrollment/outcome or client delivered documentation of enrollment/outcome.
Laredo Medical Center	Laredo, Webb County	Social Interaction/Health Care Education and Services	Written	Meeting or phone	Phone or e-mail	E-mail copy of enrollment/outcome or client delivered documentation of enrollment/outcome.
Doctor's Hospital	Laredo, Webb County	Social Interaction/Health Care Education and Services	Written	Meeting or phone	Phone or e-mail	E-mail copy of enrollment/outcome or client delivered documentation of enrollment/outcome.
Mercy Ministries	Laredo, Webb County	Health Care Counseling and Dental Care	Written	Meeting or phone	Phone or e-mail	E-mail copy of enrollment/outcome or client delivered documentation of enrollment/outcome.
Habitat for Humanity	Laredo, Webb County	Housing Assistance	Written	Meeting or phone	Phone or e-mail	E-mail copy of enrollment/outcome or client delivered documentation of enrollment/outcome.
United Independent School District	Laredo, Webb County	Child/Parent Case Management Education	Written	Meeting or phone	Phone or e-mail	E-mail copy of enrollment/outcome or client delivered documentation of enrollment/outcome.

Name of Referral Organization	City and County Referral Organization is Located At	Description of Services Applicants/Clients are Referred To	Method of Referral (verbal, written, call, email)	Type of Follow-Up Conducted by Subrecipient with the Client (meeting, phone, e-mail, etc.)	Type of Follow-Up Conducted by Subrecipient with Referral Organizations (phone, e-mail, etc.)	Describe System Used to Receive Enrollment & Outcome Data from Referral Organizations
Laredo Independent School District	Laredo, Webb County	Child/Parent Case Management Education	Written	Meeting or phone	Phone or e-mail	E-mail copy of enrollment/outcome or client delivered documentation of enrollment/outcome.
Workforce Solutions	Laredo, Webb County	Job Placement and Child Care Management Services	Written	Meeting or phone	Phone or e-mail	E-mail copy of enrollment/outcome or client delivered documentation of enrollment/outcome.









## ATTACHMENT C: SERVICE DELIVERY SYSTEM - 2015

**Subrecipient:** Webb County Community Action Agency

**Instructions:** Complete Attachment C by providing the requested response and/or information and by completing the accompanying forms related to Attachment C, sections 1., 3.A, 4., and 5.

1. **CSBG SERVICE AREA** Complete Attachment C, 1. **Service Area-Population, Poverty Population, and Unemployment Data.** Include data for all counties in the CSBG service area. The requested data can be located at the Community Action Partnership website:  
<http://www.communityactioncna.org/tool/ReportCard/reportData.aspx>.

### 2. MAIN OFFICE/ADMINISTRATIVE OFFICE

- A. Identify the location of the main office/administrative office and the services provided at the office.

*The Webb County Community Action Agency (CAA) main office/administrative offices are located at 1110 Washington Street, Suite 203 in Laredo, Texas. CSBG Case Management and CEAP services are provided at the main office. However, the primary tasks executed at the CAA main office are program administrative services.*

- B. List the CSBG staff located at the main office/administrative office.

*The CSBG staff members that are located at the Webb County CAA main office/administrative office are as follows:*

**Juan Vargas** – CAA Executive Director, **James Flores** – CAA Deputy Director, **Maricela Benavides** – Executive Administrative Assistant, **Cecilia Bernal** – Receptionist, **Mayra Granados** – Social Services Program Coordinator, **Maria Silva** – CSBG Case Management Specialist

### 3. COUNTIES WITH NEIGHBORHOOD CENTERS/SATELLITE OFFICES

- A. Complete the form for Attachment C, 3.A. **Counties With Neighborhood Centers/Satellite Offices.** Include the county where the main office is located if CSBG staff are located at the main office and it is a service location. Include all CSBG paid staff (full-time and part-time).

- B. Provide information on the intake process utilized for clients seeking services and assistance.

- CSBG Intake completed, then referred to WAP, CEAP or other programs OR  
 An Application is completed for CSBG and for each program such as CEAP, etc.  
 Paper Intake Application Used OR  
 Application Completed in Software Database

- C. Are there certain services or activities not available at neighborhood centers/satellite offices for which the client has to be referred to the main office? If yes, identify those services/activities.

