

COMMUNITY NEEDS ASSESSMENT NARRATIVE

2. Community Needs Assessment

a. Community Needs Assessment Procedure

Data Sources

- The Community Assessment is completed annually.
- In September of each year the Data Analysis Committee will meet to determine what data will need to be gathered for the year.
- Data collected will be determined based on programmatic requirements (deemed by each program director) as well as target areas in the community
- The Committee will determine the best source to obtain the information from.
- After the data is collected it will be compiled by the committee into the appropriate chart or graph.
- The data is listed as part of the Community Assessment, citing the source.
- The Community Assessment is taken to Strategic Planning in January.
- After Strategic Planning it will be taken to the Planning Committee of Gateway's Board of Directors.
- Approved in the March meeting of Gateway's Board of Directors.

Community Forums

- Community Forums are held in each of the communities that Gateway serves in March and April.
- Forum times and locations are advertised in the local papers, social media, as well as flyers in the community.
- They will be facilitated by the Director of Community Initiatives and Director of CSBG/Designee.
- Each forum will have an agenda and sign in sheet.
- The forums will give the community the opportunity to voice their thoughts and opinions on what they feel the agency needs to target.
- The information will be taken back and presented to the Data Analysis Committee in November.
- The Committee will add the information into the Community Assessment. The Community Assessment is taken to Strategic Planning in January.
- After Strategic Planning it will be taken to the Planning Committee of Gateway's Board of Directors.
- Approved in the March meeting of Gateway's Board of Directors.

Timeline

- September
 - The Data Analysis Committee will meet to determine what data will need to be in the Community Assessment.
 - Community Forums will be held March and April
- November
 - The Data Analysis Committee will meet to review and compile all data.
- January
 - Taken to Strategic Planning February
 - Taken to Planning Committee of Gateway Board of Directors March
 - Approved by Gateway Board of Directors at the bimonthly meeting.

b. Methodology

The community needs assessment process is one that is continual for Gateway. The Gateway Board of Directors are actively involved in the decision making process. They hold bi-monthly board meetings where all suggestions for change and/or improvement to better serve our communities are evaluated and implemented, if possible. Interaction and suggestions are encouraged from all of our board members and anyone who attends these meetings. Gateway's Board of Directors continually assesses and responds to the causes and conditions of poverty in their community and achieves anticipated family and community outcomes. The board meetings are open to the public. Members of the community, community partners, and clients are strongly encouraged to participate in all assessment processes.

The Community Needs Assessment is a collection of recent information and reliable data, compiled and analyzed to obtain a clear image of the Gateway area communities' needs and resources. The Community Needs Assessment is a tool which helps Gateway make informed and valid program decisions regarding:

- Long-range program objectives
- Types of services that are most needed and the program options that will be implemented
- The target area(s) that will be served
- Priority criteria for the most needed services
- Direction as to which new funding streams should be sought
- Determination of financial objectives

The Community Needs Assessment is also used as an educational tool, informing staff, community partners, funding sources, and Gateway's governing bodies (Gateway's Board of Directors and Head Start Policy Council) of services needed. It also facilitates a discussion for future direction of the agency and the programs it operates.

Gateway has an active agency strategic plan which is implemented and monitored by Gateway's administrative staff throughout the year. Included in this plan is the survey as well as the results, which are distributed annually. The developing and adjusting of Gateway's short-range and long-range goals are based on the needs of our clients and our communities, as depicted in the needs assessment surveys and the expertise of the staff from working in the communities by way of implementing programs and participating in different community meetings, during Strategic Planning Committee meetings.

Client Needs Assessment surveys were distributed randomly to the clientele served the year before throughout our five counties from July 2023 to January 2024. Clients from all programs within Gateway Community Action Agency were asked to complete a survey. The surveys were collected from all program directors. The surveys were reviewed by the CSBG Director and the assessment team, and compiled into one summary report.

c. Collaboration

Consumer and community collaboration is achieved through various actions.

The assessment process does not just occur annually. It is an ongoing process in which we rely on bi-monthly board meetings to continually improve our services.

As mandated, the Gateway Board of Directors is a tripartite board, which reflects and promotes the unique anti-poverty leadership, action, and mobilization responsibilities of our agency. Board members are key players in the assessment and development processes of Gateway.

- **Target members**
Representation from low-income individuals and families who reside in the geographic area being served by the agency provides Gateway with consumer representation, empowering the agency with firsthand knowledge of community needs. They are a primary source of information and insight concerning the conditions and needs in their neighborhoods because they experience it every day.
- **Public members**
Representation from public agencies (including social service agencies, professional associations, business, civic organizations, religious groups, and organizations concerned with specific problems low income families face) provides Gateway with not only needs but also available resources.
- **Elected Officials**
Representation from public officials provides Gateway specific knowledge about local needs and local resources.

Data for the community assessment/strategic plan comes from varying sources, including, but not limited to:

- Census data
- Housing Authorities
- Temporary Assistance for Needy Families (TANF)/Food Stamp Data
- Local/Regional Planning Offices
- Demographic Information
- Head Start parents, staff, Advisory Groups
- Surveys, Interviews, Questionnaires
- State and County Departments providing social services
- Kentucky and Gateway Child Care Coalition
- Chambers of Commerce
- Local School Systems
- Health Departments
- Child Care Providers
- Other community resources

Collaboration between programs and community partners has become significant in operating an effective and efficient community service agency. Collaboration enables Gateway to provide our clients with a variety of services that empowers them to break the cycle of poverty.

Collaboration agreements are not always formal written agreements. Communication with partners may be as informal as a phone conversation or as formal as a community meeting. Many of our community partners have the same underlying goal as Gateway: to help those in need. An intensive list of other services and/or agencies that Gateway partners with in one aspect or another throughout all the programs available within Gateway in order to provide the best possible means to address a client's needs in conjunction with services provided in-house. Some of these services and/or agencies are utilized by more than one program operating within Gateway. The majority of

those on this list serve more than one county in the Gateway area. Gateway has a community resource guide for all five of the service counties.

Gateway has been instrumental in the formation and continuing support of all county interagency councils, which have many functions such as providing education for local human service professionals about other services offered in their geographical area. This facilitates client referrals, avoids duplication of services, identifies community issues, develops plans to solve the issues, develops professional relationships, enables creativity for collaborative projects, provides more effective services for clients, and strengthens the community. There are several agencies or programs that participate in the councils. Among the council participants are all programs offered through Gateway, Department of Community Based Services, school systems, adult educational programs, youth educational/vocational services, higher education financial services, health care services, public libraries, senior care services, senior employment/volunteer services, mental health care services, cooperative extension, faith based organizations, clothing/food pantries, and many more.

While Gateway has built a foundation of collaboration with many of its community partners, building new partnerships is essential. One of our greatest strengths is our ability to effectively collaborate with other agencies. Qualified staff take affirmative steps to establish ongoing collaboration relationships with community organizations.

d. Strengths and Needs

Gateway offers direct services (as well as indirect) and referrals to collaborate with community partners to provide a variety of services.

1. Rankings

The highest ranked need from the survey was Employment. The second highest ranked need was Education. The third highest ranked need was Income & Asset Building. The remaining needs listed in order of importance based on all survey respondents were Housing, Civic Engagement and Community Involvement, Supportive Services and Agency Capacity Building, Linkages.

Employment needs are shown as being the greatest need in our service area. There are high unemployment rates in our service area. Through randomly distributed community needs surveys throughout the Gateway area there were several specific employment needs identified. Take note that all three targeted populations surveyed identified the same need the highest. In Menifee and Morgan Counties, the WIOA Program can assist with job search, resume writing, completing applications, interview skills, short-term training, Job Club and more for those needing employment. In all counties, participants of the Fatherhood Program are offered job-coaching services.

Education and Cognitive Development ranked as the second highest need for clients in our service area. Gateway will work closely with SKILLS U to refer customers that wish to pursue their education and offer Client Advocacy (case management) services so that we may assist them in setting goals for themselves. Also, we will make referrals to our WIOA program that can assist with help paying for educational needs.

Income & Asset Building ranked as the third highest need for clients. We will work with customers on career exploration through work experience and internships, pre-employment, basic skills training, high school diploma equivalency preparation, mentoring, and case management. Projects also promote collaboration and coordination between community-based organizations, foundations, state and local justice agencies, and the workforce system. the Adult Program and the Dislocated Worker Program; and through other Gateway programs such as the Head Start and

Community Services Block Grant programs with the Self-Sufficiency and Case Management Programs.

Housing ranked as the fourth highest need. The outreach workers collaborate with section 8 housing, HUD, Kentucky Housing Corporation, USDA Rural Development, Frontier Housing, local shelters, and local landlords in assisting those facing a possible homeless situation or to utilize these resources to maximize their incomes, especially for those on a fixed income. For those who find themselves homeless, Gateway Homeless Coalition (for anyone), the Salvation Army Hope Center (for men) and the Salvation Army (for women and children) are contacted and/or referred. Tenant Based Rental Assistance (TBRA) funds may be used to provide rental assistance to help pay the cost of monthly rent for up to one year if the applicants maintain this same residence for the qualifying period.

For Health and Social Behavior Development (including Nutrition) Gateway has also partnered with God's Pantry to provide senior commodities to Bath, Menifee and Montgomery Counties. Gateway Community Action has kynectors on staff who can assist people in signing up for health insurance. We also make many referrals to Kentucky Home Place. We have a Senior Care line item that we can assist seniors with a one-time medication cost, non-narcotic.

ii. Activities

1. Employment

Gateway offers direct employment services through the Workforce Innovation and Opportunity Act projects such as the Out-of-School Youth Programs also known as opportunity youth. Participants in youth/young adult programs range in age from 18 to 24 and have been involved in the juvenile or adult criminal justice system. Youth 18-24 who do not have a criminal history may be served in our Adult programs.

These projects focus on pre- and- post release services, which include: case management, educational skills training, tutoring, mentoring, high school diploma equivalency preparation, credit retrieval, restorative justice opportunities, occupational skills training, work experience, summer jobs linked to academic and occupational learning, job placement, staff and leadership development activities, expungement of juvenile records, diversion from adjudication, follow-up, and other supportive services.

