1.3
ATTACHMENT A

DELEGATION
LETTERS

STATE OF GEORGIA
OFFICE OF THE GOVERNOR
ATLANTA 30334-0900

Nathan Deal
GOVERNOR

May 19, 2015

Ms. Jeannie Chaffin, Director
Office of Community Services
Administration of Children and Families
Division of State Assistance
370 L'Enfant Promenade, SW
Fifth Floor West
Washington, DC 20447

RE: Delegation of Authority – Community Service Block Grant

Ms. Chaffin:

As Chief Executive Officer of the State of Georgia, I agree to delegate the authority to Director of Collaborative Services for the Georgia Division of Family and Children Services to sign the Georgia Community Services Block Grant State Plan. As such, the Director's signature is certifying the state plan on my behalf. By designating my authority to the Collaborative Services Director, I am also agreeing to abide by the standard assurances on lobbying, debarment and suspension, and a drug-free workplace.

Sincerely,

Nathan Deal

STATE OF GEORGIA

Division of Family and Children Services

Nathan Deal
Governor

Bobby D. Cagle
Director

May 19, 2015

Ms. Jeannie Chaffin, Director
Office of Community Services
Administration of Children and Families
Division of State Assistance
370 L'Enfant Promenade, SW
Fifth Floor West
Washington, DC 20447

RE: Delegation of Authority – Community Service Block Grant

Ms. Chaffin:

As Director of the Division of Family and Children Services, I agree to delegate the authority to Lamar Smith, Director of Collaborative Services for the Georgia Division of Family and Children Services, to sign the Georgia Community Services Block Grant State Plan. As such, the Director's signature is certifying the state plan on my behalf. By designating my authority to the Collaborative Services Director, I am also agreeing to abide by the standard assurances on lobbying, debarment and suspension, and a drug-free workplace.

Sincerely,

Bobby Cagle
Director, Georgia Division of
Family and Children Services

Two Peachtree Street, NW | Suite 19.490 | Atlanta, Georgia 30303 | Telephone: 404-651-8409 | Fax: 404-657-5105

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ATTACHMENT B

CSBG STATE POLICY MANUAL

GEORGIA DIVISION OF FAMILY AND CHILDREN SERVICES

COMMUNITY SERVICES BLOCK GRANT PROGRAM POLICY MANUAL

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BACKGROUND **PROGRAM AUTHORIZATION**	The Community Services Block Grant Program is authorized by the Omnibus Reconciliation Act of 1981, P.L. 97-35, the Community Service Block Grant Act, as amended (in 1998 by the "Coates Human Services Reauthorization Act of 1998, P.L. 105-285). The Official Code of Georgia Annotated, 49-8-4 (O.C.G.A) designates the Department of Human Resources/Services (hereafter referred to as the State Department), as the lead state agency for the administration of the Community Services Block Grant. The Community Services Block Grant (CSBG) is administered through a contractual agreement with a statewide network of twenty (20) non-profit community action agencies and four (4) county governments designated as eligible entities. Services and programs are provided to all one hundred fifty-nine (159) counties.
REQUIREMENT	The State Department must comply with federal statutes and regulations in administering the Community Services Block Grant program through Community Action Agencies and county governments (hereafter referred to as eligible entities). The eligible entities must comply with all policies and procedures found in the CSBG Manual and the State Department contract.
BASIC CONSIDERATION	The purpose of the Community Services Block Grant funds is to allow states to provide a wide range of services to help ameliorate the causes and conditions of poverty. Funds are distributed to all twenty-four (24) eligible entities based on a formula adopted by the State Department and a committee of representatives from eligible entities. Assistance is provided for individuals at one hundred and twenty-five percent (125) % of the OMB Poverty Guidelines. Eligible entities must submit a Project Application Plan at least yearly.

BASIC CONSIDERATION Cont'd	Programs or services administered by each entity must be used to support activities and services designed to assist low-income families and individuals to become self sufficient. Each eligible entity will conduct a Needs Assessment in their service delivery area to determine the needs of the community. Programs administered by the local agencies should be guided by the results of the Needs Assessment.
NATIONAL GOALS	In 1998 Congress mandated that federal departments develop a system to measure effectiveness and accountability of the expenditure of CSBG funds. The Monitoring and Assessment Task Force (MATF) recommended a system known as Results-Oriented Management and Accountability or ROMA. ROMA is an instrument that measures results / outcomes of programs and services at the local level. (See NASCSP website for Instructions on completing Outcome Measures). www.nascsp.org Programs or services administered must address at least one (1) of the National goals. Eligible entities' programs must fit into the framework of the ROMA goals listed below:
GOAL ONE	• <u>Low-Income People Become More Self-Sufficient</u> People become more responsible for their lives
GOAL TWO	• <u>Conditions in Which Low-Income People Live are Improved</u> Communities are revitalized by increasing opportunities and resources for low-income people
GOAL THREE	• <u>Low-Income People Own a Stake in Their Community</u> Change in people's lives will occur when they have a voice and participate in their community affairs

GOAL FOUR	• Partnerships Among Supporters and Providers of Services to Low-Income People are Achieved Eligible entities support this goal by outreach, linkage, leveraging and coordination activities
GOAL FIVE	• Agencies Increase Their Capacity to Achieve Results Eligible entities mobilize and utilize resources from a variety of sources to carry out its activities, programs, advocacy and coordination responsibilities
GOAL SIX	• Low-income People, Especially Vulnerable Populations, Achieve Their Potential by Strengthening Family and Other Supportive Systems Senior citizens and individuals with disabilities maintain independent living situations
OUTCOMES	Each program administered should have measurable results. See NASCSP Website for detailed information on how to identify outcomes: www.nascsp.org
PERFORMANCE INDICATORS	Eligible entities should evaluate programs or services to identify whether or not the service is providing the intended outcome. There are twelve (12) Performance Indicators that may be used to measure program effectiveness.
CSBG PROGRAMS AND SERVICES	The State Department currently offers (14) programs and accompanying services that local agencies may choose from based on the needs of their respective communities: 1. Self-sufficiency 2. Employment

CSBG PROGRAMS AND SERVICES Cont'd	3. Economic development 4. Education 5. Income management 6. Housing assistance 7. Nutrition 8. Health 9. Emergency assistance 10. Energy assistance (non-LIHEAP) 11 Youth and family development 12. Resident participation 13. Linkages 14. Other negotiated Services
SELF - SUFFICIENCY	Activities or services in this category may include long term comprehensive supports or short term temporary assistance that removes barriers and promotes progress toward self-sufficiency such as: • Written case management plans that outline specific goals with benchmarks to move families from vulnerable to stable • Cash assistance • Employment supports such as career counseling, free clothing * Most services provided in other categories can be linked to the self- sufficiency category**.
EMPLOYMENT	Activities/services in this category assist with securing and maintaining employment and may include: • Job counseling, skill assessments, job placement, career development, resume preparation • Referrals to training, GED classes, subsidized childcare • Provision of transportation vouchers
ECONOMIC DEVELOPMENT	Activities/services in this category may be geared toward individual or community empowerment. Examples are: • Small business development training • Mentorship • Low interest loans or referral to Small Business

	Administration • Preparing federal and state tax returns • Sponsoring Individual Development Account classes
EDUCATION	Activities/services in this category are designed to assist low-income participants in attaining an adequate education. Examples of services are: • Counseling and mentoring for at-risk students • Information and referral to scholarships for college or technical school • Adult basic education with flexible schedules • Providing funds for GED and SAT testing • Computer based courses to train participants for the contemporary work place
INCOME MANAGEMENT	Activities/services in this category are conducted for the purpose of assisting low-income families with effectively managing and using their available resources. Examples are: • Conducting financial literacy workshops • Assisting with receiving benefits such as SSI and ECI (earned income credit) • Assisting with establishing banking services
HOUSING ASSISTANCE	Services/activities in this category are designed to assist low-income participants to obtain and maintain adequate housing and a suitable living environment. Examples are: • Provision of assistance with home repair and rehabilitation • Provision of homeownership and mortgage counseling • Provision of rental or mortgage assistance to prevent eviction

NUTRITION	Services/activities may be provided on an emergency basis or as necessary to counteract conditions of starvation and malnutrition. Examples are: • Provision of food baskets, food vouchers and home delivered meals • Assistance with neighborhood or community gardens • Provision of congregate meals
HEALTH	Activities/services in this category are designed to ensure access to primary health care services, including both mental and physical health. Examples are: • Provision of prescription assistance vouchers • Partnering with physicians and pharmaceutical companies • Sponsoring Health fairs
EMERGENCY ASSISTANCE	Activities/services in this category provide emergency assistance through loans or grants to meet immediate and urgent individual and family needs, including the need for health services, nutritious food, housing, utilities and employment related services. Examples are: • Provision of emergency cash assistance • Crisis intervention in emergencies such as making referrals to battered women shelters • Provision of disaster relief • Provision of clothing, personal care items and furniture
ENERGY ASSISTANCE (NON LIHEAP)	Activities/services in this category assist families and individuals in meeting emergency energy assistance needs including home energy conservation and relief with high utility bills. Example are: • Energy conservation counseling • Provision of utility bill assistance • House holds receive energy auditing

YOUTH AND FAMILY DEVELOPMENT	Activities/services in this category address the needs of youth in low-income communities through youth development programs that support the primary role of the family. Examples are: • Provision of before and after school child care services • Sponsoring students in summer recreational programs • Provision of internship programs
RESIDENT PARTICIPATION	Activities/services in this category involve individuals in the development of and participation in meaningful programs or activities designed to improve the communities in which they live. Examples are: • Individuals participate in neighborhood service centers • Individuals participate in town hall meetings • Individuals participate in eligible entity Board meetings
LINKAGES	The purpose of this category is to coordinate and establish linkages between individuals and social service programs to assure the effective delivery of such services to the low-income customer. Examples are: • Eligible entity staff participate in case conferences with other service providers • Eligible entity staff participate in inter-agency councils • Eligible entity partnering with other agencies to provide expanded services
OTHER NEGOTIATED SERVICES	Activities/services in this category are expected to be a rare exception. Agencies should get approval from the State Department before submitting the PAP with this as a service category.