*Yes, case management services are also conducted at the main office/administrative offices by the CSBG Case Management Specialist. There are non-CSBG services that are not available at neighborhood centers and must be referred to the main office such as Meals-on-Wheels, El Aguila Rural Transportation Services and Self-Help Center services.*

- D. How are services provided to persons that are unable to apply for services in person?  
 on-line application       Mail In Application       Home Visit  
 Other, explain N/A



**4. COUNTIES WITH OUTREACH SITES**

*Complete Attachment C, 4. Counties With Outreach Sites.* Provide the requested information on outreach sites (usually a public building such as a court house, city hall, or a building provided by a church or non-profit organization) utilized to provide regularly scheduled services to persons in the county.

**5. SERVICE TO COUNTIES WITHOUT A NEIGHBORHOOD CENTER OR OUTREACH SITE**

*Complete Attachment C, 5. Service to Counties Without A Neighborhood Center/Service Center or Outreach Site.* Provide the information requested for those counties in the CSBG service area where the subrecipient does not have a neighborhood center/service center nor a facility where outreach staff conduct intake and provide services on a scheduled basis.

*Note:* All counties in the CSBG service area should be identified in either Attachment C, 3.A., Attachment C, 4., or in Attachment C, 5.

**6. CSBG FUNDS FOR DIRECT CLIENT ASSISTANCE:**

- A. How much of the estimated 2015 CSBG funds will be utilized to provide direct client assistance (this amount is to exclude the amount budgeted for TOP assistance identified in Attachment E)?

*The Webb County Community Action Agency does not provide direct client assistance except for the amount of CSBG funds budgeted for TOP assistance. Therefore, no CSBG funds are allocated for direct client assistance.*

- B. What types of direct client assistance will be provided? Note: the funds are not limited to the uses specified herein.

*The Webb County Community Action Agency does not provide direct client assistance services except for demand occupation CDL skills training which is budgeted for TOP assistance.*

**ATTACHMENT C: SERVICE DELIVERY SYSTEM - 2015**

**Subrecipient:** Webb County Community Action Agency

**7. QUALITY CONTROL**

A. How does the CSBG Coordinator assess the quality of the work performed by outreach workers?

*The CSBG Coordinator assesses the quality of work performed by the caseworkers through weekly meetings. Caseworkers are assigned a proportional percentage of clients for referral as candidates for TOP and other CSBG goals.*

1. Frequency that the supervisor conducts review of work performed by outreach workers?  
 Weekly       Monthly       Quarterly       Other, explain:
2. Activities conducted by the supervisor during the on-site reviews?  
 review client records       review performance data  
 review case management records       assessment of staff meeting assigned TOP goal
3. Other quality controls utilized? Explain: *N/A*

B. What are the mechanisms used to gather and verify performance data?

*The Webb County Community Action Agency staff is in process of procuring client tracking software that will more efficiently and accurately gather and verify performance data. Historically, Excel spreadsheets and paper tracking forms have been the mechanism for gathering data. Verification of this data has been accomplished by the CSBG Case Management Special and Program Coordinator.*

1. What software is used to gather data (demographics, NPIs) for CSBG performance reports?

*The Webb County Community Action Agency staff is in process of procuring client tracking software that will more efficiently and accurately gather and verify performance data. Excel spreadsheets and paper NPI tracking forms are currently utilized.*

2. How is (demographics, NPIs) data gathered and reported to the administrative office from each field office?

*Webb County CAA caseworkers located at the four community centers send all demographic and NPI data for the current month and submit to the CSBG Case Management Specialist located at the main office/administrative office on the 1<sup>st</sup> of each CSBG reporting month. Once the CSBG Case Management Specialist has received all the demographics and NPI data, it is compiled, verified and submitted with the CSBG Monthly Report on the 15<sup>th</sup> of the month.*

3. How frequently does the supervisor review CSBG performance data that is received from neighborhood centers?

*The Webb County CAA – Social Services Program Coordinator and the CSBG Case Management Specialist review CSBG performance data that is received from the community centers on a bi-monthly basis.*

4. What process is used to verify the accuracy and completeness of the (demographics, NPIs) data reported in the monthly CSBG performance report?