Adult projects focus on pre and post-release services, which include: career exploration through work experience and internships, pre-employment, basic skills training, high school diploma equivalency preparation, mentoring, and case management. Projects also promote collaboration and coordination between community-based organizations, foundations, state and local justice agencies, and the workforce system. the Adult Program and the Dislocated Worker Program; and through other Gateway programs such as the Head Start and Community Services Block Grant programs with the Self-Sufficiency and Case Management Programs.

Eligible clients who participate in the CSBG Client Advocacy Services will receive intense case management. Upon approval for the program, the CSBG staff will assess the client's needs and barriers which may prevent their successful completion of obtaining employability skills, job search, and/or sustaining their employment if they are pursuing employment goals. The client will receive

assistance and support in the effort of removing obstacles they may face while working towards these goals.

The Community Services Block Grant staff assists clients in the local outreach offices and/or Kentucky Career Center with job searching skills, preparing resumes, filling out job applications as well as identifying barriers with obtaining and/or maintaining employment through general case management. The staff assists in making plans and seeking resources that will address the clients' employment needs.

Referrals are made to agencies that can assist in employment securement such as the TENCO's Workforce Innovation and Opportunity Act program in the counties of Bath, Montgomery and Rowan.

The Work Innovation and Opportunity Act (WIOA) programs offer job training, educational support and/or job placement for eligible youth and adult clients. Partnerships have been established with many local businesses throughout the area to provide training for their employees and/or place clients for on the job training with the hopes of possible hiring once the job placement period expires.

The WIOA adult program career advisors focus on preparing clients for the workforce through interview skills, resume writing, and job searches. Career planning, work skills development, and training directly linked to the needs of the employer will be addressed.

Career advisor's work closely with the Office of Employment & Training (OET), Eastern Kentucky Concentrated Employment Program (EKCEP), local employers, colleges and technical schools and job seekers. Job seekers will be assisted in understanding their circumstances, aptitudes, interests, barriers, and career objectives. This information is used to place or refer clients into services that will lead to an appropriate job.

Job seekers through WIOA, between the ages of 18 and 24, are assisted by the youth career advisor and those job seekers over 25 will be assisted by the adult program career advisors. Out of School Youth offers work experience and short term training.

As mandated, the Head Start program's hiring practices gives preference to low income parents of the children it serves.

Gateway provides work sites for those participating in the Senior Community Service Employment Program (SCSEP) where seniors are placed to work and get paid. Also participants of the Retired and Senior Volunteer Program have found work sites with Gateway.

2) Education & Cognitive Development

Education ranked as the second highest need for clients in our service area. Gateway sets aside funding to help those who are furthering their education to remove obstacles that may be in their way. The client will be enrolled in our Client Advocacy Services so that we may assist them in setting goals for themselves

CSBG addresses the education component to help remove barriers to education, as well as, referrals for scholarships to those looking to continue their education. The WIOA, out of school youth, 18-24 years old age group has short term training money available, but the 25 and over age group lacks funds. This age group seemed to have the most need for assistance. These individuals will be from all five service area counties. The age range observed by WIOA staff that appear to be the most dedicated and committed CNA and EMT workers fall between 25 and 35. Once the appropriate student is approved for a slot, CSBG will make referrals to community partners to help with the following: tuition for a course, testing fees and required books.

The Outreach Worker in the county for which the student is from will complete a family goal plan and develop goals and activities addressing Income Management as well as for other identified needs in education, as determined by the Family Goal Plan. Appropriate direct assistance, income management skills and life skills will be addressed and referrals will be made.

This counseling also includes introducing the students to bargain shopping for required professional clothing, shoes, equipment, etc., which they will need to work in this career. The student will be encouraged to work part-time during the duration of this program to obtain the required items they will need to work in this field. The student will be provided on-going career counseling until their educational/employment goals are met.

Gateway outreach workers in Bath and Rowan Counties are actively involved on local Adult Basic Education and Literacy (ABEL) Boards. These boards focus on topics such as: raising funds to assist with such things as GED testing fees and materials, setting up GED graduation ceremonies, promoting volunteers to assist adult students, how to attract potential adult students to seek services through their local adult education programs and more.

The Workforce Innovation and Opportunity Act (WIOA) programs assist students with tuition, class supplies, and travel expenses for clients who are pursuing post-secondary education, which will lead to them obtaining an employment position once they have finished. The youth component of this program also promotes and encourages their completion of their high school diploma as well as provides opportunity for them to experience other geographical and cultural settings to expand their social skills. Educational training for vocational trades are made available to the participants in the youth services who are 18-24. Industrial Maintenance training, EMT (Emergency Medical Technician), Customer Service Training, Certified Child Care Provider and CNA (Certified Nursing Assistant) programs.

The Early Head Start Program provides education and services for pregnant mothers and to children ages 0-3. They provide a nurturing environment, healthy meals, free medical and dental screenings, resources and support for the families.

The Head Start program provides formal education to its pre-school age and 3-4 years olds students. Along with these services, Head Start provides parenting skills education and strongly advocates for father's initiative. The Head Start Program also runs a full day/full year program where students can access before and after school programs that can allow the parents to obtain/maintain employment.

3) Income Infrastructure & Asset Building

During the winter months, Gateway utilizes the LIHEAP program, Winter Care funds, Certificate of Financial Need, along with other smaller funds, when available, to help individuals. There are other programs utilized throughout the year to assist customers to maximize their incomes, Self Sufficiency program, the Commodities program, and the Senior Farmers Market Vouchers, etc.

Gateway makes available to all clients a generated list of activities they can initiate to reduce the cost of winter heating bills. The outreach staff distributes this list throughout the year at community events and during LIHEAP. In addition, the CSBG staff may consult with clients about keeping accurate financial records, reconciling bank statements, educating and encouraging them to develop a budgeting plan. Referral made to Housing Counseling Programs, Weatherization and/or other agencies that can assist in this area as well.

Clients that request emergency monetary assistance more than two times, other than LIHEAP, are required to confirm a meeting with an outreach worker for a one-on-one assessment of their financial situation before they will be eligible to receive another form of monetary assistance through the outreach offices (unless it's a life threatening situation.) This procedure will continue throughout the fiscal year - providing the funding source criteria allow it. The outreach worker will also be case managing them to assist their needs in moving towards self-sufficiency by completing a family goal plan. Then completing a financial assessment, and developing income management goals and achievement plans. These will be monitored and assessments will be completed on quarterly basis if the client comes into the outreach on regular bases to do so or when seeking further assistance.

The outreach workers assist customers with their everyday money management issues and distribute materials throughout the year, post information to help clients maximize their household incomes. Such assistance includes, but not limited to, Medicare fraud/spam issues, curbing predatory lending, Earned Income Tax Credits, working toward self-sufficiency tips, safe food handling, how to preserve food, how to make your food stamps and money stretch throughout the month, nutritional information, health related and healthier lifestyle information.

They assist clients in applying for the Weatherization program, commodities program, Farmers Market Vouchers, phone Lifeline discount programs, home repair programs, and so much more. Several are enrolled through the outreach offices on some type of energy discount programs such as Home Energy Assistance (HEA) through Kentucky Utilities, Delta Energy Assistance Program (DEAP) through Delta Gas, Energy Assistance Program (EAP) through Columbia Gas and American Electric Energy Program (AEP) through American Electric and Power.

The majority of the clients enrolled in these programs are elderly. Participating in these programs enables some of these clients to stay in their homes and to remain independent.

The outreach offices have utilized Kentucky Transitional Assistance Program KTAP volunteers to assist them with obtaining job ethics and skills which could position them in a job market where they never were considered before.

The Fatherhood Program coaches can educate, encourage, and facilitate the National Endowment Financial Education program (NEFE) and the Financial Peace. Working towards emergency savings and debt reduction is the primary goal of these programs.

During the regular school hours, children ages 0-5 can attend Head Start classes free of charge to eligible, low-income families. As a Head Start family, they receive assistance with medical, dental, and mental health issues. The staff provides transportation for these services. Family Advocates in this program are in contact with the families to ensure that all are safe and secure. When needs are identified, these workers assist in finding an immediate and long-term solution such as getting electricity turned back on or food in the home.

The Weatherization program provides weatherizing services to eligible clients. This could include but not limited to: weather stripping, insulation, home repairs which were resulting in energy lost, and heating system replacement. As a result, the clients realize a savings in their heating and electric bills, another form of maximizing our client's incomes.

4) Housing

The outreach workers collaborate with section 8 housing, HUD, Kentucky Housing Corporation, USDA Rural Development, Frontier Housing and local landlords in assisting those facing a possible homeless situation or to utilize these resources to maximize their incomes, especially for those on a fixed income. For those who find themselves homeless, Gateway Homeless Coalition (for anyone), the Salvation Army Hope Center (for men) and the Salvation Army (for women and children) are contacted and/or referred.

Gateway administers the Weatherization program which rehabilitates eligible clients' homes and makes them more energy efficient and safer homes.

The LIHEAP program assists clients with the cost of paying home heating bills. CSBG is the have been determined low-income and in desperate need of repairs. Also, we will call or give referrals to all public or low-income housing available in our area, subsidized or unsubsidized. When funding is available clients may be eligible for rental assistance.

Tenant Based Rental Assistance (TBRA) funds are used to provide rental assistance to help pay the cost of monthly rent for up to two years if the applicants maintain this same residence for the qualifying period. Applicants must complete the TBRA application and obtain the landlord's signature. Then, a home inspection must be done before they are approved for assistance. Qualifying households must have incomes below 60% of the area median, adjusted for household size and county of residence, as established by HUD guidelines, and be homeless and/or have special needs. In addition, 20% of the households assisted must have incomes at or below 30% of the area median. Gateway Community Action Agency will be applying for additional TBRA funds as soon as the application opens again.

5) Support Services (supporting multiple domains)

Gateway will make referrals to partnering agencies to help with emerging needs. The purpose is to assist low-income persons in meeting the emergency needs (within 72 hours or sooner, whenever possible) which are confronting them. Assistance provided under this activity must address the emergency needs of a household to obtain or purchase food, clothing, medical services, emergency shelter, and transportation to obtain treatments for a life threatening illness, payment of rent, mortgage payments excluding taxes and insurance, and repairs

to home heating or cooling devices through referral services with partnering agencies.