FORMS	All pertinent forms have been distributed to agencies on a CD. Forms will continue to be available electronically upon request.
FEDERAL WEBSITES	The following websites are tools to assist eligible entities in administering the CSBG Program: Administration for Children and Families Office of Community Services www.acf.hhs.gov National Association for State Community Services Programs: www.nascsp.org/csbg National Community Action Foundation www.ncaf.org Return to MAN3240

BACKGROUND	The Governor of the State of Georgia has designated the State Department as the administering agency for the Community Services Block Grant (CSBG) Program. Within the State Department, the Division of Family and Children Services, Community Based Programs Unit, administers the CSBG Program through contracts with twenty (20) Community Action Agencies and four (4) county governments. DFCS Project Administrators are assigned to each of the contracted eligible entities to fulfill State responsibilities.
REQUIREMENT	The State Department must comply with federal statutes and regulations in administering the Community Services Block Grant Program via eligible entities. The eligible entities must comply with all policies and procedures found in the CSBG Manual and the State Department Contract.
BASIC CONSIDERATION	Program Administration includes the components listed below. A detailed explanation of each component is outlined in the following sections. • Contracting process • Fiscal management • Eligibility guidelines • Governing board • Training and Technical Assistance • Project Application Plan • Needs assessment • Program monitoring • Program reporting
CONTRACTUAL OBLIGATIONS	The State Department and each eligible entity complete the contract process annually. See Contracts Section for details.
STATE RESPONSIBILITIES	Staff within the State Department serves as the point of contact for service providers through out the state and are responsible for: • Funds allocation • Contract development and management

STATE RESPONSIBILITIES Cont'd	• Technical assistance • Program monitoring • Training • Review and approval of plans • Program development and evaluation • Review and approval of requests for payment
AGENCY RESPONSIBILITIES	• Ensure Board composition and compliance • Notify the State Department of any change in Neighborhood Service Center (NSC) locations immediately. • Abide by all provisions, sections and paragraphs found in the State Department's contractual agreement: • Operate programs and services according to CSBG guidelines • To comply with the distribution of indirect/overhead costs in accordance with provisions of the pre-approved cost allocation plan • Submit timely data, programmatic and financial reports to the State Department • Assure staff with critical job responsibilities attend all required training • Maintain and retain required records • Cooperate with state level monitoring to identify program accomplishments/errors and take immediate corrective action when necessary • Notify the State Department of any change in the Agency's senior management • Assure that agency staff provides excellent customer service at all times Return to MAN3240

BACKGROUND	In accordance with Assurance 11 of the CSBG Act, the State Department is required to secure from each eligible entity, as a condition of funding, a Plan that includes a needs assessment for the communities served.
REQUIREMENT	Each eligible entity is required to submit a current comprehensive Needs Assessment annually with the Project Application Plan (PAP) in order to be in compliance with the fiscal and administrative compliance of the CSBG program.
BASIC CONSIDERATION	A Needs Assessment is a systematic process of obtaining and analyzing information to determine the current status and service needs of a community. The process used must be flexible enough to respond to the continually changing socioeconomic and demographic environments A decision must be made to determine who will conduct the Assessment; what information will be collected; what methodology will be used to collect the information and how the information will be used. A Needs Assessment: • Must be conducted every three (3) years for the specific community that is served by the contracted agency. • Must be submitted to the State Department with the Project Application Plan. • An assessment summary that outlines current needs, new or projected needs, and unmet needs should also accompany the Plan. • May be coordinated with needs assessments conducted for other programs within the agency • May focus on a specific program or target population in some instances (carryover or discretionary funds.)

USES OF NEEDS ASSESSMENTS	After the data is collected, thoroughly examined and interpreted, the results should be used as a starting point for establishing priority of services and planning of resources. In addition to the level of priority of need, the information can assist eligible entities to: • Manage programs more effectively • Refine or eliminate existing programs • Prevent duplication of programs • Provide justification to the board and others for decisions and actions • Provide broader support and acceptance by sponsors and employees • Determine the need for training and professional development
COMPONENTS OF A NEEDS ASSESSMENT	At a minimum, the following items should be included as components of an Assessment: • Demographic make-up of eligible families including their number, geographic location, and racial/ethnic composition • Other social service agencies in the geographic area and the constituents they serve • Data regarding the health, nutrition, and social service needs of the communities as defined by community institutions • Availability and accessibility of community resources that can address the needs of eligible families • An analysis of the data collected to document a need for the proposed service(s) to use CBSG funds

STEPS IN CONDUCTING A NEEDS ASSESSMENT	The steps outlined below will facilitate the organization of the process of conducting a Needs Assessment: **(1) Clarify the purpose of the needs assessment** The information collected will depend on what type data is sought about the community. The information gathered must support the Components of the Needs Assessment listed above. Responses to the questions below will guide the process. • What is trying to be measured or what information is to be collected. • What will be done with the information collected? • How will the information be reported? Is it user friendly and easy to understand? • Will the information collected help develop reasonable and appropriate program goals? Some categories of information to be collected might include the following: • Historical development of the community • Geographical and transportation information • Growth measurement patterns and population distribution • Demographic data (i.e., age characteristics, race, transience of the population) • Economic data to identify the community's economic base • Social , cultural , educational and recreational organizations in the community **(2) Identify the population** Determine if information is needed from segments of the entire community or if only particular target groups will participate in the assessment • Some examples of specific target groups of the community are:

STEPS IN CONDUCTING A NEEDS ASSESSMENT cont'd	• high school dropouts under age 21 who lack basic computer skills, • children who are victims of domestic violence who are one or more grade levels behind, • refugees in a specific county who lack basic computer skills training **(3) Determine who will conduct the study** In determining who will conduct the assessment, consider the time frame, the available resources, and the comfort level of staff in performing research. The assessment may be conducted by: • Outside consultants • Agency staff • Volunteers **(4) Determine the methodology to collect the information** There are several tools available that can be used to collect data. These include surveys, public forums, focus groups, telephone solicitations, interviews, and pre-existing data.
Customer Service Surveys	Surveys can either be used to gather information from the community to gauge opinions about key issues or surveys can be used to measure the effectiveness of existing programs. Particular attention should be paid to the following areas when conducting customer service surveys. • The questions being asked • The target audience from which the information is desired • The way in which the results will be used • The scope of the survey • The issues the survey will address • The purpose of the survey • What is to be accomplished

Customer Service Survey cont'd	In constructing a survey: Use short questions which can be answered with checklists, multiple choice, yes-no responses or open-ended answers. Make sure questions are relevant and written at an appropriate reading level. Agencies should routinely conduct surveys of their operations through customer input.
Public Forums	Public forums are meetings where residents get involved by expressing what their concerns are about community issues and needs. Public forums are inexpensive methods to get diverse members to share ideas. To prepare for a successful Public Forum: • Form a representative steering committee • Identify issues to form the focus of the forum • Select a trained facilitator • Set a time and place • Publicize the forum through the major media outlets • Follow-up after the forum with a written report • The report may be used as the basis for a service plan
Pre-existing Data	Pre-existing data can be obtained by researching public records and reports. This data is collected about a particular group without the agency having direct contact with that group. This information can provide insight about emerging trends or issues in a particular community. • This data already exists • It is fast and easy to access • Data is available for many geographic areas

	The websites listed below are examples of potential resources for gathering data for numerous programs: • The University of Georgia (Housing and Consumer Economics) www.fcs.usa.edu/hace/hdrc • The United States Census Bureau www.census.gov • The Georgia Department of Labor www.dol.state.ga.us • DFCS Data Analysis and Reporting Section www.dfcsdata.dhr.state.ga.us
Focus Groups	A focus group is a way to gather opinions and ideas from a small targeted group of citizens. This is a valuable tool to use to get a consensus of thoughts and ideas rather than to make projections about the community. • It is easy to conduct • Provides detailed information • Allows for issue probing • Stimulates thinking and discussion
Telephone Interviews	Telephone interviews are an option for vulnerable segments of the population who may not otherwise participate in other methods of data collection. Open ended questions and questions using a five (5) point scale from strongly agree to strongly disagree can be used to gather input from this population. • Convenient for persons with disabilities • Can be used for participants with low literacy levels • Short time span • Inexpensive Return to MAN3240

BACKGROUND	The Detailed Project Application Plan (PAP) is the framework in which eligible entities address the problem of poverty situations in their community as identified in the current needs assessment.
REQUIREMENT	Programs offered should be directly related to the mission statement of the agency. Eligible entities must develop a Detailed Project application Plan (PAP) that outlines each of the services provided by the CSBG program. The PAP includes but Is not limited to: • Title of Program/Service • Contract Period • Program Category • Pool of Eligibles • Individuals to be Served Directly • Objectives/Outcomes • Program Description/Activities • National CSBG Goals • Outcome Measures • Measurement Tools • Funding Categories • Non-CSBG Funds Mobilized. Each of the programs selected must address at least one (1) of the six (6) national ROMA goals. Data specified in the plans document the programs and services provided.
BASIC CONSIDERATION TITLE OF PROGRAM	The Detailed Project Application Plan (PAP) contains but is not limited: The title name given to the program is chosen by the agency. Generally, the title name of the program reflects some aspect of the program category.

	Examples: • "Full Plate" Program is the title name for a food distribution program in the Nutrition program category • "Job Support Services" is the title name for an employment services program in the Employment program category
CONTRACT PERIOD	The contract period lists the beginning and end dates of the period covered by the plan. • Most often the contract covers the 12 months of the federal fiscal year. • However, the contract period for plans supported by discretionary funding may have different start and end dates.
PROGRAM CATEGORY	The program category best reflects the primary tenets of the program and is selected from the thirteen (13) CSBG statute service categories or "Other Negotiated Services". Although "Other Negotiated Services" is rarely used, it was designed by the State Department to capture any program that does not fall into one of the thirteen CSBG service categories.
POOL OF ELIGIBLES	The pool of eligibles shows the degree of need for the program as identified in the current needs assessment. Multiple resources should be used to make the determination of need. Resources may include but are not limited to data from: • Department of Labor • Census Bureau, • client data, • client feedback surveys • other organizations.

