



A Measure of Success

The DCED Perspective |

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The 2016 Glass

“People who wonder whether the glass is half full or half empty are missing the point. The glass is **REFILLABLE!**”

- Unknown

The Glass is Refillable

Budget Impasse:

- Thank you for your hard work and endurance during those difficult 9 months!
- 2nd quarter budgets are in process except those we have not received. 9 agencies have not submitted.
- The 3rd quarter amount has been received and information was sent out to agencies Tuesday April 19th.

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Contracting and Funding Releases:

- Generally the master agreement process has moved things along better than 2 years ago.
- 1st quarter funding releases are always going to be slower than other quarters because legal thoroughly reads each work plan that is attached.
 - With the 1st funding release we issued instructions for the work plan that gave us only what we needed.
 - Other supplementary information (history, lists of projects, etc.) only increases the amount of information legal needs to review.
- We need a “normal” quarter, or period of time to be able evaluate the process.

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PA State Plan:

- New plan took effect January 1, 2016.
- Renewal will take place in Fall 2016.
- Highlights:
 - New monitoring schedule to include alternating desk and onsite monitoring.
 - Continues to list community catalytic work as a priority for PA.
 - Gives PA's plan to implement the Organizational Standards.
 - Mentions the CAAP's needs assessment tool, and the requirement for agencies to submit their needs assessment with their yearly work plans.

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Organizational Standards Compliance Survey:

- Now in implementation phase- no longer “self assessment”.
- Will be used as a focus during monitoring and training and technical assistance.
- See 2015 results handouts.

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2015 Organizational Standards Survey Results:

- Success! 4 public and 9 private agencies responded as having met all the performance standards.
- An improvement compared to 1 public, and 3 private having indicated 100% compliance in 2014.

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2015 Organizational Standards Survey Results:

- Standards with the least compliance network-wide:
 - **Standard 5.8 (public):** Tripartite board/advisory body members have been provided with training on their duties and responsibilities within the past two years
 - **Standard 6.5 (public):** The tripartite board/advisory body has received an update on progress meeting the goals of the strategic plan/comparable document within the past 12 months.
 - **Standard 4.6 (private):** An organization-wide, comprehensive risk assessment has been completed within the past two years and reported to the governing board.
 - **Standard 3.5 (private):** The governing board formally accepts the completed community needs assessment.
 - **Standard 8.10 (private):** The fiscal policies have been reviewed by staff within the past 2 years, updated as necessary, with changes approved by the governing board.
 - **Standard 4.3 (private):** The organization's Community Action plan and strategic plan document the continuous use of the full ROMA cycle or comparable system. In addition the organization documents having used the services of a ROMA-certified trainer to assist in implementation.

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Resources:

- CAPLAW has a model for agency risk assessments as part of their Beyond Basics Webinar Series:
 - http://caplaw.org/conferencesandtrainings/webinardocuments/2011/CAPLAW_RiskManagement_Plan_March2011.pdf
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- Many resources also exist to assist boards in governance topics as well as ownership of their agency's mission.
- The CAAP, CAPLAW, The Community Action Partnership are there for your use...

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Resources:

- **Where are the holes in Training and Technical Assistance?**
- **What do we (DCED) need to bring to PA?**

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Program Office Observations:

- Reminder: Please contact DCED's Fiscal Management center for questions regarding Invoices, and FSR's. Program specialists are no longer involved in processing these documents and have very limited information about them.
- Financial Management Center (FMC) Directives were revised and sent April 19,2016.

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Program Monitoring Results:

- During monitoring the following issues were recurrent:
 - ROMA Training needed for Boards, Staff, and Subcontractors
 - Problems with client files specifically:
 - Poorly kept case notes
 - Lack of clear follow through and planning
- The principles of the ROMA cycle (both current and Theory of Change) should be used all the way down to the client service level to plan, implement, and measure the success and continued needs of the individual.

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Theory Of Change:

- See infographic handout
- Discussion

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Discretionary Successes: Central PA Community Action/ Blair County Community Services/ Center for Community Action

- Central PA Community Action, Inc. (CPCA), Center for Community Action, Blair County worked and collaborated with local car dealers for the purchase of reliable used-vehicles, has worked with local lenders to provide loans to consumers for the purchase of vehicles, has arranged for financial education, work with area garages for repairs and to work with agency case managers to identify appropriate consumers to participate in the program.
- For Central PA Community Action alone, the current waiting list is at least 500 individuals seeking assistance from the program for one reason or another.
- Central PA Community Action (CPCA) has provided oversight of the grant while Center for Community Action and Blair County Community Action Program submits regular invoices to CPCA.
- According to Center for Community Action, their part of the program reported that 11 out of 18 consumers have shown the following outcomes:
 - 11 are still working after six months
 - 8 had an increase in wages; two of those have moved to career track employment
 - 10 still have a reliable vehicle after six months
 - 11 were highly satisfied with the program.

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Discretionary Successes: Central Susquehanna Opportunities, Inc.

- CSO's JOBS Center opened in January of 2015 to fill a gap in services left by the closure of the Shamokin CareerLink office. The Center provides general job search resources, information about local education and training programs, computers, fax, phone, copier, printer and scanner. Current pamphlets, brochures and other literature are available, as well as internet access for finding employment opportunities and filling out applications.
- CSO has partnered with over 30 employers, as well as collaborating with Shamokin Yellow Cab on a transportation program for employees to get to work.

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Discretionary Successes:

- Would any other projects like to share their achievements?

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CSBG Discretionary Funding:

- **What do you feel would be a good use of discretionary funding?**
 - Should still be something outside of your normal operations.

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Moving Forward:

- Questions?
- Thoughts?
- Comments?
- Discussion?

THANK YOU!!!