Community service agencies communicate almost on a daily basis to determine the availability of funds through each other's agency. Outreach workers communicate with homeless shelters to see if there is space available to house a homeless person or family. Food banks are contacted. Utility companies are called to see what it will take to keep a consumer's utility on.

The Salvation Army, Ministerial Associations or churches are contacted to see if they are able to help with rent, if they can pay for one night's stay at a local motel/hotel, or provide funds for a disconnect notice. If one agency cannot help at all, due to availability of funds, other community contacts are always made to either identify who can assist the needed client or who can contribute in collaboration toward the need. Gateway's CSBG staff utilize other funding sources that are designated for emergency use only to assist with eliminating the current crisis situation.

A few of these sources are flexible in the way that not only can there be assistance with utilities but it can also assist with utility deposits, rent deposits/payments, other heating fuel types, needed medication, other health needs, etc.

The Weatherization Assistance program provides emergency assistance for households who are referred from the Department of Community Based Services Protection and Permanency. These cases are classified as an emergency if a child or children are at risk of removal from the home due to unsafe home conditions, which this program can provide.

Gateway will be the only public transportation service in Montgomery County. Providing transportation services to the county provides the opportunity for more citizens to utilize the service. Many citizens who do not have their own means of transportation are paying people to bring them to town to take care of their personal and business needs. Providing these services help citizens become more self-sufficient and save money as well. The fee that Gateway charges, in many cases, is much less than if they were to pay someone to take them to town.

Gateway's mission says that we will provide comprehensive services that affords every citizen the opportunity to develop the ability to be self-sufficient, contributing members of society. In providing transportation services to the county we will be fulfilling our mission.

6) Health and Social Behavioral Development including Nutrition

The Gateway area has access to numerous food banks and/or pantries that are operated through other non-profit organizations, churches or private industry. The outreach workers refer customers who state they have a need for food, to their local food assistant service provider.

Commodities and the senior's Farmers Market Vouchers are available in most of the counties. In Montgomery County Gateway takes care of completing the application and distributing the vouchers to clients. This is the only county that Gateway takes Farmers Market applications for.

The CSBG staff work with this program to ensure that eligible families receive the commodities or are given appropriate referrals. Gateway has a written, signed

agreement with God's Pantry food bank in Bath, Montgomery, and Menifee Counties to operate the commodities program for seniors.

Gateway also provides referrals to the local food stamp and Women, Infants and Children's nutrition programs. In addition, Gateway will inform parents about food services available to children through local schools or the local DCBS office.

Gateway also utilizes its membership with the Christian Appalachian Project in obtaining periodic supplies such as food items as well as blankets, curtains, sheets, household items, furniture, clothing, toys, etc. for distribution to those in need.

Gateway also provides referrals to the Social Security Administration for possible medical coverage. For all other health related issues, we refer to the available resource in the respective county: Senior and Health Insurance Program, Commission for Children with Special Health Care Needs, Gateway Health Departments, Christian Social Services, Family Services and Protection and Permanency, Free Medical Clinics, Vocational Rehabilitation, etc.

Through participation in county inter-agency council meetings, the outreach staff maintains contact with the majority of these programs and can steer the client in the right direction to get assistance. The outreach staff attends and collaborates in the efforts to continue functional interagency councils in each county.

The Head Start Program provides resources to cover dental, mental, and physical costs for participating children. If the parent is unable to transport the child, Head Start provides the transportation.

7) Civic Engagement & Community Involvement

Gateway maintains an extensive list of community partners and actively monitors and seeks new partnerships with agencies in an effort to address gaps in service provision as identified by our comprehensive community assessment that is completed each year. Our strong community assessment includes surveys to ascertain their level of satisfaction with the effectiveness of services and resources.

We are a multi-county agency that focuses on human development and self-sufficiency. We encompass a holistic approach to poverty that obtains optimum results. We have over 40 years of experience, during those years have cultivated, and nurtured a long list of partners that provide support and collaboration in the communities' endeavors to address issues identified by assessment data. The list below, while not all-inclusive, provides a glimpse into the impressive types of partners for which Gateway enjoys a positive relationship:

- Gateway Homeless Coalition
- Department of Community Based Services.
- With local area businesses to provide on-site client services, work placement opportunities, etc.
- Local Department of Community Based Service offices
- Local health departments
- Collaborating with area community partners and providing information at community events to promote and advocate related Gateway programs and more.

There are numerous community events and programs operated each year that include low-income residents. In addition, one-third of the Gateway Board of Directors is the low-income population and the low-income participate in the community needs assessment survey.

Gateway has demonstrated through an impressive list of community partners the ability to work in partnership with other agencies. CSBG staff sits on councils such as the Emergency Food and Shelter Program Local County Boards, Adult Basic Education and Literacy boards, Christian Social Services Board of Directors, community holiday committees, Champions Alcohol and Substance Abuse Prevention council and local interagency councils that bring together professionals throughout the service areas to work in concert identifying need and promoting community initiatives.

Groups like these throughout the Gateway area work collaboratively to identify and address issues directly affecting low-income individuals. To avoid duplication of services and pool the resources and expertise of staff throughout the community, Gateway works in unison with many local service agencies, thus providing a blanket of holistic services.

Gateway staff will continue to identify community partners with and become active in promoting, advocating, and serving their clients more effectively and efficiently.

The agency as a whole encourages low-income participants to volunteer their time, whether as a Head Start parent or a local Retired and Seniors Volunteer Program (RSVP) participant.

Head Start's Policy Council is composed of Head Start parents. Monthly meetings are conducted at which they are given a voice in the Head Start Program.

Gateway's Workforce Innovation and Opportunity Act (WIOA) sets up community service projects throughout the year for the youth to volunteer.

In addition, Gateway staff strive to support the community and be involved in the communities that we serve. There are many community events throughout the year in each of those communities. Gateway has a Community Event Calendar that each Director is responsible for adding events and having staff attend those events.

Gateway staff attend the events as a representative of Gateway. The staff person will have information on the table about the programs that Gateway has to offer. Gateway staff will attend at least 40 events in the communities that we serve.

8) Removing Obstacles and Solving Problems

Most any type of service could be included under the category "Self Sufficiency". It depends upon what an individual or family's needs are and what obstacles they must overcome to achieve their goals towards self-sufficiency. Client needs are assessed and determinations of their self-sufficiency obstacles are identified. Most of the needs listed below have been identified as barriers for individual and family self-sufficiency.

If the client becomes a participant of the Self-Sufficiency Program a family goal plan will be completed, and goals will be set in areas of their life deemed crucial to assist them on their road to self-sufficiency. In addition, a Progress and

Achievement Plan is completed which details goals, progress, and other steps necessary to obtain/maintain self-sufficiency. The clients are reviewed each quarter until they succeed or request to exit the program. The outreach staff works closely with the client and follow-up on their progress to self-sufficiency. CSBG will assist the Self Sufficiency program participants with removal of barriers, which may prevent employment or continuing education

The client will receive support in the effort of removing obstacles they may face while working towards these goals. They will also be referred to local services, which can also assist with their needs. Upon availability of other monetary assistance and services, these clients will be notified for assessment of their current needs to determine if they will be eligible for further support.

9) Health Care

Gateway also provides referrals to the Social Security Administration for possible medical coverage. For all other health related issues, we refer to the available resource in the respective county: Senior and Health Insurance Program, Commission for Children with Special Health Care Needs, Gateway Health Departments, Christian Social Services, Family Services and Protection and Permanency, Free Medical Clinics, Vocational Rehabilitation, etc. Through participation in county interagency council meetings, the outreach staff maintains contact with the majority of these programs and can steer the client in the right direction to get assistance. The outreach staff attends and collaborates in the efforts to continue functional interagency councils in each county.

The Head Start Program provides resources to cover dental, mental, and physical costs for participating children. If the parent is unable to transport the child, Head Start provides the transportation.

The Senior Care program will be utilized to help eligible senior citizens (age 55+) with requested needs as deemed necessary by a CSBG Outreach Worker to assist with such needs as home heating, utility deposits or payments, rent/mortgage deposits or payments, medications, food, medical equipment, gas to get to the doctor, prescriptions. Etc.

Gateway will be the only public transportation service in Montgomery County. Providing transportation services to the county provides the opportunity for more citizens to utilize the service. Many citizens who do not have their own means of transportation are paying people to bring them to town to take care of their personal and business needs. Providing these services help citizens become more self-sufficient and save money as well. The fee that Gateway charges, in many cases, is much less than if they were to pay someone to take them to town.

Gateway's mission works closely with community partners, empowering individuals and families in overcoming the causes of poverty through a range of human service programs.

iii. Linkages

Gateway has been providing services to the families in its five county service area for over 50 years. Gateway addresses the needs of families and individuals in need of emergency or crisis care as well as long-term self-help through job training and job placement, financial coaching, self-sufficiency counseling, parenting classes, housing, etc. Gateway works with collaborating agencies to provide a comprehensive plan of services. Gateway's programs

make appropriate referrals based on the intensity and safety issues of a situation to the most appropriate community partner(s) such as Pathways, DOVES, and Gateway Homeless Coalition if suspicion of abuse or neglect are detected.

Gateway's Head Start program addresses the needs of children by providing an array of services designed to meet their emotional, social, health, nutritional and psychological needs. Parents, as volunteers, are encouraged to take an active part in their child's Head Start experience.

Head Start employees are involved in on-going workshops, continuing education classes, and formal education for either degree or certification purposes. Head Start staff provides annual training to parents/guardians, staff and Policy Council members. The training includes recognizing signs and reporting abuse/neglect as well as having a written partnership with the Cabinet, which also provides training, focused on these child abuse/neglect issues. (Trainings include but not limited to: Positive Mental, Health/Medication Administration/Hygiene, and Home Visit Safety/Child Abuse & Domestic Violence). When a child is removed or placed in foster care, Gateway makes every effort to keep the child in the Head Start program to supply some form of stability in that child's life. Appropriate referrals are made based on the needs of families that are at risk.

Family Advocate workers complete home visits and make assessments for home safety issues as well as noting signs of concern for possible abuse/neglect situations and complete appropriate follow-up depending on the situation. Issues they have addressed have included no heat supply in homes during winter, no food available, making reports for suspected abuse/neglect situations. The staff will work with the family to attempt to eliminate the issue, if possible, and/or will make appropriate referrals.