	Example: The current needs assessment reveals that at least 600 senior citizens are in need of prescription drug assistance. Telephone interviews, surveys taken at the Senior Center and two local pharmacies, The Georgia County Guide and the DFCS website were used to make the determination of need.
UNITS EXPECTED TO BE SERVED	The number of units expected to be served is determined by the type of services provided, target population, contract period, program cost per unit, budget amount, etc. A unit may be an individual, household or community as appropriate.
OBJECTIVES/ OUTCOMES	The outcomes are the objectives or expected results that the agency hopes to achieve by performing the services and activities of the program. • Individual activities can have objectives and outcomes. • Each service/activity must be linked to an outcome and national performance indicator. • A service/activity may be linked to multiple outcomes and national performance indicators.
PROGRAM DESCRIPTION/ ACTIVITIES	The program description is a comprehensive detailed narrative that clearly presents the services and activities offered. It includes specific terminology to describe processes used to deliver the service and activities.

NATIONAL ROMA GOALS	The six (6) national ROMA goals were designed to measure effectiveness and accountability for the expenditure of CSBG funds. • ROMA goals measure results of programs and services at the local level. • Each outcome is linked to a national ROMA goal.
OUTCOME MEASURES	Outcome measures are the national performance indicators and are linked to each major service/activity of the program as appropriate. National performance indicators may be called direct measure and/or outcome indicators.
MEASUREMENT TOOLS	Measurement tools are all methods of measurement used in collecting data for the program by service/activity. Examples: • Electronic tracking system • Case records • Surveys • Certification of specific achievement • Logs • Partner agency reports • Financial reports
FUNDING CATEGORIES	The funding categories to cover program costs are captured in the budget information section. The categories are: • CSBG Allocation • Non CSBG Funds Mobilized ▪ Other Federal ▪ State ▪ Local ▪ Private ▪ In-kind

NON CSBG FUNDS MOBILIZED	CSBG funds are traditionally used to leverage other fund sources in order to eliminate or improve the conditions of poverty.

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BACKGROUND	Non-profit agencies contracting with the State of Georgia must operate responsibly and employ guiding principles of sound fiscal management practices and generally accepted accounting procedures as outlined in the applicable portions of the following Office of Management and Budget (OMB) Super-Circular which include subsets of reports: • Administrative Requirements for Non-profit Organizations A-110 • Cost Principles for Nonprofit Organizations A-122 • Audit of State, Local Government and Other Nonprofit Organizations A-133 • Administrative Requirements for Governments (Common Rule) • Cost Principles for Governments A-87
REQUIREMENT	The State Department is responsible for proper administration of the Community Services Block Grant. Ninety (90%) of the state appropriation is allocated to all eligible entities in the state via reimbursement contract. The State Department administers the CSBG program through the following: • CSBG Allocation Formula • Cost Allocation Plan • Audit Requirements • Reimbursement Contract Requirements
BASIC CONSIDERATION FUNDING	Community Services Block Grant (CSBG) funds are appropriated by Congress each year to the Department of Health and Human Services Office of Community Services (OCS). The State Department allocates as follows: • no less than ninety (90%) of the appropriation to the eligible entities by a predetermined formula. • Up to five percent (5%) is designated for state

	administrative activities and • up to five percent (5%) is designated discretionary funding.
LIMITATION ON USE OF FUNDS	Federal law prohibits the use of CSBG funds for: • the purchase or improvement of land • the purchase, construction or permanent improvement (other than low-cost residential weatherization or other energy-related minor home repairs) of any building or other facility.
WAIVER ON LIMITATION OF USE OF FUNDS	The law does provide for a waiver of the limitations by the Secretary of the Department of Health and Human Services (HHS). Eligible entities may: • submit a waiver request outlining the special circumstances to the State Department tor consideration • If approved, the State Department will submit the waiver request to HHS.
CSBG ALLOCATION FORMULA	The CSBG allocation formula was developed by a committee of Community Action Agency and State Department staff. It was adopted by a majority of agency Executive Directors. The formula is as follows: • 65% base allocation is determined by the anticipated grant amount for the upcoming fiscal year • 35% poverty rate distribution reflects poverty statistics by county Funds are allocated based on the previous year contingent upon official notification of the state grant award amount. If the award amount is greater than expected, the allocation of each eligible entity is increased.
DEOBLIGATION	Funds may be de-obligated to eligible entities when: • The state grant award amount is reduced • Expenditures are not on track to meet program goals

	The allocation for eligible entities are adjusted (increased or reduced) through the contract amendment process.
CSBG DISCRETIONARY FUNDING	The State Department distributes discretionary funds in the following manner: • Eligible entities may submit proposals for innovative programs that partner with local community institutions and request special funding. The proposals are reviewed and approved by the CSBG Unit staff. • Eligible entities may request funds for emergency situations such as disaster assistance. • Capacity building activities for the Georgia Community Action Association • Other activities, as appropriate, may be funded if they comply with the purposes of the CSBG program. The following are examples of use of the discretionary funds: 1. CSBG Disaster Relief When disaster strikes, eligible entities receive funding to provide relief to their service delivery area through group or categorical eligibility criteria. 2. CSBG Health Initiative Solicitations of new community health initiatives proposals that target health issues in low income communities are awarded through a competitive process. 3. CSBG Agency Recognition Award The CSBG Agency Recognition Award formally recognizes excellence in outstanding program

	performance, agency operation, and service delivery of one eligible entity. At least 50% of the funds used to support the nominated program must be CSBG funds. Eligible entities may apply as often as they like, however, entities cannot renominate a winning program for at least 5 years. The Awards Committee will base its selection on criteria set forth in the Application.
COST ALLOCATION PLAN	The Cost Allocation Plan is the fiscal focus of each agency contracting with DHR. The State Department requires: • the total cost of an agency be properly distributed to all programs • the development and compliance with their individual cost allocation plan be approved by the State Department. • the total program cost (indirect and direct) be identified for each program even though funding from the appropriate fund source may be unavailable. • the updated Cost Allocation Plan to cover the current contract period • two (2) copies of the revised or updated Cost Allocation Plan be submitted with the projected expenditures as contained in the Detailed Project Application Plan (PAP) to the State Department staff assigned to the agency by the designated date. The Detailed Project Application Plan (PAP) cannot be implemented without a specific plan for paying the total program cost. The addition or deletion of a program during the program year does not require a revised Cost Allocation Plan as long as the methods of distribution are not changed.

MINIMUM REQUIREMENTS FOR PLAN	The minimum requirements for a Cost Allocation Plan include: • A certification by a responsible official that the plan is accurate and prepared in accordance with applicable policies and procedures. • Schedules showing proper distribution of administrative cost. • An organization chart showing all programs or projects. • A brief narrative of the purpose and function of each program or project. • Audited financial statements from current audit. -OR- • A certification by a responsible official that the plan is accurate and prepared in accordance with applicable policies and procedures. • Schedules showing proper distribution of administrative cost. • A complete copy of the negotiation agreement for an indirect cost rate with the cognizant federal agency.

AUDIT REQUIREMENTS	Eligible entities must submit an independent audit to the State Department as required below:
FEDERAL FUNDS $300,000 OR MORE	1. Contractors that expend $300,000 or more in **Federal** funds during their fiscal year must submit: • a **single entity-wide audit** conducted for that year in accordance with the provisions of the Single Audit Act Amendments of 1996 (Public Law 104-156) and their implementing regulation, OMB Circular A-133 entitled, "Audits of States, Local Governments, and Nonprofit Organizations." • the audit-reporting package that includes the documents listed in Procedure 1244 of the DHR Directives Information System. • The web address is http://www.odis.dhr.state.ga.us/1000_adm/1200_fin/1240_aud/pro1244.doc
STATE FUNDS $100,000 OR MORE	2. Contractors expending $100,000 or more in **State** funds during their fiscal year must submit: • an **entity-wide audit** conducted for that year in accordance with Generally Accepted Auditing Standards issued by the American Institute of Certified Public Accountants. • the audit-reporting package must include the documents listed in Procedure 1244 of the DHR Directives Information System. • The web address is http://www.odis.dhr.state.ga.us/1000_adm/1200_fin/1240_aud/pro1244.doc
STATE FUNDS $25,000 TO $99,999	3. Contractors expending at least $25,000 but less than $100,000 in **State** funds during their fiscal year must submit: • **un-audited entity-wide financial statements** for that year. • assertions concerning the basis of financial statement preparation must be made by the president or other corporate official as described in Procedure 1244 of the DHR Directives Information System. • the web address is

	http://www.odis.dhr.state.ga.us/1000_adm/1200_fin/1240_aud/pro1244.doc
AUDIT SUBMISSION TIMEFRAME	Contractors must : • submit the required audit or financial statements in the quantities set forth below within one hundred eighty (180) days after the close of their fiscal year comply with submission requirements as outlined in the contract document • Title 50, Chapter 20, Sections 4 and 6 of the Official Code of Georgia Annotated state that failure to comply with these audit requirements could be cause the State Department to: o suspend payments o terminate a contract o require a refund of all monies received under a contract o prohibit the contractor from receiving funds from any state organization for a period of twelve (12) months The audit must state that all activities are in compliance with the cost plan. If an agency has an HHS approved indirect cost rate, the audit must contain a statement that adjustments were made to reflect the final indirect cost rate.
REIMBURSEMENT CONTRACT REQUIREMENTS	Contractors must expend funds in accordance with the State Department contract requirements and approved Detailed Project Application plan. State Department contract requirements include but are not limited to:
TRAVEL	• Travel Contractors must comply with State Department travel regulations. Contractors may opt to pay less than the State Department allows but may not exceed these limits. For information related to