*The caseworkers gather all client files from the reporting month and thoroughly review the files and their demographics/NPI spreadsheets for accuracy and completeness. A sample of their client files are verified by a second caseworker at weekly meetings to further ensure accuracy of the CSBG*

*performance report. Webb County CAA management is confident that once it has incorporated the client tracking/reporting software into its processes, accuracy and completeness will further improve.*

5. How is data gathered from other programs to report monthly in the CSBG Performance Report?

*The Webb County CAA CSBG Case Management Specialist communicates with other CAA program managers to gather data to report in the CSBG Performance Report.*

6. How are NPI enrolled and outcome data gathered from other providers on clients referred for services?

*When referred to other providers in the community network, Webb County CAA caseworkers provide the client with a referral form that will be given to the other providers to acknowledge that there was a CAA referral that may lead to an enrollment and possibly an outcome. The CSBG Case Management Specialist and caseworkers will follow-up with the client and the referred community network provider to verify if an enrollment and outcome was achieved.*









## ATTACHMENT D - CASE MANAGEMENT SYSTEM - 2015

**Subrecipient:** Webb County Community Action Agency

**Instructions:** Complete Attachment D by providing the requested response and/or information and by completing the accompanying forms related to Attachment C, sections I.A.

### 1. CASE MANAGEMENT STAFF AND CASELOAD

- A. *Complete Attachment D, I, Staff Providing Case Management Services & Caseload.* Only identify staff that will be providing case management to clients working to transition out of poverty and become self-sufficient. **Case management** is a collaborative process that assesses the client's and household's needs to develop and implement a plan of action to meet goals, coordinate services, monitor progress, and evaluate the options and services needed to meet needs.
- B. How often will the case worker meet and/or contact clients that are enrolled in case management?  
 Weekly  Bi-Monthly  Monthly  Other – Explain:
- C. How are the meetings and follow-ups conducted with clients enrolled in case management?  
 In Person  Telephone  E-mails  Other – Explain: *Home Visits*

### 2. QUALITY CONTROL OF CASE MANAGEMENT CASE LOAD & RESULTS

- A. How will management monitor, on at least a monthly basis, that caseworkers are dedicating the assigned number of hours to case management for clients working to become self-sufficient and TOP?
1. Review of Timesheets and Personnel Activity Reports with detailed information on the number of hours dedicated to case management?  Yes  No
  2. One on one meeting with caseworkers:  
 Weekly  Bi-Monthly  Monthly  Other – Explain:
- B. How will management monitor, on at least a monthly basis, that caseworkers are making progress towards meeting their assigned goal of number of persons to TOP?
1. Review of caseworker's progress towards meeting assigned TOP goal (# working to TOP, status of clients, # TOP, etc.)?  Yes  No
  2. If the response to 2.B.1. is yes, how often will the meetings occur:  
 Weekly  Bi-Monthly  Monthly  Other – Explain:

### 3. SELECTION OF CLIENTS FOR CASE MANAGEMENT

- A. How are potential clients identified as persons interested in receiving case management and transitioning out of poverty and becoming self-sufficient (use of a client questionnaire, client interviews, referrals from subrecipient programs such as Head Start, through partner organizations, at colleges, etc.)?

*The Webb County CAA utilizes client questionnaires, client interviews, referrals from other subrecipient programs such as the Comprehensive Energy Assistance Program (CEAP), El Aguila Rural Transit Program and the Webb County CAA Self-Help Center. Additionally, the Webb County CAA receives referrals from network organizations such as Catholic Social Services and the South Texas Workforce Solutions.*



ATTACHMENT D: CASE MANAGEMENT SYSTEM - 2015

Subrecipient: Webb County Community Action Agency

4. **ASSESSMENT PROCESS** (It is recommended that the Integrated Assessment be completed in a follow-up appointment that is separate than the Pre-Assessment process.)

A. Is a pre-assessment form used to determine client's needs, level of service, and to assess whether the client may an appropriate candidate for a case management program with the goal of transitioning out of poverty?

1. Yes  No  If no, how is the pre-assessment conducted?

2. Is the pre-assessment form used the one provided by TDHCA on the web-site?  
Yes  No

B. Is an integrated assessment form used to conduct an in-depth evaluation of primary issues that can impact the short and long term well being of the client and their household system (barriers, strengths, opportunities, motivation, etc.)?