Head Start makes available information on available resources for families experiencing domestic violence such as DOVE's, Gateway Homeless Coalition, etc. which are posted in all centers. They work closely with Permanency and Protection and take a very positive, proactive approach in an endeavor to be helpful rather than punitive when abuse or neglect is suspected and reported. A full-scale awareness program is executed during April in an effort to reach and educate as many clients as possible.

Gateway utilizes the services of a mental health professional from Appalachian Regional Hospital to monitor all Head Start classes and administer one-on-one evaluation when necessary. Based on these observations and evaluations, an individual family member or the family is referred for appropriate services. These referrals can include activities such as individual/family counseling, alcohol and drug counseling, anger management, etc.

In addition, the Director of Program Operations supervises seven dedicated outreach workers with years of experience working with families in the region in the Community Services Block Grant (CSBG) Program. They offer case management services to families in an effort to support self-sufficiency.

All CSBG staff are provided training, when available, to recognize signs and symptoms of abuse and neglect, how to proceed with reporting, home/site visit safety, and domestic violence. Reports have been made in the past concerning children, elderly, and vulnerable adults' safety and well-being. Potential abuse and neglect reports will continue to be made when potential situations warrant such action. The staff also acquires informational brochures and flyers to disburse to other community agencies and programs promoting the month of April as prevent child abuse awareness month.

The CSBG program assists families through the variety of services available through this program. Examples of programs that serve at risk families are the distribution of food items when inventory is available, the self-sufficiency program, Low Income Home Energy

Assistance Program (LIHEAP), LiHWAP Water/Sewer program, commodities, Farmers Market vouchers, along with brokering services with other area agencies that will provide for families in crisis situations. The outreach workers assist homebound clients with applying for these programs by doing home/site visits or through the mail.

Our written agreements and partnerships Christian Social Services Centers, other food pantries, family resource and youth service centers are very important in the prevention of child maltreatment and assistance to vulnerable adults by referring them for assistance for emergency food and/or emergency utility/heating needs when there are no funds available or the client may not meet eligibility criteria.

Weatherization program provides services for low-income families that are in need of weatherization service/repair to their homes. Emergency situations that have been identified by DCBS as being unsatisfactory and endangering children in the home are reported to Gateway. Upon receiving these specific referrals, these families are given priority. These homes are assessed and repairs completed as soon as possible to correct substandard housing in order to prevent children being removed from the home.

Staff members in each program exhibit a strong commitment to providing comprehensive social services with the stability and self-sufficiency of the family as the ultimate goal in all of the programs.

Community actions are charged with “addressing multiple needs through a comprehensive approach, developing partnerships with other community institutions, involving low-income clients in the agency’s operation and administering a full range of coordinated programs aimed at having a measurable or potential impact.” Collaboration between programs and community partners has become a major key in operating an effective and efficient community service agency. Collaboration enables Gateway to provide our clients with a blanket of care and a variety of services that empowers them to break the cycle of poverty.

In order to maximize every dollar, Gateway makes every effort to ensure non-duplication of services. Gateway’s system of preventing duplication of services includes annual efforts such as:

- Gateway maintains a community resource guide, which includes all known service agencies throughout our five county area.
- Gateway has increased its participation in area interagency councils. This interaction strengthens Gateway’s relationships with other community partners and establishes new ones.
- Gateway participates on many community partners’ boards, councils, and committees.

During the past year, Gateway has partnered with over 300 different agencies, programs, committees, and/or businesses to provide our clientele with a blanket of care. Those agencies/committees, which serve the Gateway area, germane to the protection efforts of children, the elderly and other vulnerable adults are listed below. Each of these agencies/committees participates in the inter-agency councils in Bath, Menifee, Montgomery, Morgan and Rowan Counties which are coordinated by Gateway.

DCBS Protection and Permanency and Family Support

- All Gateway programs provide reciprocal referrals with DCBS to assist households in an emergency need for assistance.
- Reports are made to DCBS by Gateway staff upon suspicion of abuse or neglect.

Gateway Children's Advocacy Center

- The agency was part of Gateway's Compassion Capital Grant in 2003 and 2011. They participated in seminars facilitated by Gateway in non-profit best practices and received a sub-grant to be used in capacity building endeavors.
- The agency serves as a referral source for children whom we have encountered with sexual abuse issues.
- Gateway Children's Advocacy Center has presented sexual abuse prevention information and general information about the Gateway Children's Advocacy Center county inter-agency councils and for Head Start.
- Gateway Children's Advocacy Center has provided letters in the past of commitment in support of Gateway pursuing grant opportunities for which would provide mentoring and training skills for at-risk families.

Gateway Homeless Coalition, Inc.,

- The agency was part of Gateway's Compassion Capital Grant in 2003 and 2011. They participated in seminars facilitated by Gateway in non-profit best practices and received a sub-grant to be used in capacity building endeavors.
- All Gateway programs provide reciprocal referrals with Gateway Homeless to assist households in an emergency need for assistance.

County Judge Executives

- All judge executives, or an individual that they have appointed, serve on the Gateway's Board of Directors.
- All judge executives and Gateway programs provide reciprocal referrals in order to assist households in an emergency need for assistance.

Local Family Resource and Youth Service Centers

- All Family Resource/Youth Service Centers and Gateway programs provide reciprocal referrals to each other to assist households in an emergency or other identified need for assistance.

HANDS Program

- All HANDS staff and Gateway programs provide reciprocal referrals to assist households in need of assistance.

First Steps Program

- A First Steps employee is a community representative on the Gateway Head Start policy council and on the state-wide transition committee along with Gateway Head Start staff.
- First Steps has provided letters of commitment in support of Gateway pursuing grant opportunities for which would provide mentoring and training skills for at-risk families.

Local School Districts

- Gateway enjoys a positive relationship with each of the local school districts. We work together to provide holistic services to our families and children.

DOVES

- DOVES participate and present information about domestic violence at the county interagency councils which are coordinated by Gateway.
- DOVES has provided letters in the past of commitment in support of Gateway pursuing grant opportunities for which would provide mentoring and training skills for at-risk families.
- DOVES and Gateway programs provide reciprocal referrals to assist households in an emergency or other identified need.

- The agency was part of Gateway's Compassion Capital Grant in 2011. They participated in seminars facilitated by Gateway in non-profit best practices and received a sub-grant to be used in capacity building endeavors.

District & Local Health Departments

- There have been several collaborative services provided through the partnerships between the District & Local Health Departments and Gateway which has resulted in meeting a need or maximizing clients' income by participating in such things as nutritional programs, off-site health and diabetic evaluations and immunization services, provided training and so much more.
- All health departments and Gateway programs provide reciprocal referrals to assist individuals in an emergency or other identified need.

Local Adult Literacy Programs

- All adult literacy programs make referrals to Gateway's outreach offices for students needing assistance with their GED/ACT test fees and other needed services.
- Gateway refers clients to all literacy centers to obtain their GED or obtain support while exploring their future post-secondary education needs.

Local food/clothing pantries

- All food/clothing pantries and Gateway provide reciprocal referrals for families in emergency need.
 - Bath County Christian Social Services
 - Christ's Pantry
 - Rowan Co. Christian Social Services
 - Project Worth Outreach, Inc.
 - Mt. Sterling Food Pantry, First Church of God
 - First Church of God-Rowan Co.

Commonwealth Educational Opportunity Center

Hope Hill Children's Home

- Referrals are made for youth drug abuse and/or behavioral issues.

Hope Pregnancy Care Center

- The agency was part of Gateway's Compassion Capital Grant in 2003-06 and 2011. They participated in seminars facilitated by Gateway in non-profit best practices and received a sub-grant to be used in capacity building endeavors.
- Referrals for parenting classes are made to this agency.

Kick Alcohol and Drug Dependency

- The agency was part of Gateway's Compassion Capital Grant in 2004-06. They participated in eight seminars facilitated by Gateway in non-profit best practices and received a sub-grant to be used in capacity building endeavors.
- Referrals are made for drug abuse issues.

Morgan County Area Chapter, American Red Cross

- Reciprocal referrals are made for emergency assistance.
- The agency was part of Gateway's Compassion Capital Grant in 2011. They participated in seminars facilitated by Gateway in non-profit best practices and received a sub-grant to be used in capacity building endeavors.

New Hope Ministries

- The agency was part of Gateway's Compassion Capital Grant in 2003-06. They participated in eight seminars facilitated by Gateway in non-profit best practices and received a sub-grant to be used in capacity building endeavors.
- Referrals are made for free and reduced cost health care.

Gateway Area Development District

- This collaboration allows for referrals to all five local Gateway outreach offices for families that find themselves in a crisis (e.g. Heating assistance in winter, utility disconnects, and those who have received eviction notices, etc.) Gateway programs make referrals to the agency for financial support and/or personal care needs in situations, which include but not limited to households with grandparents raising grandchildren, those that have a critically ill person, which requires the aid of a caregiver, adult day cares, meals, etc. in an effort to maintain presence in their home.

County University of Kentucky Cooperative Extension Offices

- Several collaborative partnerships between the Extension services and Gateway which have resulted in the increased knowledge and the maximizing of income for clients through providing nutritional programs with training on shopping wisely for groceries, how to read nutrition labels, how to maximize your food stamps, and more; provides canning classes; teach clients how to cook and provides recipes and instructions on how to grow and preserving garden produce.

Through the collaborative efforts of all these agencies and programs in this region, Gateway is well experienced in assuring appropriate preventive services. Outcomes have included reporting suspected abuse/neglect cases, providing space for observation/interviews, assisting families who are working on goals and objectives in building new case files or serving open case files for Permanency and Protection, KY Impact.

Other programs, assisting those transitioning off welfare assistance, reporting need for food and clothing, promoting fatherhood activities, serving on agency and program board advisory councils or board of directors, promoting education, providing services for the disabled, and providing training for parents, community members, employees (e.g. Child Abuse and Neglect, dealing with Stress, Anger Management, Child Guidance, how to Deal When Children Misbehave, Father/Male Role Model's, Financial Management, Job Readiness Skills, Physical Activities; Good Nutritional Diets, Disease Requisition and Prevention - diabetes, obesity, high blood pressure, food allergies, etc.).