	property management, refer to www.georgia.gov and search by applicable key words
PROPERTY	• Property, i.e. equipment, furniture, Contractors must comply with the State Department regulations for property management. Property valued at $1,000 or more must be reported to the State Department as required. For information related to property management, refer to www.georgia.gov and search by applicable key words.
VEHICLE	• Vehicles Contractors must comply with the State Department regulations for vehicles. For information related to property management, refer to www.georgia.gov and search by applicable key words.
	The State Department is responsible for the accountability, use, maintenance and lawful disposition of all real property titled to, assigned to, used by, or otherwise in its possession. It is the contractor's responsibility to provide to the State Department: • updated property listing when property is acquired with State Department funds or • said property is disposed. • acquisitions and dispositions must be reported to the State Department to ensure that inventory listings are updated for insurance and other purposes.
REIMBURSEMENT	• Reimbursement Reimbursement will be made by check or electronic fund transfer on a monthly basis contingent upon receipt of

	properly prepared expenditure and programmatic reports.
REQUESTS FOR REIMBURSEMENT	Request for reimbursement: • must be sent to the appropriate State Department staff assigned to the contractor. • are due by the fifteenth (15th) calendar day following the month for which the request is made. • must consist of a hard copy of the expenditure and programmatic reports. • must include quarterly outcome reports submitted no later than the fifteenth (15th) calendar day following the end of each calendar quarter or the fifteenth (15th) calendar day following the end of the program year. • Failure to submit reports by the due dates is in violation of the contractual agreement and may result in delayed payment or non-payment.
SUPPLEMENTAL REQUEST FOR REIMBURSEMENT	Contractors may • submit a supplemental reimbursement request within forty-five (45) days following the end of the contract period in order to make necessary adjustments or corrections that might have occurred during the contract period. • Failure to submit the supplemental report within 45 days will result in non-payment of the expenditures.
REQUEST FOR REIMBURSEMENT RELATED TO A TERMINATED CONTRACT	If an agency's contract is terminated for any reason: • a request for reimbursement must be submitted to the State Department within forty-five (45) days after the end of the contract or termination date. • the final report must include contract-related data from the beginning date through the ending date of the contract period.
INTEREST INCOME	Interest income earned on advances must be entered on the expenditure report under the applicable program category as a reduction of expenditures.
REPORTING OTHER FUNDS THAT SUPPORT CSBG PROGRAMS	The Other Funds column on the expenditure report should be used to capture all local, state or federal funds used to support these CSBG programs.

BUDGET REVISIONS	• Budget Revisions When budget adjustments are necessary, eligible entities must comply with the following: ○ Budget revisions exceeding $1,000 must be submitted to the governing Board for approval and confirmed in the appropriate board meeting minutes. ○ Budget revisions must be submitted to the State Department for approval under the following circumstances: • A deviation of line items exceeding fifteen percent (15%) within budget line item; • A revision in line item due to equipment purchases of $1,000 or more, if not included in original contract; OR • A revision due to an approved, revised indirect cost rate.
SUBMISSION OF BUDGET REVISIONS	**1. Submission of Budget Revisions** Budget revision requests must be submitted to the State Department staff assigned to the agency, in writing, on the Budget Revision Form.
APPROVAL OF BUDGET REVISIONS	**2. Review and Approval of Budget Revisions** Request for budget revisions will be reviewed and approved by the State Department staff assigned to the contractor. The contractor will be notified when the request is approved,

DETERMINATION OF CARRYOVER FUNDS FROM PREVIOUS CONTRACT PERIOD	• Carryover Determination of unspent funds for possible carry-over can be made o after the resolution of any discrepancies for the program year o for no more than twenty percent (20%) of the original contract amount plus the increase for the stated fiscal year. o After State Department approval of the revised Detailed Project Application Plan (PAP) indicating the intended use of the carryover funds to the State Department staff assigned to the contractor. Carry-over funds should be expended by the last day of the fiscal year following the original contact year. The carryover funds should not be used to incur a long-term expense. Carryover funds will be made available to the contractor upon completion of the contract amendment process.

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REQUIREMENT	Community Action Agencies and County Boards of Commissioners that contract with the State Department must conform to the standards and requirements imposed by federal and state law and the State Department Contracts Office. These requirements are defined in the Single Audit Act Amendment of 1996, OMB Circular A-133; Contract Provisions; State Department Policy; and Title 50, Chapter 20, Sections 1-8 of the Official Code of GA, Annotated.
BASIC CONSIDERATION	The status of a contract can be: • In Process • In Compliance • In Non-Compliance • In Suspension • Terminated
CONTRACT PROCESSING	

WHO	WHAT
State Department	Sends a letter to the eligible entity listing proposed allocation amounts and the documents necessary to process the contract including -Allocation letter showing proposed amounts for benefit and program administration If requesting an advance the following forms are also included: -The State Department Request For Advance Payment Against Contracts (Form 5214) Fidelity Bond Contract Annex Cover Sheet
Eligible entity	-Submits the required documents to the assigned Project Administrator for review including: -Resolution to Contract (4 originals with seals) -List of Service Delivery Sites

		If requesting an advance also include: -Fidelity Assurance Bond (must cover the entire amount of the advance for the contracting period -State Department Request For Advance Payment Against Contracts (Form 5214)
	WHO	**WHAT**
	Project Administrator	Submits the documents listed above and the following - Contract Authorization form - Contract Initiation form - Draft Contract Summary Sheets to the State Department Contracts Office
	State Department Contracts Office	-Will forward a copy of the contract to the eligible entity.
	Eligible Entity	-must obtain appropriate signatures -return signed contract to the State Department Contracts Office
	State Department Contracts Office	-Will forward approved and properly executed contracts to the Eligible Entity

CONTRACTUAL NON-COMPLIANCE	(see table below)

IF	THEN
Contractor's performance fails to meet the contractual requirements	-The State Department will identify deficiencies -Notify the eligible entity in writing of the deficiencies and the need for the agency to submit in writing a Corrective Action Plan addressing specific planned corrections AND a time frame for completion of the corrective actions.
Upon review of the corrective action plan by the State Office the plan meets approval	-The State Department will provide technical assistance and/or site visits to monitor progress and assist with the plan.
Upon review of the corrective action plan by the State Office the plan does NOT meet approval	-The State Department will provide technical assistance and/or site visits to develop a Corrective Action Plan that will correct contractual deficiencies in a timely manner.
The eligible entity fails to correct the deficiencies in a timely manner	-Payment will be withheld to the eligible entity until they are in compliance with the Corrective Action Plan.
The eligible entity fails to meet contractual requirements	-The contract will be terminated -A claim will be filed against the eligible entity Fidelity Bond Any funds that have been forwarded to the agency will be refunded to the State Department.

CONTRACT SUSPENSION

IF	THEN
The eligible entity fails to substantially provide the quality of services required, or, Does not meet the specified completion schedule of duties required under the contract	-The State will move to suspend the contract -Notify the eligible entity Board of the contract suspension -Halt payment of any expenditure from the date of the suspension.

CONTRACT TERMINATION

IF	THEN
The State Department exercises the right to terminate the contract	-The eligible entity will be notified in writing, specifying the reason for the termination and the effective date of the termination.
Upon termination of the contract	-The eligible entity must not incur any new expenditures.

BACKGROUND	The State Office is required to submit financial and statistical information to Federal oversight agencies, Congress, other state offices and interested parties to meet accountability and regulatory mandates.
REQUIREMENT	The eligible entity must report accurate, complete and timely program information to the state. The entity must respond accurately, completely and timely to periodic requests for ad hoc information.
BASIC CONSIDERATION	The following reports are required: -The CSBG Monthly Expenditure Report -The CSBG Monthly Programmatic Report -The ROMA/Outcomes Report (Easy Track) -The Monthly Dollar Value/Units Report -The Annual NASCSP IS Survey Report
Report Uses	The state and the entity may use reports to include the following purposes: -To verify program service is provided consistent with policies and procedures -To identify and correct deficiencies in the program -Management tools for evaluation and projection of program activities -To report on money expended and balance of funds -Referrals and invoice for payment -Meeting Federal and State requirements
CSBG Monthly Expenditure Report	The Expenditure Report is a request for reimbursement for the cost portion of the contract. This report is due to the state office by the fifteenth (15th) calendar day following the end of each month. Failure to submit the report on time may result in an audit finding for the eligible entity.
CSBG Monthly Programmatic Report	The Programmatic Report is a statistical report that shows services and activities performed to accomplish the program's goals, in addition to the number of persons who participated in each program. It also shows the national goal(s) that apply to the program and service.

	This report is to be submitted with the Monthly Expenditure Report by the fifteenth (15th) calendar day following the end of each month. Failure to submit the report on time may result in an audit finding for the eligible entity.
ROMA/Outcomes Report (QUARTERLY)	The ROMA/Outcomes (Results Oriented Management and Accountability) Report is an inventory of outcomes and indicators that CAAs use to identify and measure client, agency, and community impact as conveyed in the six national CSBG ROMA goals. This report is due quarterly (December, March, June, September) along with the Expenditure Report and the Programmatic Report by the fifteenth (15th) calendar day following the end of each quarter. Failure to submit the report on time may result in an audit finding for the eligible entity. Detailed information regarding the National ROMA goals and outcomes can be found at: www.nascsp.org.
Monthly Dollar Value/Units Report	The Dollar Value/Units Report details dollars, the number of entries and units provided and associated with CSBG funded programs and activities. This report also captures service descriptions, entries and units for which no direct dollar expenditures were made (for example: Referral Services). This report is due monthly along with the Expenditure Report and the Programmatic Report by the fifteenth (15th) calendar day following the end of each month. Failure to submit the report on time may result in an audit finding for the eligible entity.
IS Survey Report	The annual CSBG Information System Survey is a federally required report that focuses on information of special interest to state and federal policymakers regarding the effectiveness of CSBG programs, the relationship of CSBG to other funding sources and the development of innovative programs. It tracks agency expenditures (not just CSBG expenditures) and

	collects ROMA outcomes and measures. Eligible entities are required to complete each section of the report and submit to the state no later than 45 days from the deadline for the state's submission of the data to the federal government. The National Association for State and Community Services Programs (NASCSP) issues instructions for completing all sections of the survey annually and IS Survey materials, information and instructions can be found at: WWW.NASCSP.ORG. Return to MAN3240