1. Yes  No  If no, how is the in-depth evaluation conducted?

2. Is the Integrated Assessment form used the one provided by TDHCA on the web-site?  
Yes  No

5. **SERVICE PLAN** (It is recommended that the Service Plan, or initial steps in the plan, be conducted in a follow-up appointment that is separate than the Integrated-Assessment process.)

A. Is a Service Plan form (goals, steps, timeline, tracking of completing steps and accomplishment of goals, etc.) utilized to identify goals and a plan of action for achieving the goals established by the client and to track accomplishments?

1. Yes  No

2. Is the Service Plan form used the one provided by TDHCA on the web-site?  
Yes  No

B. How does the case worker follow-up with the client to determine if action steps have been carried out to complete steps in their service plan?

1. In Person  Telephone  E-mails  Other  – Explain:

2. How frequently is the case worker following-up with the client on their completion of steps?  
Weekly  Bi-Monthly  Monthly  Other  – Explain:

C. 1. How are client's employment goals addressed? Explain:

*The Webb County CAA addresses a client's employment goals primarily based on the assessment of his employment needs, current employment skills and education. The Webb County CAA offers skills training based on the Webb County area highest demand occupations. In accordance with the listing of area demand occupations provided by the South Texas Workforce Solutions (Workforce Development Board), CDL Truck Drivers are the most in demand due to the on-going Eagle Ford Shale oil boom. If a client is deemed a good candidate for case management and suitable to the demand occupation industry, The Webb County CAA will provide training to attain a CDL Truck Driver's license and subsequent job placement with an area or national trucking company.*

*If a client is not a good candidate for case management and skills training, then they are referred to network providers such as the Texas Workforce Commission and the South Texas Workforce Solutions for employment assistance services.*

3. What entities and organizations does the subrecipient work with to help clients attain employment goals? Explain:

*The Webb County CAA works with the LHTC Training Center for CDL Truck Drivers training, the Texas Workforce Commission, the United Independent School District, the Laredo Independent School District and the South Texas Workforce Solutions for employment assistance services.*

4. What type of assistance is provided to clients to assist them to attain employment goals? Explain:

*The Webb County CAA offers skills training based on the Webb County area highest demand occupations. In accordance with the listing of area demand occupations provided by the South Texas Workforce Solutions (Workforce Development Board), CDL Truck Drivers are the most in demand due to the on-going Eagle Ford Shale oil boom. If a client is deemed a good candidate for case management and suitable to the truck driver demand occupation industry, The Webb County CAA will provide training to attain a CDL Truck Driver's license and subsequent job placement with an area or national trucking company.*

- D. 1. How are client's education goals addressed? Explain:

*The Webb County CAA addresses a client's educational goals primarily based on the assessment of his current educational level. The Webb County CAA can directly assist a client if he/she requires assistance for skills training or financial literacy/budgeting. Referrals can be made to community network partners for GED, skills training or continuing educational needs.*

2. What entities and organizations does the subrecipient work with to help clients attain education goals? Explain:

*The Webb County CAA works with the Laredo Community College, LHTC Training Center, Job Corps and local area school districts to assist clients attain educational goals. The Webb County CAA can directly assist a client if he/she requires assistance for skills training or financial literacy/budgeting. Referrals can be made to community network partners for GED, skills training or continuing educational needs.*

3. What type of assistance is provided to clients to assist them to attain education goals? Explain:

*The Webb County CAA can directly assist a client if he/she requires assistance for skills training or financial literacy/budgeting. Referrals can be made to community network partners for GED, skills training or continuing educational needs.*

ATTACHMENT D: CASE MANAGEMENT SYSTEM - 2015

Subrecipient: Webb County Community Action Agency

6. DOCUMENTATION

A. How does the case worker obtain income documentation for persons that have transitioned out of poverty for 90 days (income for the entire 90 day period)? Check those that apply.

- Client has a Release of Information on file with subrecipient and employer is contacted.
- Income documentation is obtained during appointment.
- Income documentation is obtained through the local TWC or Workforce Board office.
- Income documentation is submitted by client through fax, e-mail, or mailed.