To ensure that services are not duplicated, Gateway participates in inter-agency council meetings, along with many other agencies and programs, which focus on available services in the area and how the function of their service impacts the community. We inform other agencies/organizations of the guidelines of these programs through the established counties' interagency councils or to agencies, programs, or organizations in the counties that do not have a council. Through the county inter-agencies, members determine what social problems their communities have and find ways to promote public awareness to these needs. Committees are formed to obtain the materials and means by which the public awareness will be demonstrated. By providing, the same means of demonstration for awareness sends a strong message to the public that the community has bonded together and is expressing the importance of the problems in their community. Clients are required to sign a "Release of Information" form authorizing the type(s) information that can be released to other agencies/organizations.

Gateway has no official promotional technique towards adoption or foster care but if the need arises, referrals will be made to the most appropriate service provider or advocates serving the area to adequately answer questions or provide services pertaining to these needs. Informational materials are made available to the public who attend community events by the CSBG staff promoting adoption and foster care for children. The CSBG programs do

not consider income from the Foster Care services when checking for eligibility. This enables foster care households to be eligible for many of our programs that alleviate stress from taking care of large households with high utility expenses.

iv. Private Sector

Helping clients find a job with benefits, encouraging a young single mother to finish high school or encouraging attending college are all activities in which Gateway draws heavily upon the private sector partners. Almost all high wage jobs require a two to four-year degree. Gateway assists with enrollment in adult education classes so they can gain reading skills or refers to programs that can better assist clients with these types of needs. Youth and adult programs stress that the way to overcome the barriers of poverty is a good education, dedication and persistence of a good work ethic. This needs to be instilled in the younger generation before government assistance becomes their way of life. The youth and adult programs partner with local businesses to place clients for on the job training.

v. Economic Development Activities

Several private sector representatives sit on Gateway's Board of Directors. They provide valuable insight and information. Gateway also works closely with the Gateway Area Development District and local elected officials to better understand and participate in the decision making of the counties' economic development.

The Fatherhood FIRE program identifies these qualities of Fatherhood—Family-focused, Interconnected, Resilient, and Essential (Fatherhood FIRE)—as representative of the passion, warmth, vision, intensity, and love all fathers have for their families, and as the inspiration for the activities funded under this grant program. Fatherhood FIRE grants fund projects that integrate robust economic stability services, healthy marriage education, and activities designed to foster responsible parenting. Grantees also serve fathers who are within nine months of release from incarceration and who intend to return to their communities and families.

Studies have shown that involved fathers provide practical support in raising children and serve as models for their development. Children with involved, loving fathers are significantly more likely to do well in school, have healthy self-esteem, and exhibit empathy and pro-social behavior compared to children who have uninvolved fathers. Additionally, more engaged fathers—whether living with or apart from their children, can help foster a child's healthy physical, emotional, and social development.

To help fathers who are ages 18 years and older who have children ages 24 years and younger to provide comprehensive healthy relationship and marriage education services, as well as job and career advancement activities to advance economic stability and overall improved family well-being.

All services are available to participants **at no cost!** This program is available to parents, expecting parents/adoptive/foster, and anyone in a significant parenting role.

Life Elevated grant is intended to help families achieve these outcomes, while also helping individuals improve their relationship skills and their paths toward economic stability and mobility.

A strong family has many significant implications for the health and well-being of both adults and children. More than 30 years of research show that when children are living with their married, biological parents, they have better physical, emotional, and academic well- Studies have shown that people live longer, have less stress, and are more financially stable in a

healthy family environment where both parents are present, share the responsibility of the household, and raise the children together.

The program identifies these elements—family, relationship and marriage education, together with gainful employment—as the scaffolding upon which healthy families are built and sustained. Grants will provide a broad array of healthy marriage promotion activities and services designed to integrate skills-based healthy marriage education, along with additional services to address relationship skills and job and career advancement opportunities, for adults (age 18 and older).

Several Gateway staff serve on a variety of boards, committees, and councils within the area. Gateway will be visiting all county Chamber of Commerce to educate them about the economic impact Gateway has on their county. During these meetings Gateway will also promote the agency and its programs.

vi. See Attached EQUAL OPPORTUNITY AND ADA POLICY in Tab 11.

e. Rankings

The rankings from our client, community partner, and governing body surveys were compiled to reflect our priority of services. The services are prioritized as follows:

1. Employment
2. Education
3. Income and Asset Building
4. Housing
5. Health and Social/Behavioral Development
6. Civic Engagement and Community Involvement
7. Supportive Services
8. Agency Capacity Building
9. Linkages

f. Programs

- **Employment** – When a customer requests employment information, the outreach staff will inquire as to what their interest and/or skills are. The outreach worker can call on the client's behalf to check the requirements for the job, the application process, or if a resume is required. The outreach staff assists clients with completing applications, writing cover letters, writing resumes and sending them to the prospective employer. Another option is a referral to the employment office or the Workforce Innovation and Opportunity Act program for these types of assistance.

At the Kentucky Career Center, they can see a jobs counselor or use the computer lab to access America's Job Bank. Our Rowan County outreach worker participates in the One-Stop at the employment office when time permits and assists clients with their job searches. The Workforce Innovation Act program has program specific criteria that must be met. The outreach staff is familiar with various program eligibility criteria and can direct the client to the appropriate agency.

If transportation or child/dependent care obstacles are present, appropriate referrals are made.

All Menifee and Morgan County clients will be referred to the Job Club hosted by the WIOA Program. Job Club is offered weekly, participants have, and 85% chance of finding

employment in Job Club versus a 15% chance of job searching alone. CSBG Outreach Staff will follow up with WIOA Career Advisors to see if the clients attended.

- **Education and Cognitive Development** - The outreach worker will identify and provide career counseling and case management. These three individuals will be able to choose the program that they want to become certified in. The WIOA, out of school youth, 18-24-year-old age group has short term training money available, but the 25 and over age group lacks funds. This age group seemed to have the most need for assistance. These students will be from Morgan & Menifee County service area. The age range observed by WIOA staff that appears to be the most dedicated and committed CNA and EMT workers fall between 25 and 35; therefore, begins with the determination to provide this service only to adults.

The outreach worker in the county for which the student is from will complete a family goal plan and develop a progress and achievement plan addressing income management as well as for other identified needs with education, as determined by the family goal plan. Appropriate direct assistance, income management skills and life skills will be addressed and referrals will be made. This counseling will also include introducing the students to bargain shopping for required professional clothing, shoes, equipment, etc., which they will need to work in this career. The student will be encouraged to work part-time during the duration of this program to obtain the required items they will need to work in this field.

Referrals will be made to the adult learning centers, Commonwealth Educational Opportunity Center and other educational focused community service that would meet the clients need based on their family goal plan.

The WIOA Program offers work experience and short-term training for 18-24 year olds. They also offer job search for anyone 25 and older. Work experience training is offered for high school juniors and seniors if they are income eligible.

The Head Start program provides formal education to preschool age children. Along with these services, Head Start provides parenting skills education and strongly advocates for father's initiative.

- **Income, and Asset Building** - During the winter months, Gateway utilizes the LIHEAP program, Winter Care funds, Certificate of Financial Need, along with other smaller funds, when available, to help individuals. There are other programs utilized throughout the year to assist customers to maximize their incomes such as the CSBG Educational Fund, Self Sufficiency program, the Commodities program, and the Senior Farmers Market Voucher, etc. Through partnerships with the Kentucky Domestic Violence Association, referrals to free tax preparation will be offered to clients whose gross income is \$62,000 or less.

Gateway makes available to all clients a generated list of activities they can initiate to reduce the cost of winter heating bills. The outreach staff distributes this list throughout the year at community events and during LIHEAP. In addition, the CSBG staff may consult with clients about keeping accurate financial records, reconciling bank statements, educating and encouraging them to develop a budgeting plan. Referral information is made to the Housing Counseling Program, Weatherization and/or other agencies that can assist in this area as well.

Clients that request emergency monetary assistance more than two times, other than LIHEAP, are required to confirm a meeting with an outreach worker for a one-on-one assessment of their financial situation before they will be eligible to receive another

form of monetary assistance through the outreach offices (unless it's a life threatening situation.) This procedure will continue throughout the fiscal year - providing the funding source criteria allow it. The outreach worker will also be case managing them to assist their needs in moving towards self-sufficiency by completing a family goal plan to assess financial need, and develop an income management progress and achievement plan. These will be monitored and goals will be completed on quarterly basis if the client comes into the outreach on regular bases to do so or when seeking further assistance.

The outreach workers assist customers with their everyday money management issues and distribute materials throughout the year, post information to help clients maximize their household incomes. Such assistance includes, but not limited to, Medicare fraud/spam issues, curbing predatory lending, Earned Income Tax Credits, working toward self-sufficiency tips, safe food handling, how to preserve food, how to make your food stamps and money stretch throughout the month, nutritional information, health related and healthier lifestyle information.

They assist clients in applying for the weatherization program, commodities program, farmers market vouchers, phone Lifeline discount programs, home repair programs, and so much more. Several are enrolled through the outreach offices on some type of energy discount programs such as Home Energy Assistance (HEA) through Kentucky Utilities, Delta Energy Assistance Program (DEAP) through Delta Gas, Energy Assistance Program (EAP) through Columbia Gas and American Electric Energy Program (AEP) through American Electric and Power. The majority of the clients enrolled in these programs are elderly. Participating in these programs enables some of these clients to stay in their homes and to remain independent.

The outreach offices have utilized Kentucky Transitional Assistance Program KTAP volunteers to assist them with obtaining job ethics and skills which could position them in a job market where they never were considered before.

The Fatherhood Program coaches can educate, encourage, and facilitate the National Endowment Financial Education program (NEFE) and Tackling the Tough Skills. Working towards emergency savings and debt reduction is the primary goal of these programs.

During the regular school hours, children ages 0-5 can attend Head Start classes free of charge to eligible, low-income families. As a Head Start family, they receive assistance with medical, dental, and mental health issues. The staff provides transportation for these services. Family Advocates in this program are in contact with the families to ensure that all are safe and secure. When needs are identified, these workers assist in finding an immediate and long-term solution such as getting electricity turned back on or food in the home.

The weatherization program provides weatherizing services to eligible clients. This could include but not limited to: weather stripping, insulation, home repairs which were resulting in energy lost, and heating system replacement. As a result, the clients realize a savings in their heating and electric bills, another form of maximizing our client's incomes.