BACKGROUND	Monitoring is the mechanism used to ensure that the Federal funds are being administered properly at the local level.
REQUIREMENT	The federal government requires that CSBG programs be monitored nationally at least once every three (3) years. In the State of Georgia, CSBG programs may be monitored at any time, with or without notice during the contract period but no less than once every three (3) years. Additional visits may include activities such as: • Providing consultation on programmatic issues • Providing technical assistance, as needed • Providing training, as requested • Attendance at least one Board meeting or GCAA Quarterly Board Meeting • Other reviews as appropriate.
BASIC CONSIDERATION	Each service provider will be monitored to ensure compliance with CSBG program requirements. When a Service is found to be out of contractual compliance, the state department will initiate remedial action.
Visits-Regularly Scheduled	State staff will arrange visits initially by telephone with the Executive Director or the CSBG Program Director or designee. After a date is agreed upon, a letter of confirmation will be mailed to the Executive Director. The letter will outline the specifics of the visit, including the areas that will be monitored. The letter will also inform the Executive Director of specific documents that will be reviewed.
Entrance Conference	An entrance conference will be held upon arrival at the administrative office. At a minimum, those present should include the executive director, fiscal officer, and the CSBG program director or their designees. Any other person deemed necessary by the executive director may also be

	included. The purpose of the entrance conference is to explain what will be included in the visit and how it will be carried out. It is also an opportunity to address any concerns or suggestions.
Exit Conference	An abbreviated exit conference will be held at the end of the administrative review, giving a report of only those documents reviewed at the Administrative office. Because of the proximity of the Neighborhood Service center sites to the Administrative office, state department staff may or may not return to the Administrative office. If the state staff do not return to the Administrative office for an Exit Conference, a telephone call will be made to the Executive Director or his/her designee to discuss any major findings at the Neighbor hood Service center.
Monitoring Tool Document	The monitoring tool will consist of the following areas: • Board Structure/Status • Administrative/Program Operations • Fiscal Operations. • Organizational structure • Case record reviews
Monitoring Report/Result	A written report outlining the results of the visit will be written to the Executive Director, with a copy to the Board Chair, in a minimum of forty-five (45) business days if any major findings exist as a result of the visit. This report will outline any findings, observations, and/or commendations. For the purpose of the monitoring report findings, observations, and commendations are defined as:

	Finding: A programmatic deficiency requiring a corrective action (i.e., Board composition does not comply with the required compilation – the low-income population is under-represented). Observation: Noteworthy of mentioning, however, not considered a deficiency (i.e., Notification of the Fair Hearing process was posted on the bulletin board, however, it was not visible because it was covered by another notice). Commendation: An expression of approval or praise (i.e., Client files were found to be in excellent condition with all the required documents).
Corrective Action	Corrective action will be determined by the monitoring team and will be addressed in the monitoring report. The service provider will be given thirty (30) business days to inform the State of the plan for addressing the findings. Implementation of the corrective action plan must begin within ten (10) business days after acceptance of plan by the State.
Corrective actions Plans	Corrective action plans must include the following: a. Action to be taken to address the finding b. Individual responsible for addressing the finding c. Timelines for completion. Plans will be monitored for compliance with timelines and activities. Service Providers may request a re-consideration if there is documentation that would change and/or nullify the required corrective action. Such requests for

	reconsideration must be submitted in writing within fifteen (15) business days from the date of the written report to the agency. If the plan for corrective action as approved is not carried out, the State may withhold payments until such plan, as approved, has been implemented.
Internal Monitoring	Service Providers should perform internal monitoring of all areas of operation to ascertain strengths, weaknesses or concerns within the agency. Each provider must maintain copies of all evaluations of file reviews and other areas of agency operations. The state office recommends that internal monitoring be performed at least two (2) times during each program year. The state office maintains copies of sample Internal Monitoring Documents that service providers may use to meet this requirement.

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BACKGROUND	Training on Community Services Block Grant policies and procedures is a shared responsibility of both State and eligible entity staff. This section outlines the types, responsibilities and expectations of CSBG technical assistance and training processes.
REQUIREMENT	State Level, Local Level and On-going Training sessions will be held during the CSBG program year at the request of the eligible entity or after a need is identified by state or local staff. This training will consist of policy and system training.
BASIC CONSIDERATION **STATE LEVEL TRAINING**	State staff will provide CSBG policy and procedure training before the beginning of each program year to the eligible entity CSBG Coordinators and other applicable staff. Often, the training approach will be "Train the Trainer" sessions. Once trained by the state office, coordinator staff must then train local office staff. When feasible this training will be conducted via telephone conference calls.
LOCAL LEVEL TRAINING	Routine, local level training is the responsibility of the eligible entity, and must be provided by CSBG Coordinators to all application intake staff, CSBG case managers, and other staff responsible for CSBG program functions. State department staff are also available to do structured, formalized training as well as individualized training and technical assistance. State staff are also available to perform Board training for new board members or refresher training for on-going board members.
ON-GOING TRAINING	On-going training must be provided to all new/existing employees who assume or are assigned new CSBG program responsibilities. On-going training must be provided when internal review identifies program deficiencies. On-going training must be provided when state office review identifies program deficiencies as part of corrective action steps.
TRAINING FORMS	Local Level and On-going training sessions should have the following 2 forms completed by each trainee:

	• Form 721- Registration for Training • Form 163-Workshop Evaluation • Form 164-Workshop Summary (Agenda) An agenda for each training session (State Level, Local Level, and On-going) should be created for each training session. Forms 721, 163, 164 and training agendas should be filed by the CAA and available for review by state office staff.
TECHNICAL ASSISTANCE	Technical Assistance will be provided by state department staff when requested by the eligible entity or as soon as a deficiency in agency procedures or policy application is noted. Routine technical assistance questions will be handled between the state staff and local entities via telephone and e-mail whenever possible. Site visits, in-area training and the use of technical assistance services from other qualified providers will also be conducted depending on the nature of the assistance needed.

Return to MAN3240

BACKGROUND	The State Department must ensure consistent, fair and equitable treatment to all applicants. Community Action Agencies must comply with prescribed procedures to protect the rights of all applicants.
REQUIREMENT	All income received from any source by the household is considered in determining eligibility and benefit level
BASIC CONSIDERATIONS **INCOME OF HOUSEHOLD MEMBERS UNDER AGE 18**	Income received is considered to be one of the following: • Earned - income received from wages, salaries, commissions, or in exchange for services rendered. • Unearned - income received from any source other than those listed above. • Disregarded-not counted in the eligibility determination process. Eligibility based on income is determined by resolving the following series of questions: • What is the income limit for the household? • What is the gross monthly household income? • What is the source of the income? • Is the income available to the household to meet its needs? • Is the income included or excluded? • How often is the income received? Income of household members under 18 years of age is not considered when determining eligibility for energy assistance. The countable income of the following individuals is considered when determining eligibility: • household members • ineligible aliens Countable income of the household member is applied to the income limit(s) for the household size. Income is included if it is accessible to the household for use and the household has the legal authority to use it. If a household member receives income jointly with another person or a group of persons, the portion that

	belongs to the household member is determined as follows: If there is an agreement between the parties that specifies how they will divide the income, this agreement is used to determine the amount of income to consider. If there is no agreement, a pro rata share of the income is counted to the member whose income is being considered.
Bankruptcy	Bankruptcy is a condition whereas a debtor, either voluntarily or invoked by a creditor, is judged legally insolvent, and the debtor's remaining debt(s) is administered and distributed to his/her creditors. Income directed to pay creditors in a bankruptcy is not deducted from gross income in the budget, unless the income is otherwise exempt by policy.
Garnishment	Garnishment is a condition whereas a debtor has wages/monies withheld by an employer/entity to pay a debt owed to a third party. Income directed to pay creditors via garnishment is not deducted from gross income in the budget, unless the income is otherwise exempt by policy.
Verification	Verification of income is obtained in the following order: • The customer should provide verification from the payment source. • If the customer cannot obtain the verification, the agency may request it directly from the payment source. • Verification can be obtained from a collateral source, a person who has knowledge of the income, if verification cannot be provided by the payment source. • The statement of the customer may be accepted if all other attempts to verify income are unsuccessful and the customer has cooperated with previous attempts to obtain verification.

CALCULATION OF INCOME

Convert income to gross monthly income by using the following:

Frequency	Conversion
Weekly	Multiply by 4.3333
Bi-weekly	Multiply by 2.1666
Semi-monthly	Multiply by 2
Quarterly	Divide by 3
Semi-Annually	Divide by 6
Unemployment Income	Multiply by 26 weeks, then divide by 12
Irregular	Determine 12 month total, then divide by 12
Self Employment	Tax Statements, Deduct the cost of doing business, then divide by 12

TYPES OF INCOME AND HOW TO VERIFY

Adoption Assistance	Unearned payment received for the adoption of certain children, verify from adoption agency or award letter
Advance Payment	Unearned payment received for future expenses or EARNED prepayment of salary or wages. Verify by check stub or letter
Agent Orange Payment	Unearned payment made to Vietnam Veterans exposed to Agent Orange or to their survivors. Verify by award letter or statement from Veterans Administration.
Alimony	Unearned court ordered payment from former spouse. Use copy of Court Order or check.
Annuity	Unearned payment received from an investment plan. Use annual or quarterly statements from source.
Blood	Earned money received from sale of blood. Verify payment rate from buying institution.
Boarder	Rent paid by a roomer. All rent over the first $70.00 per month is considered as earned income. Person not included in determining household size.
Bonus	Earned treat as salary or wage
Capital Gains	Earned or unearned profits for sale of capital assets such as real estate, stocks. A capital gain is realized when the asset sold has increased in value from the original purchase price.
Child Support	Unearned income received from an absent parent for the support of their child(ren). Verify by court order, probation office, directly from absent parent, Office of Child Support Enforcement
Commission	Earned payment in exchange for services. Count and verify as wages
Contribution/Cash gift	Unearned money given to household member. Verify by statement from contributor or statement from client
Disability Payment	Unearned payment from an insurance company paid to employee due to illness or disability.