B. Are incentives provided to clients who submit the 90 day income documentation? Yes  No

(Note: CSBG funds can be used to provide incentives, such as gas cards, during the 90 day period as long as they 90 day period is within the same January thru December CSBG program year.)

7. EVALUATION

A. How often will management assess and evaluate the effectiveness of the case management provided to persons working to transition out of poverty? Explain:

*Webb County CAA management will assess and evaluate the effectiveness of the case management provided to persons working to transition out of poverty on at least a monthly basis. The caseworkers will be monitored to ensure that they meet the assigned number of persons working towards transitioning out of poverty through scheduled meetings and reports provided by the CSBG Case Management Specialist.*

B. What is involved in the evaluating the TOP case management provided to persons working to transition out of poverty? Check boxes as applicable.

1. Survey  Interviews
2. Regular meetings with case workers, supervisors, and managers to assess the effectiveness of the case management program. Yes  No   
Frequency of meetings?  
*Meeting will be held on a monthly basis to assess the effectiveness of the case management program.*
3. Suggestion box available to clients or staff? Yes  No
4. A review of the case management caseload of caseworkers on the following schedule:  
Monthly  Quarterly  Bi-annually  Other Frequency  Explain
5. A review of the caseworker's progress towards meeting the annual TOP goal assigned to them?  
Monthly  Quarterly  Bi-annually  Other Frequency  Explain
6. The development and implementation of a plan of action to improve the case management program based on the evaluation and feedback? Yes  No
7. Explain any other methods utilized to evaluate and improve the case management program.  
Explanation: *N/A*

C. Identify any improvements that have been made to the TOP case management in the past 12 months based on the results of evaluating the case management program.

*As a result of evaluating the case management program, Webb County CAA case management staff are now utilizing the matrix sheet provided by TDHCA to better evaluate a person's overall situation as it pertains to TOP.*

D. What obstacles are staff and management experiencing in the provision of case management services to persons working to transition out of poverty?

*Webb County CAA case management staff's primary obstacle has been in the scheduling and attendance to follow-up meetings by the TOP clients with the CSBG Case Management Specialist.*

**ATTACHMENT D, 1. STAFF PROVIDING CASE MANAGEMENT SERVICES & CASELOAD - 2015**

**Subrecipient: Webb County Community Action Agency**

Name	Title	Case Management Duties	Location (city and county) and Contact Information (email, phone #)	% of Time Paid with CSBG Funds	Approximate Number of Hours Per Week Dedicated to Case Management	Number of Clients Assigned to Provide Case Management for clients working to TOP	Number of Clients Assigned to TOP
MS. MARJA SILVA	CASE MANAGEMENT SPECIALIST	INTAKE, ELIGIBILITY DETERMINATION, REFERRALS, QUESTIONNAIRE, FOLLOW-UP AND OUTREACH, NPI	Laredo, Webb County <a href="mailto:mlopez@webbcountytx.gov">mlopez@webbcountytx.gov</a> (956)523-4182	75%	30 HOURS/WK	OVERSIGHT OF MEETING TOP GOALS	N/A
MS. SANDRA PEREZ	CASE WORKER	INTAKE, ELIGIBILITY DETERMINATION, REFERRALS, QUESTIONNAIRE, FOLLOW-UP AND OUTREACH, NPI	Laredo, Webb County <a href="mailto:sperez@webbcountytx.gov">sperez@webbcountytx.gov</a> (956)724-7050	67%	27 HOURS/WK	12	4
MS. JUDY MENDIOLA	CASE WORKER	INTAKE, ELIGIBILITY DETERMINATION, REFERRALS, QUESTIONNAIRE, FOLLOW-UP AND OUTREACH, NPI	Laredo, Webb County <a href="mailto:jmendiola@webbcountytx.gov">jmendiola@webbcountytx.gov</a> (956) 729-1182	67%	27 HOURS/WK	12	4
MS. TONI GUERRA	CASE WORKER	INTAKE, ELIGIBILITY DETERMINATION, REFERRALS, QUESTIONNAIRE, FOLLOW-UP AND OUTREACH, NPI	Laredo, Webb County <a href="mailto:tguerra@webbcountytx.gov">tguerra@webbcountytx.gov</a> (956) 724-7050	67%	27 HOURS/WK	12	4
MS. ROSA GUAJARDO	CASE WORKER	INTAKE, ELIGIBILITY DETERMINATION, REFERRALS, QUESTIONNAIRE, FOLLOW-UP AND OUTREACH, NPI	Laredo, Webb County <a href="mailto:rguajardo@webbcountytx.gov">rguajardo@webbcountytx.gov</a> (956) 724-1268	67%	27 HOURS/WK	12	4