- **Self-Sufficiency**

Most any type of service could be included under the category "Self Sufficiency". It depends upon what an individual or family's needs are and what obstacles they must overcome to achieve their goals towards self-sufficiency. Client needs are assessed and determinations of their self-sufficiency obstacles are identified. Most of the needs listed below have been identified as barriers for individual and family self-sufficiency.

If the client becomes a participant of the Self-Sufficiency Program a family goal plan will be completed, and goals will be set in areas of their life deemed crucial to assist them on their

road to self-sufficiency. In addition, a progress and achievement plan is completed which details goals, progress, and other steps necessary to obtain/maintain self-sufficiency. The clients are followed up on each quarter until they succeed or request to exit the program. The outreach staff works closely with the client and follow-up on their progress to self-sufficiency. CSBG funding will assist the Self Sufficiency program participants with removal of barriers that may prevent employment or continuing education

A referral list can be generated from the Castinet program for client use. Employment listings can help a client secure a job, eliminating the need for public assistance. The Head Start program can provide their child with beginning social skills and early education at no expense to the parents. If a parent wants to attend college, but lacks the resources necessary, Gateway refers to the Child Care Assistance Program in which parents pay, if at all, on a sliding scale fee. The Workforce Investment Opportunity Act program can assist in job search and placement. A client can be referred to Kentucky Housing Corporation. The Kentucky Housing Corporation has a Family Self-Sufficiency Program. The client can be on their way to owning a new home. The client may participate in budget counseling and/or receive assistance in starting an escrow account for down payment on a home through Kentucky Housing Corporation.

Education is an important piece of the puzzle to self-sufficiency. Most jobs require a high school diploma or a GED and there are many opportunities available for study aides and payment of GED testing fees. An education, a job paying above minimum wage, home ownership, and the knowledge of managing a healthy financial household are opportunities available that can put the client on the path to self-sufficiency. The outreach staff empowers the client with available resources to help achieve self-sufficiency.

- **Housing** – Clients seeking housing assistance may have several options. First, the outreach staff asks if they need Weatherization services or housing assistance. If it is Weatherization, a list of the required documentation is provided. If they have all the necessary documentation with them, the intake process is started. An assessment is taken through the Castinet program and the client's stated need is entered under ROMA and the CSBG Milestones. The outreach staff makes a copy of the application and all documentation then forwards it on to the Weatherization Director for eligibility determination.

If the client needs housing assistance, the outreach staff can refer them to housing counseling, low-income housing, or can help with the first month's rent or past due rent. If necessary, a client's stated need is noted and a general application is completed in Castinet. Upon approval, the application is processed through bookkeeping and the rent/mortgage assistance is paid.

Clients/services not eligible under the weatherization program are referred to Rural Development for a possible very low interest loan towards their housing need. As mentioned in the "Health" section above, the client might have an opportunity to access services and materials from volunteers. This assistance might be obtained from organizations such as the Prince of Peace Catholic Church and other faith based groups who regularly serve Eastern Kentucky counties.

CSBG outreach workers work with clients in need of a home to seek temporary and/or long term residence by either directly assisting them and/or making referrals to other service providers that may serve their needs better.

Tenant Based Rental Assistance (TBRA) funds may be used to provide rental assistance to help pay the cost of monthly rent for up to one year if the applicants maintain this same residence for the qualifying period. Applicants must complete the TBRA application and

obtain the property owners signature. Then, a home inspection must be done before they are approved for assistance. Qualifying households must have incomes below 60% of the area median, adjusted for household size and county of residence, as established by HUD guidelines, and be homeless and/or have special needs. In addition, 20% of the households assisted must have incomes at or below 30% of the area median. Gateway Community Action will be applying for additional TBRA funding when the new application is available.

- **Health and Social/Behavioral Development** – If a client enters Gateway with a food need, the outreach staff identify accessible nutritional programs. All communities have food banks available through a church, private organization, school, or county government. A client either is referred to one of the above or is directly served if there is food available for distribution in the outreach offices. If it is a direct service, a service assessment is completed, clients stated need chosen and a general application completed.

Commodities are available in most of the counties and the CSBG staff work with this program to ensure that eligible families receive the commodities or provide appropriate referrals to those agencies that host the commodities nutritional program. Gateway has a written, signed agreement with God's Pantry food bank in Bath, Montgomery, and Menifee Counties to operate the commodities program for seniors.

Gateway also provides referrals to the local food stamp and WIC programs for eligible clients. Gateway can inform parents about food services available to children through local schools or the local DCBS office.

The outreach staff provides assistance or refers support to assist with the completion insurance and other types of medical forms. Staff distribute information and make referrals to our kynect Program. The connectors will assist clients with finding insurance. The outreach staff collaborates with local health departments and other health care service providers to keep abreast of current information to make referrals to the most appropriate service needed for the client.

Gateway outreach workers have access to flexible private donated funds that can be used to obtain medications or other health care services as determined by applicable eligibility guidelines. A general application is completed at the local outreach worker, which determines the type of assistance available. Gateway outreach staff makes available materials focusing on health issues. These are distributed during LIHEAP or during health fairs and other community events. Gateway also secures and distributes information on child abuse awareness.

The outreach offices serve as the contact point for low-income seniors, who are ill or disabled by connecting the clients with programs and/or other organizations that may have the resources to assist the client. These services are often performed by groups who come into the area to conduct missionary/ministry work camps and contact Gateway seeking individuals/families to serve.

Gateway also has onsite staff for the kynect Program to assist those individuals who do not have health care. The connectors can help them sign up for the insurance that best meets their needs.

The CSBG outreach worker completes an assessment, the client has stated need chosen and an LIHEAP Subsidy application is completed in Castinet. This program provides home energy assistance. A one-time benefit in subsidy is credited to their utility account or it can assist the client in purchasing bulk fuels.

The CSBG outreach staff can also provide budget-counseling sessions, to find ways to live on a fixed income and utilize community resources to meet household needs, is also available upon request.

- **Civic Engagement and Community Involvement** - Gateway maintains an extensive list of community partners and actively monitors and seeks new partnerships with agencies in an effort to address gaps in service provision as identified by our comprehensive community assessment that is completed each year. Our strong community assessment includes surveys to ascertain their level of satisfaction with the effectiveness of services and resources. We are a multi-county agency that focuses on human development and self-sufficiency. We encompass a holistic approach to poverty that obtains optimum results. We have over 50 years of experience, during those years have cultivated, and nurtured a long list of partners that provide support and collaboration in the communities' endeavors to address issues identified by assessment data. The list below, while not all inclusive, provides a glimpse into the impressive types of partners for which Gateway enjoys a positive relationship:

Gateway Homeless Coalition

- Department of Community Based Services.
- With local area businesses to provide on-site client services, work placement opportunities, etc.
- Local Department of Community Based Service offices
- Local health departments
- Partnering with area community partners and providing information at community events to promote and advocate related Gateway programs and more.

There are numerous community events and programs operated each year that include low-income residents. In addition, one-third of the Gateway Board of Directors is composed of low-income population and the low-income also participate in the community needs assessment survey.

Gateway has demonstrated through an impressive list of community partners the ability to work in partnership with other agencies. CSBG staff sits on councils such as the Emergency Food and Shelter Program Local County Boards, Adult Basic Education and Literacy boards, Christian Social Services Board of Directors, community holiday committees, Champions Alcohol and Substance Abuse Prevention council and local interagency councils that bring together professionals throughout the service areas to work in concert identifying need and promoting community initiatives. Groups like these throughout the Gateway area work collaboratively to identify and address issues directly affecting low income individuals. To avoid duplication of services and pool the resources and expertise of staff throughout the community, Gateway works in unison with many local service agencies, thus providing a blanket of holistic services.

Gateway staff will continue to identify community partners with and become active in promoting, advocating, and serving their clients more effectively and efficiently.

The agency as a whole encourages low-income participants to volunteer their time, whether as a Head Start parent or a local Retired and Seniors Volunteer Program (RSVP) participant.

Head Start's Policy Council is composed of Head Start parents. Monthly meetings are conducted at which they are given a voice in the Head Start Program.

Gateway's Workforce Innovation and Opportunity Act sets up community service projects throughout the year for the youth to volunteer.

In addition, Gateway staff strive to support the community and be involved in the communities that we serve. There are many community events throughout the year in each of those communities. Gateway has a Community Event Calendar that each director is responsible for adding events and having staff attend those events.

Gateway staff attend the events as a representative of Gateway. The staff person will have information on the table about the programs that Gateway has to offer. Gateway staff will attend at least 40 events in the communities that we serve.

- **Services Across Multiple Domains (Supportive Services)**

Unless prohibited by specific program regulations, customers may be required to participate in budget counseling and case management sessions. Should a client request emergency assistance for the third time in a fiscal year, the client must participate in a family goal planning session with the outreach worker. The initial assessment must be completed prior to receiving further monetary emergency assistance from Gateway unless the assistance is needed because of a life-threatening situation.

The client must also agree to participate in case management services through Gateway’s outreach offices. The outreach worker will complete a family goal plan to assess their financial needs, and develop a progress and achievement plan. Failure to participate in the initial family goal planning session as outlined above may result in no future emergency assistance (unless prohibited by program specific regulations). All requests for assistance, whether approved or denied, will be recorded in the client’s record.

All county outreach workers either serve as general board members of those Emergency Food and Shelter Program Local Boards to ensure that these funds are available and accessible to those in emergency needs. The local board approves how the funds are to be distributed and how much for each non-profit program that applies for funding.

g. Logic Models

A logic model for each category has been completed and included in this Plan & Budget as labeled “*Logic Model*”.

h. Allocation

The allocation will be broken down into the following category percentages based on the combined results that were submitted by our clients, community partners, and board/council members from a ranking section as part of our Community Needs Assessment Survey:

- Employment 25%
- Education 23%
- Income & Asset Building 14%
- Housing 12%
- Health and Nutrition 11%
- Civic Engagement 10%
- Supportive Services 2%
- Agency Capacity 2%
- Linkages 1%

Whenever possible other agency funds, referrals or collaborative efforts will be used to assist the client. This ensures non-duplication of services as well as gathers other resources to provide the needed service.