TYPES OF INCOME AND HOW TO VERIFY

Dividend	Unearned share of company profits. Use financial statements from company
Donation	Unearned.
Farm Income	Gross receipts minus operating expenses from the operation of a farm by a person on his/her own account, as an owner, renter or sharecropper. Gross receipts

		include the value of all products sold, government crop loans, money received from the rental of farm equipment to others, and incidental receipts from the sale of wood, sand, gravel and similar items. Operating expenses include the cost of feed, fertilizer, seed, and other farming supplies, cash wages paid to farmhands, depreciation charges, rent, interest on farm taxes (not state or federal income taxes), and similar expenses. The value of fuel, food or other farm products used for family living is not included as part of net income.
	Interest	Unearned money received from investments. Use financial statement from paying institution. The first $25.00 in interest is disregarded.
	Irregular income	Unearned or Earned money that is received on an unpredictable or infrequent basis. Compute quarterly income, divide by 12 weeks to determine weekly average, multiply by 4.3333
TYPES OF INCOME AND HOW TO VERIFY	Job Corps	Earned income includes Living Allowance, Readjustment allowance. Unearned income includes Allotments sent to a dependent child.
	Lottery Winnings	Unearned sum of money paid as a prize in a game of chance. Budget in the month of receipt.
	Military Allotment	Unearned payment paid to spouse or dependent child of military personnel.
	National Guard and Reserve Pay	Earned Income verify with check stub or military documents
	Pension	Unearned payment received regularly as a retirement benefit
	Rental Income	Earned income received on property owned by a household member and rented to others. Use lease or rental agreement to verify.
	Roomer	Earned payments received for room only. Do not include roomer in household size. Include amount over $30 monthly as income.
	Severance Pay	Earned payment received from an employer upon termination of employment
	Sick Pay	Earned income paid from payroll to employee when out of work because of illness. Use check stubs Unearned when paid by insurance company or other source. Use check

TYPES OF INCOME AND HOW TO VERIFY

	stubs or financial statement from institution.
Social Security Benefits (RSDI	Unearned Retirement, Survivors, Disability Insurance received from the Social Security Administration. Use award letter for gross amount of check
Strike Benefits	Unearned income received by individuals on strike. Use check stubs, statement from union or financial institution
Supplemental Security Income (SSI)	Unearned Benefits paid the Social Security Administration for Aged, Blind or Disabled person. Use award letter as verification or copy of check.
TANF	Unearned cash payment Temporary Assistance for Needy Families
Tips	Earned income use tax documents, self declaration or employer's statement
Training Allowance	Earned payments received from vocational/rehabilitation programs not intended for reimbursement.
Unemployment Compensation	Unearned benefits received from the Department of Labor by unemployed persons. Use copy of check or award statement to verify.
Vacation Pay	Earned treat as wages
Veterans Benefits	Unearned benefits received from VA for disability, survivor benefits, education.
Wages/salary	Earned income received for work for services
Workers Compensation	Unearned benefits received periodically from private or public insurance companies for injuries incurred at work. (The cost of this insurance must have been paid by the employer and not the individual).

TYPES OF INCOME DISREGARDS

Money received from the sale of property such as a house or car (unless the person was engaged in the business of selling such property, in which case the net proceeds would be counted as income from self-employment)
Withdrawal from bank deposits
Money borrowed
Tax refunds
Lump sum inheritances or insurance payments
The value of the coupon allotment from Food Stamps
The value of USDA donated foods (surplus commodities)
The value of supplemental food assistance under the Child Nutrition Act of 1968 and the National School Lunch Act
Uniform relocation Assistance payments
Earnings of a child in the household under 18 years of age
Loans and grants, such as obtained and used under conditions that preclude their use for current living costs
Any grant or loan to any undergraduate student for educational

TYPES OF INCOME DISREGARDS	purposes (includes HOPE scholarships, PELL Grants, National Defense Student Loans, and Guaranteed Student Loans
	Home produce used for household consumption
	TANF Foster Care or Nursing Home Vendor Payments made to a provider on behalf of an adult or child
	Payments made to an institution by a relative of a recipient or other person for the cost of institutionalization of that recipient
	Payments to VISTA volunteers regardless of age
	Earnings received by any youth (up to 21 years of age) through the JTPA Program
	Benefits received from elderly volunteers and nutritional programs operated under the Older Americans Act
	Assistance provided by Community Action Agencies to prevent fuel cut-offs or to promote energy efficiency under the Emergency Energy Conservation Services Act
	Foster Care payments, Adoption Supplement Payments
	Income from roomers under $30.00 per month and boarders under $70.00 per month
	Earnings and interest on savings or bonds amounting to $25.00 or less per month
	Any wages, allowances or reimbursement for transportation and attendant care costs when received by an eligible disabled individual employed in a project under the Rehabilitation Act of 1973
	Funds held in trust for any individual in the satisfaction of a judgment of the Indian Claims Commission
	Payments made pursuant to the Alaska Native Claims Settlement Act
	Meals furnished on the job by the employer
	$5.00 or less from casual earnings when unpredictable
	Premiums paid by Social Security recipients for Medicare.
	Utility Allowances as furnished through the HUD housing program
	Disaster Relief payments
	Relative Care Subsidy and Subsidized Guardianship program income received for the support for children previously in DFCS custody.

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BACKGROUND	Complete, accurate and timely eligibility determination, application processing, benefit payment, referral for service is crucial for the Community Services Block Grant Program.
REQUIREMENT	Eligible entities must complete an application for all persons who request assistance through the Community Services Block Grant Program. Approval for services is based on funds availability.
BASIC CONSIDERATION	All households have the right to apply for services and must be given the opportunity to make an application. Eligibility is determined for a household or a family unit. Eligibility, once established is effective for twelve (12) months, unless circumstances change which makes the person ineligible. Applicants must be seen on a first come first served basis. Persons with Limited English Proficiency must have equal access to all benefits and services.
BASIC ELIGIBILITY CRITERIA	• Households must be at or below 125% of the Federal Poverty Guidelines. • Household applicant must be a US citizen or a legally admitted alien with a social security card (see **CITIZENSHIP** below).
RESIDENCY	• Households applying for assistance must reside in the geographic area serviced by the service provider.
HOUSEHOLD COMPOSITION	The applicant must be a member of the household and must provide information on all individuals living in the household. The information must include: • Name • Relationship to the head of household • Age/Date of Birth • Social Security Number • Income

HOUSEHOLD COMPOSITION Cont'd	How to determine who to include in the application: • Dependants such as children, adopted children, grandchildren under 18 • Disabled sibling or parent must be included • Spouses: If both parents live in the household, they must be included • Siblings over age 18 must be included • Roommates do not have to be included unless they have a child in common. Both the applicant and the roommate must complete the separate household form to receive services
AUTHORIZED REPRESENTATIVE	The applicant may designate an Authorized Representative who is not a household member when the following conditions exist: • There is no one 18 yrs or older that is able to come into an office and make application, • DFCS has custody of an Adult Protective Services client, the caseworker may apply and sign the application for the household The authorized representative must: • Present all household documentation necessary to determine eligibility • Sign their name on the application and worksheet. • Present a signed permission letter from the household applicant authorizing them to make application for the household.
SEPARATE HOUSEHOLD	If several households live together at the same address but maintain separate cooking and eating facilities or arrangements then they can be considered as separate households and each is eligible to apply for CSBG services.

SEPARATE HOUSEHOLD Cont'd

The agency will accept the head of household's written Statement regarding members of the household and their status as a separate household with a corroborating signature of the other head of household.

A Separate Household may also include:

- A teenage parent under age 18 living on their own
- A teenage parent who is living as a separate household in another household with other un-related adults.

SOCIAL SECURITY NUMBER

A social security number must be provided for every member of the household. Examples of documents that may be used to verify Social security numbers are:

- Social security card
- Social security or SSI award letter
- Screening on SUCCESS to see if a valid SSN is in system
- Other service record if SSN has been verified (i.e., Energy Assistance Application)

If a new baby does not have a SSN, the household has to verify that an application has been made for a SSN.

A household may not be able to provide verification of a SSN in cases of a fire of natural disaster. In these instances, the household's statement is acceptable.

INCOME

All applicants must provide documentation of all household income. (Detailed explanation of Financial requirements is outlined in the next section).

CITIZENSHIP

IF	THEN
Applicant cannot/does not verify citizenship/legal alien status	Process the application counting all income from the ineligible applicant. Do not include applicant in

CITIZENSHIP Cont'd		household count
	Applicant verifies status but the household contains other immigrant alien(s) or undocumented alien(s)	Household may be considered for services; count all income of alien(s) but do not include when determining household size -If no eligible adults are in the household, use the applicant's name for the application -create a unique Social Security Number for the applicant using the agency code (i.e: such as 309 for PCA) then increment the number as needed. For example: 309-11-1111
CITIZENSHIP-ELIGIBLE FOR PROGRAM CONSIDERATION	United States Citizens: -born in one of the 50 states, -the District of Columbia, -Puerto Rico, -Guam, -the US Virgin Islands, or, -fulfilled all requirements and completed the process of naturalization Immigrant (Legal) Aliens: -admitted to the US for lawful permanent residence, -Cuban/Haitian Entrants, -asylees, -parolees, -persons granted amnesty -conditional entrants Non Immigrant Aliens: -admitted to the US for lawful temporary residence -admitted for temporary employment -tourists	

	-foreign students and diplomats
CITIZENSHIP-NOT ELIGIBLE FOR PROGRAM CONSIDERATION	Undocumented Aliens: -not in the US lawfully -residing in the US without INS documentation -in violation of the terms of a non-immigrant visa **NOTE: Undocumented parents are ineligible for program consideration, but they may apply on behalf of documented minor children. The parent's income will be counted in the eligibility determination but the undocumented parent(s) will not be included in the household count.**
PROGRAM REQUIREMENTS	
NON ENGLISH-SPEAKING HOUSEHOLDS	The eligible entity must ensure that all lawfully admitted aliens with Limited English proficiency have access to the program by providing one or more of the following: • provide outreach information in languages specific to those persons • hire or have access to bilingual staff • contract interpreter services • utilize community volunteers/ethnic organizations • utilize the Language Line
CHILD SUPPORT SERVICES	Each eligible parent applying for services must be referred to Child Support Services in the service area. Documentation of the referral must be contained in the case record.
FAIR HEARINGS	Every household requesting CSBG benefits must be provided the right to request an impartial hearing for denial or termination of service by the service provider. Service providers must develop a fair hearings /appeals process for their office.