# ATTACHMENT E PLAN FOR TRANSITIONING PERSONS OUT OF POVERTY (>125%) IN PROGRAM YEAR 2015

Subrecipient: Webb County Community Action Agency

## Current Year's Performance – PY 2014

TOP Goal (TDHCA assigned #) in PY 2014	# Persons Working to TOP as of September 2014	# Persons TOP as of September 2014
20	36	12

## 2015 TOP GOALS

#	Goal Description	Goal
1.	Average household size for subrecipient (based on CSBG monthly performance report)	3
2.	Goal for the Number of Persons Projected to <b>Transition Out of Poverty (TOP)</b> in 2015? (Subrecipients may set a higher TOP goal than the State assigned goal. The goal must be, at a minimum, the State assigned goal. <i>All members of household are to be counted.</i> )	20
3.	Estimated # of households to <b>TOP?</b> (Divide # Projected to TOP by average household size)	7
4.	Estimated Number of Persons Projected to be <b>Working Towards TOP</b> in 2015? ( <i>All members of household are to be counted. Only county persons that are receiving on-going case management with the goal of TOP.</i> )	60
5.	Estimated # of households to be <b>Working to TOP?</b> (Divide # Projected Working to TOP by average household size)	20

## 2015 Plan of Action to Achieve TOP Goal

#	Goal Description	Goal
6.	# of Caseworkers assigned to work with persons Working to TOP and to TOP	5
7.	Estimated Caseload - # of households each caseworker will be assigned to Work Towards TOP	12
8.	Estimated Caseload - # of households each caseworker will be assigned to TOP	4
9.	Estimated # of hours in a month that each caseworker will dedicate to TOP case management work	12
10.	Total CSBG funds budgeted to assist persons working towards TOP? (Note: The CSBG budget must specify TOP Direct Service Funds). Department strongly recommends 3%-5% of CSBG allocation be budgeted to assist persons working to TOP.	\$43,500 (10% of CSBG allocation)
11.	Types of assistance to be provided with TOP Direct Service funds? (Note: subrecipient is not limited to only these items.)	Demand Occupation CDL Skills Training

Note: Average # of Work Hours Per Month: 176. In establishing goals for 2015, take into account the success rate during the past two years. Consider how many persons that were Working to TOP, actually TOP. Consider how many of those Working to TOP, dropped out. Lastly, consider and project how long it will take for each person to TOP.

# ATTACHMENT F 2015 PERFORMANCE STATEMENT AND TARGETS

**Subrecipient:** Webb County Community Action Agency

**Summary of Top 5 Needs (identify top 5 needs from the most recent Community Needs Assessment):** #1Housing, #2 Health Care, #3 Education, #4Employment , #5Economic Conditions

## 1.1s EMPLOYMENT

Performance Statement #	Top Five Need Addressed	Grant Name and Fund Source	Service or Activity	NPIs (list all NPIs applicable to activity)	NPIs Requiring a Target (List only one NPI per row)	Target (for NPIs 1.1's, 1.3's, 6.3's)	Previous Year's Outcomes (PY 2013) for NPIs Requiring Target	Current Year to Date Outcomes as of August 2014 for NPIs Requiring Target
1	4	CSBG	Assist persons to obtain a job	1.1A	1.1A	30	42	14
2	4	CSBG	Assist persons maintain a job	1.1B	1.1B	30	23	14
3	4	CSBG	Assist persons to obtain an increase in employment income and/or benefits	1.1C	1.1C	30	4	12

## 1.2s EMPLOYMENT SUPPORT (For services to persons who are able to work, whether employed or unemployed.)

Performance Statement #	Top Five Need Addressed	Grant Name and Fund Source	Service or Activity	NPIs (list all NPIs applicable to activity)	NPIs Requiring a Target (List only one NPI per row)	Target (for NPIs 1.1's, 1.3's, 6.3's)	Previous Year's Outcomes (PY 2013) for NPIs Requiring Target	Current Year to Date Outcomes as of August 2014 for NPIs Requiring Target
4	4	CEAP, TXU, Reliant, CPL	Provide non-emergency Utility Assistance for clients	1.2J, 1.2L				
5	4	CSBG	Provide Skills Training	1.2A				
6	5	FEMA	Provide emergency food assistance	1.2I				