Allocation of funds does align with community needs assessment.

i. Staff Involvement

In addition, Gateway staff strive to support the community and be involved in the communities that we serve. There are many community events throughout the year in each of those communities. Gateway has a Community Event Calendar that each Director is responsible for adding events and having staff attend those events.

Gateway staff attend the events as a representative of Gateway. The staff person will have information on the table about the programs that Gateway has to offer. Gateway staff will attend at least 40 events in the communities that we serve.

j. Non-duplication of services

ii. Inter-Agency Councils

Gateway provides leadership skills in participating and/or assisting in the initiation of individual county interagency councils. Gateway will provide a list of available services to be included in county resource manuals, which have been or will be provided to any agency or program participating on these councils. Again, strong encouragement of the use of collaboration among all the services available in the counties and non-duplication of services will be stressed and upheld as much as possible. These meetings are held quarterly. Gateway outreach workers and/or CSBG Director will attend these meetings with the exception of those during the operational hours of LIHEAP. Other Gateway employees also attend these meetings, generating representation of Gateway at every scheduled meeting. Gateway will ensure that these councils remain current and functional. Bath, Menifee, Morgan, Montgomery and Rowan Counties currently have a fully functional council in place.

Information is shared among the interagency council members but no client confidentiality is breached.

iii. Activities

Gateway Rowan County's outreach worker actively participates in the One-Stop at the employment office in Morehead. Gateway and TENCO have a Memorandum of Understanding outlining what activities Gateway will do for the One-Stop. Our outreach worker spends three (3) hours a week at the center with the exception of LIHEAP season. The outreach worker in Rowan County participates in monthly meetings and any training provided through the One-Stop.

Gateway's Head Start program strongly encourages the father/child bonds by promoting the importance of the presence of fathers in their student's lives by inviting them to all their events and encouraging them to volunteer in their classrooms.

iv. DCBS Collaboration

All Gateway programs provide reciprocal referrals with DCBS to assist households in an emergency need for assistance. Reports are made to DCBS by Gateway staff upon suspicion of abuse or neglect. Gateway has no official promotional technique towards adoption or foster care but if the need arises, referrals will be made to the most appropriate service provider or advocates serving the area to adequately answer

questions or provide services pertaining to these needs. Informational materials are made available to the public who attend community events by the CSBG staff promoting adoption and foster care for children. The CSBG programs do not consider income from the Foster Care services when checking for eligibility. This enables foster care households to be eligible for many of our programs that alleviate stress from taking care of large households with high utility expenses.

k. Youth

Gateway does not have an official training for volunteers who mentor our youth. There are other ways they do receive guidance and mentoring to work with youth. By obtaining direct experience, observation and training through our programs, volunteers gain mentoring skills.

The Head Start program has partnership agreements with the child's family. Head Start staff holds parent meetings on a monthly basis at each center site. Parents make up 55% of the Head Start Policy Council members. Parents are strongly encouraged to volunteer in the classrooms. They log thousands of volunteer hours each year. This program also provides training for parents on such topics as recognizing the signs of stress and definition of child abuse and neglect. They encourage parents to participate in different activities held throughout the year such as the Fatherhood Initiative events providing opportunity for teaching and mentoring moments for the males in their families as well as providing training and mentoring experience for their parent volunteers. These events are designed to emphasize on some topics such as how to appropriately discipline your child, how to empower and encourage your child, how to play and interact with your child, how to set healthy routines and promote the value of learning.

In the Workforce Innovation and Opportunity Act program, the parents are encouraged to get involved as well. If there is a community project for the youth, the parents are asked to attend. The youth counselor meets with participants weekly. The counselor is available to the participant for any problems they may have at school or at home. If the child has some special need, Gateway will make every effort to help them. The Workforce Innovation and Opportunity Act director and counselors seek support and collaboration from the community. Job seekers through WIOA, between the ages of 18 and 24, will be assisted by the out-of-school career advisor and those job seekers over 25 will be assisted by the adult program case managers. The staff strives to serve as role models and mentors to the youth in order to have a positive influence in their lives. A helping hand will aid in the prevention of the youth choosing the wrong course in life that will lead to crime, violence and/or drugs.

I. Services directed toward coordination and linkages of other community services to impact the community

The CSBG outreach staff and the CSBG/LIHEAP Director are responsible for informing the community about the LIHEAP program. It starts in September with the CSBG/LIHEAP director seeking approval from the Gateway Board of Directors to contact the vendors of good standing or sole source providers from the previous year. All CSBG staff receive the LIHEAP manual provided by Community Action Kentucky. All the information shared at the state meeting is related back to the CSBG outreach staff through the CSBG program coordinator or director.

The director places a newspaper advertisement for vendors in each of the five county papers for a minimum of two weeks. Any questions are answered by the outreach staff or the director. Vendor packets, containing the vendor agreement, subsidy vendor application, crisis vendor application and the specifics of the program are mailed to each previous vendor in good standing and/or a new vendor upon request.

The Director of Program Operations has the responsibility of compiling the subsidy and crisis vendor list for each county as well as entering the information into CASTiNET. The director is also responsible for obtaining the signatures of all volunteers and staff associated with the

implementation of the LIHEAP program, all Gateway administrative staff, and Gateway Board of Directors on the Vendor Disclosure Statement form.

Once the posters and flyers of the state calendars for LIHEAP are received, they are distributed by the director to each outreach staff. The outreach staff ensures these items are distributed and displayed all over their community. They are made available for display to all programs operating through Gateway, as well as banks, grocery stores, gas stations, post offices, laundromats, health departments, health clinics, Christian Social Services, Family Resource and Youth Service Centers, and many other agencies and programs throughout their county. The name, address and phone number of the local Gateway outreach office is listed on every poster for the client's convenience.

If there are any volunteers in the outreach offices, the outreach staff is the person designated to train the volunteer concerning their specific duties. Other agencies that assist in gathering information for applications for Gateway, such as Home Health, are given hardcopies of the applications, approved vendor listings and income guidelines in order to take the applications. It is the duty of the outreach staff to collect all necessary documents and complete the application process for LIHEAP assistance. The LIHEAP program takes much preparation, but Gateway follows a systematic set of steps for a successful implementation of the program each year.

Gateway staff attend county interagency councils. They provide information about Gateway programs as well as absorb information shared by other community service providers they can use to refer their clients to and take the opportunity to collaborate. Gateway has staff, which ensures that these councils remain operational and functional. As an active member of the surrounding county interagency councils the CSBG Director, serves as the contact person for the Gateway area. The Director is often requested to share announcements about community events or news concerning area services to service providers throughout the Gateway area via her email distribution list.

m. ROMA/Data Analysis

The Community Needs Assessment shows that the percentage of clients who are in need of employment has increased by one percent in the last year at 30%. According to the Needs Assessment, clients say they need more jobs with better pay and benefits, affordable transportation to and from work and more affordable childcare during work hours and improvement in the workforce readiness skills of people who are able to work. We will focus on working with community partners to find better paying jobs and benefits for our community. Also, look at child care facilities in the community and in-home child care options. Transportation is an issue because we are in a very rural area. We are partnering with Montgomery County City and County officials to provide transportation services to customers in that county. The transportation program will allow customers to have access to local stops such as grocery stores, pharmacies, Walmart and other stops to help meet their needs.

Those seeking education and cognitive development help stayed the same as last year. In the past year, Gateway has strengthened its community partnerships with those who provide GED classes as well as working with community partners to help pay for trade school courses.

Housing needs are still a rising concern in the community at 15% according to our Community Needs Assessment. Most Section 8 housing is always full and there is little new construction of safe and affordable housing. Although Gateway does administer the TBRA program, this increase in need will push us to strengthen our community partnerships in this area.

We use the ROMA Cycle as an accountability tool when evaluating program successes or failures. In using the Community Needs Assessment, we look at all the data that is submitted along with our internal agency data to plan programming that coincides with our agency mission statement to

identify strategies and services to achieve the maximum results for the clients that we serve. We analyze the Community Needs data, agency data client satisfaction survey results to gauge benchmarks and make program changes for the next fiscal year.

Gateway Community Action Agency

Community Needs Assessment Questionnaire Tallies 2023-2024

1. What is your role in the community?		
Community Action Client/Low-Income Resident	48.89%	110
Faith Based Organization Representative	2.22%	5
Private Sector Representative/Community Member	8.00%	18
Community Organization/Partner	13.78%	31
Educational Institution Faculty/Staff	4.44%	10
Health Care Agencies	3.11%	7
Board Members of Community Action Agency	2.67%	27
Staff or Volunteer of Community Action Agency	12.00%	48
Local Politician/Government/Public Sector Representative	4.89%	<u>11</u>
		225
2. In which county do you live or Represent (for the agency)?		
Bath	17.33%	39
Menifee	8.00%	18
Montgomery	29.78%	67
Morgan	18.22%	41
Rowan	26.67%	<u>60</u>
		225
3. What is your gender?		
Male	22.22%	50
Female	77.78%	175
4. What is your Age?		
Under 18	0.00%	0
18-24	6.22%	14
25-44	39.11%	88
44-54	28.89%	65
55-59	11.56%	26
60-64	5.78%	13
65-74	7.11%	16
75+	1.33%	3
5. What is your race?		
American Indian or Alaska Native	0.44%	1
Asian	0.00%	0
Black or African American	1.33%	3
Native Hawaiian or Other Pacific Islander	0.00%	0
White	96.89%	218
Multi-Race (two or more of the above)	0.44%	1
Other	0.89%	2
6. What is your ethnicity?		
Hispanic, Latino or Spanish Origins	0.89%	2
Non-Hispanic, Latino or Spanish Origins	99.11%	223
7. What is your education level?		
Grades 0-8	1.78%	4
Grades 9-12/Non –Graduate	4.44%	10
High School Graduate/Equivalency Diploma	23.56%	53
12 th Grade + Some Post-Secondary	23.11%	52
2 or 4 Years College Graduate	27.56%	62
Graduate of Other Post-Secondary School	19.56%	44
8. What is your Military Status?		