FAIR HEARING Cont'd	This process must be available for review by the public. The hearing process should be reviewed yearly and updated as necessary. Information regarding all fair hearings will be kept in the individual household's case file. The notice of the right to request a fair hearing must be posted at each service center and explained to each individual at the time of application. A statement included on the application must be explained to the household and signed by the head of household or authorized representative indicating that they understand the process. This signed statement must be maintained in the case file. Agencies are encouraged to mediate disputes with households in lieu of a formal fair hearing; however, the household may always request a fair hearing.
RELEASE OF INFORMATION	The Authorization for Release of Information form is to be completed for all individuals or households applying for CSBG benefits. Must be signed by Head of household or Authorized Representative and kept in case file Information regarding a household's circumstances is confidential and may not be shared with other agencies without a signed authorization to release information.
ELIGIBILITY FORMS	The following forms are used to determine eligibility for services: • Agency Intake form • Off line Household Application (when Easy Track is unavailable)

ELIGIBILITY FORMS Cont'd	• Easy Track Application • Client Fair Hearing Form • Request for Verification Form (if needed) • Release of Information Form (if needed) • Declaration of Zero Income Statement • Authorized Representative Form (if needed) • Separate Household Form (if needed)
SPECIAL CATEGORIES	Eligibility determination will be waived for these households: Categorically Eligible and Group Eligibility.
CATEGORICALLY ELIGIBLE	A household will be considered categorically eligible if : • The only income/resources in the household are SSI and/or , TANF, and/or FS • The head of household receives Medicaid • Adult members who receive specific services under the Workforce Investment Act (WIA) in a One-Stop Service Center when the service provider is a partner in the local WIA initiative and is housed at a One-Stop Center covered by the WIA legislation At least 75% of those served under categorically eligibility must meet the CSBG eligibility guidelines. Service providers must verify this condition is met by a 10% sampling of categorical households during the specific program year. The results of the sampling must be available for review

	by the State Department staff. Categorical eligibility forms will be kept in a file by month of service. Files must be available to the State Department staff for review.
GROUP ELIGIBILITY	Group eligibility can only be used in situations where a disaster has been declared by either the Georgia Emergency Management Agency (GEMA) or the Federal Emergency Management Agency (FEMA). Agencies may determine eligibility on a group basis if it can reasonably conclude that substantially all members of the group of households affected in a specific area have income that does not exceed CSBG limits. All members of the group is defined as at least seventy-five percent (75%) of those in affected areas would be eligible for CSBG programs/services. In the event of a disaster, agencies must notify the State Department staff that they will be doing group eligibility in the affected areas. Examples of service activities when disaster related group eligibility might be appropriate: • Emergency services • Provision of services would not continue past thirty (30) days of each major occurrence. • The activity will not duplicate benefits provided by another state or voluntary agency such as Red Cross. A written application is not necessary; however, a log must be kept with the client's name, address, telephone number and declared income for each household requesting service. The agency must develop and maintain on file by disaster, the agency's plan for providing service during

	the disaster and for validating that at least seventy-five percent (75%) of the households served meet CSBG guidelines. This should include verification of at least a ten percent (10%) random sampling within six (6) months of the activity. Group eligibility will be based on one hundred twenty-five percent (125%) of the poverty income guideline except when designated otherwise by the State Department. The agency must also maintain a file by disaster of families served under the group eligibility provision.
INTAKE PROCESS	The intake worker will determine eligibility for CSBG services by following these steps: • Complete the Agency's common intake form; Explain the Client Fair Hearing Form and Release of Information Form and get applicant signature on both forms • Make assessment of need for services: immediate need as well as secondary needs that present a barrier to self-sufficiency • Review all information provided such as documentation of identity, verification of household income, proof of residency, household composition, copy of bill or eviction notice, etc. • Input applicant information into eligible entity tracking system for processing; system will determine eligibility.
SIGNATURE	• Either Head of Household or Authorized Representative must sign application. • If an applicant signs with an "X", the signature should be witnessed by another individual , preferably someone other than the intake worker when at all possible. • If information is inconsistent or not provided, the

PENDING APPLICATIONS	case is held as pending. The applicant will be given Request for Verification form with a due date for missing information. • The applicant and the case manager should reach an agreement upon a reasonable length of time to return any missing/incomplete documentation. After the due date applications may be denied as unable to establish eligibility. • Applications can not be denied for lack of verification until the next business day following the due date specified on the Verification Form.
APPLICATION DISPOSITION	• If all required documentation is provided and applicant meets income guidelines, the application is approved. • All applicants must receive a notice of approval or denial once their application has been processed. • Applicant is given referrals to other agencies or services if needed • If financial assistance is provided, send pledge to appropriate agency and provide proper documentation to central office • Document all case activity in tracking system describing applicant's need, service received, referrals made, collateral contacts, pending information and due date. • Schedule follow-up in 30, 60 or 90 days as appropriate.
STANDARD OF PROMPTNESS	• All applications for services must have eligibility for services determined as soon as possible, but no later than thirty (30) calendar days from the date of application, if the household has provided all necessary information for completing the application.

CASE RECORDS REQUIREMENTS	Service providers must maintain a file on each household requesting CSBG funded services with the exception of: • Categorically Eligible Families • Disaster Related Group Eligibility The minimum requirements for case files are: • Signed completed application • Completed demographic information on each household member • Verification and source of income • Documented eligibility period • Explanation of service(s) requested • Intake Worker signature • Family members' names and social security numbers • Follow-up and disposition • Allowable income per family unit • Client's name and address • Calculation of gross monthly income • Authorization for Release of information Form (completed and signed) • Must be kept current and be available for review • Signed Fair Hearings statement Return to MAN3240

BACKGROUND	All applicants/clients shall receive fair and equitable treatment and may question any decision or action taken by the eligible entity.
REQUIREMENT	The CSBG State Plan requires a due process hearing within the state department. The Office of State Administrative Hearing (OSAH) is responsible for the fulfillment of the hearing provision.
BASIC CONSIDERATION **PROCEDURES**	Eligible entities must inform each applicant/recipient (A/R) in writing of the following: • Right to a fair hearing whenever any action affects his/her application/benefit. • Right to be represented by an authorized representative such as legal counsel, relative, friend or other spokesperson • Right to represent oneself • Right to timely and adequate notice of denial/benefit change A/R must file hearing request within 10 calendar days after notice of denial/change. The eligible entity has responsibility to take prompt action in reviewing and correcting all complaints. The entity is required to assist A/R in filing a hearing request and preparing for the hearing. A hearing may be requested for the following reasons: • Application for assistance is denied • Application is not acted upon within a reasonable period of time • Applicant is aggrieved by any agency action resulting in reduction, discontinuance or termination of assistance. • A hearing request • Is defined as a clear written or oral expression by the applicant or applicant's authorized representative of the desire to appear before a higher authority. • Must be forwarded in writing within two (2) work days to the State Department Legal Services Office (LSO), 2 Peachtree St., Atlanta, GA 30303-3142. • Is effective upon receipt by the entity or LSO.

Return to MAN3240

4.4
ATTACHMENT C

HEARING NOTICE

STATE OF GEORGIA

Division of Family and Children Services

Nathan Deal
Governor

Bobby D. Cagle
Director

Community Services Block Grant
Schedules Public Hearing

DFCS schedules Public Hearing on State Plan for Community Services Block Grant

The Georgia Division of Family and Children Services (DFCS) will hold a public hearing Monday, June 8, 2015, on the FY 2016 State Plan for the Community Services Block Grant (CSBG).

The public hearing will be held from 1 p.m. to 4 p.m. at Two Peachtree Street, NW, Atlanta, on the 26th floor, conference room 26-121.

The Community Services Block Grant (CSBG) program support activities that help eligible low-income Georgians remove obstacles and solve problems that block self-sufficiency. A range of services are made available to assist participants with obtaining education, training, employment, transportation, proper nutrition, sufficient housing and referrals to partner agencies.

For FY 2015, the program distributed approximately sixteen $16,000.000 million in client benefits. The fiscal funding level for FY 2016 has not been released.

The plan outlines eligibility requirements and activities to be implemented for the targeted population. Federal Funds have been allocated for these programs. Copies of the draft plan will be available for review on the DFCS website, at county DFCS offices, Area Agencies on Aging, and Community Action Agencies throughout the state.

To make a written comment on the plan, please mail it to the Community Services Block Grant Program, Collaborative Services Section, Division of Family and Children Services, Two Peachtree Street, NW, Suite 21-276, Atlanta, GA 30303. Comments must be received by June 12, 2015. For those who are unable to attend the hearing but wish to make oral comments on the plan may call the CSBG Program at 404-657-3426.

Department of Human Services

DFCS schedules Public Hearing on State Plan for Community Services Block Grant

May 26, 2015

The Georgia Division of Family and Children Services (DFCS) will hold a public hearing Monday, June 8, 2015, on the FY 2016 State Plan for the Community Services Block Grant (CSBG).

The public hearing will be held from 1 p.m. to 4 p.m. at Two Peachtree Street, NW, Atlanta, on the 26th floor, in conference room 26-121.

The Community Services Block Grant (CSBG) program support activities that help eligible low-income Georgians remove obstacles and solve problems that block self-sufficiency. A range of services are made available to assist participants with obtaining education, training, employment, transportation, proper nutrition, sufficient housing and referrals to partner agencies.