**Attachment F 2015 Performance Statement and Targets**

**Subrecipient:** Webb County Community Action Agency

**2.3s, 3.1s, 3.2s COMMUNITY ENGAGEMENT, ENHANCEMENT, AND EMPOWERMENT**

Performance #	Top Five Need Addressed	Grant Name and Fund Source	Service or Activity	NPIs (list all NPIs applicable to activity)	NPIs Requiring a Target (List only one NPI per row)	Target (for NPIs 1.1's, 1.3's, 6.3's)	Previous Year's Outcomes (PY 2013) for NPIs Requiring Target	Current Year to Date Outcomes as of August 2014 for NPIs Requiring Target
8		CSBG, CEAP, Tx-DADS, Tx-DOT, CDBG	Board Members that attend board meetings and other volunteer activities.	2.3A, 2.3B, 3.1A, 3.2A				

**4.1s COMMUNITY WIDE PARTNERSHIPS**

Performance #	Top Five Need Addressed	Grant Name and Fund Source	Service or Activity	NPIs (list all NPIs applicable to activity)	NPIs Requiring a Target (List only one NPI per row)	Target (for NPIs 1.1's, 1.3's, 6.3's)	Previous Year's Outcomes (PY 2013) for NPIs Requiring Target	Current Year to Date Outcomes as of August 2014 for NPIs Requiring Target
9		CDBG, CEAP, TxDADS, TxDOT	Coordination of services with partner organizations	4.1A-4.1N				



**Attachment F 2015 Performance Statement and Targets**

**Subrecipient: Webb County Community Action Agency**

**5.1s AGENCY DEVELOPMENT**

Performance #	Top Five Need Addressed	Grant Name and Fund Source	Service or Activity	NPIs (list all NPIs applicable to activity)	NPIs Requiring a Target (List only one NPI per row)	Target (for NPIs 1.1's, 1.3's, 6.3's)	Previous Year's Outcomes (PY 2013) for NPIs Requiring Target	Current Year to Date Outcomes as of August 2014 for NPIs Requiring Target
10		CSBG, CEAP, TxDOT, TxDADS	Staff Development	5.1E, 5.1G				
11		CSBG, CEAP, TxDOT, TxDADS	Board Development	5.1F, 5.1H				

**6.1s INDEPENDENT LIVING**

Performance #	Top Five Need Addressed	Grant Name and Fund Source	Service or Activity	NPIs (list all NPIs applicable to activity)	NPIs Requiring a Target (List only one NPI per row)	Target (for NPIs 1.1's, 1.3's, 6.3's)	Previous Year's Outcomes (PY 2013) for NPIs Requiring Target	Current Year to Date Outcomes as of August 2014 for NPIs Requiring Target
12	1	WAP, CSBG, CEAP	Services which enable independent living which include services such as weatherization and utility assistance.	6.1A, 6.1B, 6.1B1-B3				
13	5	TxDADS, Webb County	Provides Hot Meals/Congregate Meals to the Elderly	6.1A, 6.1B 6.1B1-B3				









**Attachment F 2015 Performance Statement and Targets**

**Subrecipient:** Webb County Community Action Agency

**6.5s SERVICE COUNTS (Service counts are to be reported in 6.5 and the persons served in related NPIs such as 1.2s, 6.2s, or 6.4s.)**

Performance Statement #	Top Five Need Addressed	Grant Name and Fund Source	Service or Activity	NPIs (list all NPIs applicable to activity)	NPIs Requiring a Target (List only one NPI per row)	Target (for NPIs 1.1's, 1.3's, 6.3's)	Previous Year's Outcomes (PY 2013) for NPIs Requiring Target	Current Year to Date Outcomes as of August 2014 for NPIs Requiring Target
21	4	CSBG	Job Referrals	6.5E, 1.1A, 1.1B, 1.1C				
2		CSBG	Information and Referrals	6.5E				