Veteran	4.00%	9
Active Military	0.00%	0
N/A	96.00%	216

9. EDUCATION-Mark the 3 Most important needs

More parents involved in student's education	56.05%	88
Preschool activities for child(ren) to develop school readiness skills	28.66%	45
More accessible counseling to prepare students for tech or college	36.94%	58
More certificate/degree programs offered locally	37.58%	59
Affordable transportation options to and from school	26.11%	41
Affordable high quality childcare options for parents who would like to Further their education	57.32%	90
Increase the community's knowledge of available education resources	53.50%	84
Other	3.82%	6
Other (please specify)	0.00%	6

EMPLOYMENT-Mark the 3 most important needs

More jobs with better pay benefits	62.42%	98
More training for the types of jobs available in the area	38.85%	61
Affordable transportation to and from job	35.67%	56
Affordable childcare during work hours	61.15%	96
Early reinforcement of the values of entering the workforce	24.84%	39
Increasing the community's knowledge of available employment Resources	28.03%	44
Improve the workforce readiness skills of people who are able to work	35.03%	55
Affordable adult day care during work hours	12.10%	19
Other	1.91%	3
Other (please specify)		3

HEALTH-Mark the 3 most important needs

More community focus on preventative Healthcare	31.85%	50
Affordable transportation for health care services	25.48%	40
Provide more education on maintaining personal hygiene	8.92%	14
More payment assistance programs for adult dental, hearing and/or vision services	60.51%	95
More access to affordable comprehensive (or primary) health care services	36.31%	57
Increasing the community's knowledge of available health resources	35.03%	55
More emphasis on early childhood nutrition education	15.92%	25
More emphasis on reinforcing health eating habits	14.65%	23
More knowledge of available food resources	35.03%	55
More assistance and resources for victims of domestic violence	22.93%	36
More assistance and resources for victims of elderly abuse	9.55%	15
Other	3.82%	9
Other (please specify)		

HOUSING-Mark the 3 most important needs

More monthly rental assistance programs	48.41%	76
Increased availability of security/utility deposit programs	32.48%	51
More counseling resources for homeowners	22.93%	36
More grants to make home ownership and home rehab affordable	17.20%	27
More grants to provide services that reduce energy cost	50.32%	79
More programs to provide free home repair	31.85%	50
More income based rental housing for disabled and seniors	34.39%	54
More community supports for homeless families	33.12%	52
Other	25.48%	40
Other (please specify)	3.82%	6

INCOME & ASSET BUILDING-Mark the 3 most important needs

Anonymous and confidential budget counseling	43.31%	68
More education on how to build assets	50.32%	79
Information on how to access free credit counseling	28.66%	45
Anonymous and confidential savings counseling	17.20%	27
More access to low interest loans	66.24%	104
More information on how to access financial resources	52.23%	82
Increasing the community's knowledge of available mainstream financial resources	40.13%	63
Other	1.91%	3
Other (please specify)	0.00%	3

CIVIC ENGAGEMENT-Mark 3 of the most important needs

Increasing the community's skills and knowledge for leadership development	84.08%	132
More citizenship classes	32.12%	52
More education on how to join neighborhood associations, community boards, Advisory groups or similar organizations	84.08%	132
More knowledge on civic activities	91.72%	144
Other	7.01%	11
Other (please specify)	0.00%	8

SUPPORTIVE SERVICES-Mark 3 of the most important needs

Child Support	15.92%	25
Legal Services	17.83%	28
Youth Services	36.94%	58
Meal Programs	36.31%	57
Life Skills Programs and Services	36.31%	57
Substance Abuse Resources	30.57%	48
Elderly Services	24.84%	39
Sexual/Emotional/Physical Abuse Services	15.92%	25
Transportation Services	27.39%	43
Disabled Services	12.74%	20
In-home Services	20.38%	32
Senior Centers	5.10%	8
Emergency Services	18.47%	29
Other	1.27%	2
Other (please specify)	0.00%	4

OVERALL NEED-Mark 3 of the most important needs

Employment	75.33%	113
Education	41.33%	62
Income & Asset Building	28.67%	43
Housing	73.33%	110
Health	38.00%	57
Civic Engagement	10.00%	15
Supportive Services	33.33%	50

WHAT DO YOU THINK IS THE MOST IMPORTANT REASON YOU OR YOUR COMMUNITY NEEDS COMMUNITY ACTION?

Answered Skipped
100 73

Overall Responses

1. none
2. So no one gets cold
3. EMPLOYMENT
4. Provide assistance
5. Inflation has caused low income to struggle even harder.

6. I need it to help with my utilities while I have no job To help support disabled, elderly and abused women in the area.
7. Food and utilities
8. Well myself my water and electricity are completely shut off and I don't have transportation to work and home. So I've been walking everywhere. That's another reason I believe transportation would be beneficial not just to me but to everyone else in the community who are also struggling with such similar issues as I am.
9. To help families in need.
10. inflation
11. for some people it is their only chance to catch up in life
12. Housing is so expensive and even if you do work full time it's hard to come up with the rent and deposit at the same time. 114406070821Sep 06 2023 10:42 AM It's important to me when we are in a financial crisis and need help with utilities.
13. Na
14. There are too many citizens struggling and there needs to be an action plan to help.
15. Providing community resources to members who need it the most. Community Action has been a great partner for Montgomery County and we love our transit van services.
16. to help those in need
17. na
18. No jobs that will hire or pay anything
19. To help with utilities when someone is struggling.
20. The economy is tanking, mental health issues are on the rise.
21. AM I have been laid off of my job due to transportation issues.
22. None
23. I feel I need it because I wrecked my vehicle which made me loose my job which makes it not possible to pay my rent now
24. Utilities
25. Poverty
26. The economy is horrible and it is too hard to be able to pay the bills.
27. Emergency Assistance and Programs
28. na
29. To help build our community instead of more people resorting back to addiction
30. To provide financial assistance
31. With the cost of groceries and utilities people are struggling to pay their bills
32. Affordable childcare
33. liheap
34. To help tell and share community partner services 114370443036Jul 18 2023 11:34 PM More knowledge of resources
35. Community needs
36. Assistance
37. LIHEAP
38. Na
39. Na
40. It provides help to people in the community who need it
41. Our community is a low income area, and the services provided by gateway are vital to many families.
42. The cost of living has increased and there are people on disability that can't meet the high prices in utilities
43. To assist marginalized members of the community
44. To help with low income families and people who needs help with stuff
45. None
46. Services provided to give quality care and meet needs of community
47. To help families become more stable and allow them to learn to become thriving members of the community.
48. Varied services that can provide stand alone support or be braided with other program services to offer greater support in an effort to meet the complex needs of individuals, couples, & families.
49. na
50. Not sure
51. To help with elc my boss die
52. To support families in caring for their children, maintaining their health and having safe, consistent shelter.
53. The elderly are invisible!
54. The resources they have

55. I think the most important reason the community needs Community Action is because we are an impoverished area, and many people need assistance with various things, such as heating and cooling costs and child care, as well as help developing skills such as resume building, GED support, and how to maintain healthy relationships.
56. So many people don't have the resources information needed
57. They help with families and individuals in need. They need more funding to support these needs.
58. To fill in the gaps govt doesn't cover to help needy citizens
59. to support the low income families.
60. We need community action to help the people of our community that are struggling because of different barriers that are in their lives.
61. Community Action is very important for a community because it's important to have support and resources available to them when needed
62. Na
63. To better lives of people who live here
64. Our community needs the resources and programs that are available to be communicated in the community. People need help but doesn't know where to get help or what could be available
65. Wrap around services for low income families and and bridge from homelessness to rental
66. We are an endless loop, families who come from addiction or poverty or unemployment, and that cycle is just continuing
67. Na
68. None
69. None
70. I rely heavily on community action for help with my electric bill. Haven't had any help in the past couple of months
71. For our youth
72. for utility assistance
73. The community is only as good as the health and well being of its citizens. Better citizens make better communities.
74. This program gives clients the ability to be self sufficient and the programs we can offer gives them a chance to better their lives.
75. to help those , that help themselves
76. Assist struggling individuals and families as they move toward self sufficiency
77. our community needs everything our community action offers.... especially LIHEAP, WIOA, HMRF. Education services for the younger kids.
78. The most important reason our community needs us is so we can help remove some of the barriers they face in order for them to reach their personal goals and be a contributing member of the community.
79. Need more Transportation and Housing
80. Help with child care and learning, Utility assistance, and referrals to other Community action programs
81. Community Action serves as a hub of information and resources that without it most who can benefit from would be unaware of.
82. Employment, Education, Housing Assistance and Medical Assistance and Services
83. Valuable resource that is a distribution point for information and services to better our citizens and our community.
84. Great resource for our communities. They provide a lot of greatly needed services and their staff is very helpful and caring.
85. The most important reason, I think would be helping the families in need.
86. administrative funds to pay staff
87. To serve low-income families in the region with a variety of basic needs and services.
88. Some people may not be able to currently help themselves. We need to get them on track to be able to be a role model in the community then let them blossom. Some people need a boost, but no one should solely rely on an agency forever.
89. Empowerment of the community not enabling through asset building and developing strategic planning with involvement with all stakeholders.
90. wrap around services
91. To provide needed services to those clients that may not otherwise have access to needed services or be at an income disadvantage in relation to traditional services that may charge a fee.
92. To help bring available resources to the local community
93. There are so many needs in this rural area. There are many financial and cultural barriers.
94. So that the community knows what resources are available to them.
95. Provides services no other agency provides for are area.
96. The services the community action offers meets the community needs
97. Resource building

Comments listed under Education

1. More resources or partnership with company to get people that are recovering addicts a role in the substance abuse field
2. Helping students study for college entrance exams at not cost to them
3. More emphasis on sports and after school activities
4. More programs offered locally for children with special needs
5. More awareness to the cost and potential debt of education

Comments listed under Employment

1. Partner with IOP programs so recovering addicts can get in the field of recovery
2. More jobs that coordinate with school schedules
3. The adult daycare is a HUGE need that most people are not aware of
4. Better pay for the job you do

Comments listed under Health

1. More ways to get youth motivated to work

Comments listed under Housing

1. all of the above
2. Affordable safe housing
3. Less expensive houses
4. Have people work for assistance given or handed out
5. More information on housing assistance

Comments listed under Income and Asset Building

1. All of the above
2. Information on how to access free credit counseling and information on how to access financial assistance.

Comments listed under Employment

1. All of the above
2. More rural activities
3. Comments listed under Employment
4. Not sure on this subject

Comments listed under Supportive Services

1. Home repairs
2. All of the above
3. Public transportation service and in-home services for seniors