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Stay Connected

13.1a
ATTACHMENT E

GUIDANCE AND POLICY ON ROMA

BACKGROUND	The Detailed Project Application Plan (PAP) is the framework in which eligible entities address the problem of poverty situations in their community as identified in the current needs assessment.
REQUIREMENT	Programs offered should be directly related to the mission statement of the agency. Eligible entities must develop a Detailed Project application Plan (PAP) that outlines each of the services provided by the CSBG program. The PAP includes but Is not limited to: • Title of Program/Service • Contract Period • Program Category • Pool of Eligibles • Individuals to be Served Directly • Objectives/Outcomes • Program Description/Activities • National CSBG Goals • Outcome Measures • Measurement Tools • Funding Categories • Non-CSBG Funds Mobilized. Each of the programs selected must address at least one (1) of the six (6) national ROMA goals. Data specified in the plans document the programs and services provided.
BASIC CONSIDERATION TITLE OF PROGRAM	The Detailed Project Application Plan (PAP) contains but is not limited: The title name given to the program is chosen by the agency. Generally, the title name of the program reflects some aspect of the program category.

	Examples: • "Full Plate" Program is the title name for a food distribution program in the Nutrition program category • "Job Support Services" is the title name for an employment services program in the Employment program category
CONTRACT PERIOD	The contract period lists the beginning and end dates of the period covered by the plan. • Most often the contract covers the 12 months of the federal fiscal year. • However, the contract period for plans supported by discretionary funding may have different start and end dates.
PROGRAM CATEGORY	The program category best reflects the primary tenets of the program and is selected from the thirteen (13) CSBG statute service categories or "Other Negotiated Services". Although "Other Negotiated Services" is rarely used, it was designed by the State Department to capture any program that does not fall into one of the thirteen CSBG service categories.
POOL OF ELIGIBLES	The pool of eligibles shows the degree of need for the program as identified in the current needs assessment. Multiple resources should be used to make the determination of need. Resources may include but are not limited to data from: • Department of Labor • Census Bureau, • client data, • client feedback surveys • other organizations.

	Example: The current needs assessment reveals that at least 600 senior citizens are in need of prescription drug assistance. Telephone interviews, surveys taken at the Senior Center and two local pharmacies, The Georgia County Guide and the DFCS website were used to make the determination of need.
UNITS EXPECTED TO BE SERVED	The number of units expected to be served is determined by the type of services provided, target population, contract period, program cost per unit, budget amount, etc. A unit may be an individual, household or community as appropriate.
OBJECTIVES/ OUTCOMES	The outcomes are the objectives or expected results that the agency hopes to achieve by performing the services and activities of the program. • Individual activities can have objectives and outcomes. • Each service/activity must be linked to an outcome and national performance indicator. • A service/activity may be linked to multiple outcomes and national performance indicators.
PROGRAM DESCRIPTION/ ACTIVITIES	The program description is a comprehensive detailed narrative that clearly presents the services and activities offered. It includes specific terminology to describe processes used to deliver the service and activities.

NATIONAL ROMA GOALS	The six (6) national ROMA goals were designed to measure effectiveness and accountability for the expenditure of CSBG funds. • ROMA goals measure results of programs and services at the local level. • Each outcome is linked to a national ROMA goal.
OUTCOME MEASURES	Outcome measures are the national performance indicators and are linked to each major service/activity of the program as appropriate. National performance indicators may be called direct measure and/or outcome indicators.
MEASUREMENT TOOLS	Measurement tools are all methods of measurement used in collecting data for the program by service/activity. Examples: • Electronic tracking system • Case records • Surveys • Certification of specific achievement • Logs • Partner agency reports • Financial reports

FUNDING CATEGORIES	The funding categories to cover program costs are captured in the budget information section. The categories are:
	
	• CSBG Allocation
	• Non CSBG Funds Mobilized
	    ▪ Other Federal
	    ▪ State
	    ▪ Local
	    ▪ Private
	    ▪ In-kind

NON CSBG FUNDS MOBILIZED	CSBG funds are traditionally used to leverage other fund sources in order to eliminate or improve the conditions of poverty.

Return to MAN3240

13.6
ATTACHMENT F

NEEDS ASSESSMENT

BACKGROUND	In accordance with Assurance 11 of the CSBG Act, the State Department is required to secure from each eligible entity, as a condition of funding, a Plan that includes a needs assessment for the communities served.
REQUIREMENT	Each eligible entity is required to submit a current comprehensive Needs Assessment annually with the Project Application Plan (PAP) in order to be in compliance with the fiscal and administrative compliance of the CSBG program.
BASIC CONSIDERATION	A Needs Assessment is a systematic process of obtaining and analyzing information to determine the current status and service needs of a community. The process used must be flexible enough to respond to the continually changing socioeconomic and demographic environments A decision must be made to determine who will conduct the Assessment; what information will be collected; what methodology will be used to collect the information and how the information will be used. A Needs Assessment: • Must be conducted every three (3) years for the specific community that is served by the contracted agency. • Must be submitted to the State Department with the Project Application Plan. • An assessment summary that outlines current needs, new or projected needs, and unmet needs should also accompany the Plan. • May be coordinated with needs assessments conducted for other programs within the agency • May focus on a specific program or target population in some instances (carryover or discretionary funds.)

USES OF NEEDS ASSESSMENTS	After the data is collected, thoroughly examined and interpreted, the results should be used as a starting point for establishing priority of services and planning of resources. In addition to the level of priority of need, the information can assist eligible entities to: • Manage programs more effectively • Refine or eliminate existing programs • Prevent duplication of programs • Provide justification to the board and others for decisions and actions • Provide broader support and acceptance by sponsors and employees • Determine the need for training and professional development
COMPONENTS OF A NEEDS ASSESSMENT	At a minimum, the following items should be included as components of an Assessment: • Demographic make-up of eligible families including their number, geographic location, and racial/ethnic composition • Other social service agencies in the geographic area and the constituents they serve • Data regarding the health, nutrition, and social service needs of the communities as defined by community institutions • Availability and accessibility of community resources that can address the needs of eligible families • An analysis of the data collected to document a need for the proposed service(s) to use CBSG funds

STEPS IN CONDUCTING A NEEDS ASSESSMENT	The steps outlined below will facilitate the organization of the process of conducting a Needs Assessment: **(1) Clarify the purpose of the needs assessment** The information collected will depend on what type data is sought about the community. The information gathered must support the Components of the Needs Assessment listed above. Responses to the questions below will guide the process. • What is trying to be measured or what information is to be collected. • What will be done with the information collected? • How will the information be reported? Is it user friendly and easy to understand? • Will the information collected help develop reasonable and appropriate program goals? Some categories of information to be collected might include the following: • Historical development of the community • Geographical and transportation information • Growth measurement patterns and population distribution • Demographic data (i.e., age characteristics, race, transience of the population) • Economic data to identify the community's economic base • Social , cultural , educational and recreational organizations in the community **(2) Identify the population** Determine if information is needed from segments of the entire community or if only particular target groups will participate in the assessment • Some examples of specific target groups of the community are:

STEPS IN CONDUCTING A NEEDS ASSESSMENT cont'd	• high school dropouts under age 21 who lack basic computer skills, • children who are victims of domestic violence who are one or more grade levels behind, • refugees in a specific county who lack basic computer skills training **(3) Determine who will conduct the study** In determining who will conduct the assessment, consider the time frame, the available resources, and the comfort level of staff in performing research. The assessment may be conducted by: • Outside consultants • Agency staff • Volunteers **(4) Determine the methodology to collect the information** There are several tools available that can be used to collect data. These include surveys, public forums, focus groups, telephone solicitations, interviews, and pre-existing data.
Customer Service Surveys	Surveys can either be used to gather information from the community to gauge opinions about key issues or surveys can be used to measure the effectiveness of existing programs. Particular attention should be paid to the following areas when conducting customer service surveys. • The questions being asked • The target audience from which the information is desired • The way in which the results will be used • The scope of the survey • The issues the survey will address • The purpose of the survey • What is to be accomplished

Customer Service Survey cont'd	In constructing a survey: Use short questions which can be answered with checklists, multiple choice, yes-no responses or open-ended answers. Make sure questions are relevant and written at an appropriate reading level. Agencies should routinely conduct surveys of their operations through customer input.
Public Forums	Public forums are meetings where residents get involved by expressing what their concerns are about community issues and needs. Public forums are inexpensive methods to get diverse members to share ideas. To prepare for a successful Public Forum: • Form a representative steering committee • Identify issues to form the focus of the forum • Select a trained facilitator • Set a time and place • Publicize the forum through the major media outlets • Follow-up after the forum with a written report • The report may be used as the basis for a service plan
Pre-existing Data	Pre-existing data can be obtained by researching public records and reports. This data is collected about a particular group without the agency having direct contact with that group. This information can provide insight about emerging trends or issues in a particular community. • This data already exists • It is fast and easy to access • Data is available for many geographic areas

	The websites listed below are examples of potential resources for gathering data for numerous programs: • The University of Georgia (Housing and Consumer Economics) **www.fcs.usa.edu/hace/hdrc** • The United States Census Bureau **www.census.gov** • The Georgia Department of Labor **www.dol.state.ga.us** • DFCS Data Analysis and Reporting Section **www.dfcsdata.dhr.state.ga.us**
Focus Groups	A focus group is a way to gather opinions and ideas from a small targeted group of citizens. This is a valuable tool to use to get a consensus of thoughts and ideas rather than to make projections about the community. • It is easy to conduct • Provides detailed information • Allows for issue probing • Stimulates thinking and discussion
Telephone Interviews	Telephone interviews are an option for vulnerable segments of the population who may not otherwise participate in other methods of data collection. Open ended questions and questions using a five (5) point scale from strongly agree to strongly disagree can be used to gather input from this population. • Convenient for persons with disabilities • Can be used for participants with low literacy levels • Short time span • Inexpensive Return to MAN3240