

Teresa Bare

From: Ashley Honeycutt
Sent: Tuesday, December 29, 2020 3:42 PM
To: Teresa Bare
Subject: FW: Blue Ridge Opportunity Commission, Inc CSBG Funding Application
Attachments: BROC Inc FY2021-22 CSBG Grant Application.pdf

Ashley G. Honeycutt

Clerk to the Board of Commissioners
Assistant to the County Manager
150 Government Circle, Suite 2500
Jefferson, NC 28640
(336) 846-5501
ashleyhoneycutt@ashecountygov.com

From: Stacey H. Howell [mailto:brocashe@gmail.com]
Sent: Friday, December 04, 2020 11:19 AM
To: april.hamm@alleganycounty-nc.gov; Ashley Honeycutt <ashleyhoneycutt@ashecountygov.com>; Dare <brocds@brocinc.com>
Subject: Blue Ridge Opportunity Commission, Inc CSBG Funding Application

Good morning,

Blue Ridge Opportunity Commission, Inc is required by the NC Office of Economic Opportunity to submit our complete funding application to apply for CSBG funds to each County Commissioner's office 30 days before we present it. Please see the attached funding application. We will provide hard copies and present this in person as well.

Please let me know if you have any questions.

Thank you so much for your time.

--

Sincerely ,

Dare Stromer

Executive Director

Blue Ridge Opportunity Commission, Inc.

710 Veterans Drive

North Wilkesboro, NC 28659

336-667-7174

Stacey H. Howell

C.S.B.G. Director

Blue Ridge Opportunity Commission, Inc.

169 Old Warrensville School Rd.

Warrensville, N.C. 28693

Phone: 336-384-4543

Fax: 336-384-4929

Email: brocashe@gmail.com



Pursuant to North Carolina General Statutes Chapter 132, Public Records, this electronic mail message and any attachments hereto, as well as any electronic mail message(s) that might be sent in response to it may be considered public record and as such are subject to request and review by, and disclosure to, third parties.

North Carolina Department of Health and Human Services

Division of Social Services



Community Services Block Grant Program

Fiscal Year 2021-22 Application for Funding

Project Period July 1, 2021– June 30, 2022

Application Due Date: January 15, 2021

Agency Information			
Agency:		Blue Ridge Opportunity Commission, Inc.	
Agency:			
Federal I.D.		56-0857800	
DUNS Number:		099233934	
Administrative Office Address:		710 Veterans Drive North Wilkesboro, NC 28659	
Mailing Address (include the 4-digit zip code extension):		710 Veterans Drive North Wilkesboro, NC 28659	
Telephone Number:		336-667-7174	
Fax Number:			
Proposed Funding:	CSBG: \$244,467.00	Additional Resources: \$63,327.00	Agency Total Budget: \$307,794
Application Period:		Beginning: July 1, 2021	Ending: June 30, 2022
Board Chairperson:		Michael Testerman	
Board Chairperson's Address: (where communications should be sent)		1110 Kenleigh Circle Wilkesboro, NC 28659	
Board Chairperson's Term of Office (enter beginning and end dates):		From January 2016-January 2031	
Executive Director:		Dare Stromer	
Executive Director Email Address:		brocnds@brocinc.com	
Agency Fiscal Officer:		Jeanette Suddith	
Fiscal Officer Email Address:		brocfiscal@brocinc.com	
CSBG Program Director:		Stacey Howell	
CSBG Program Director Email Address:		brocashe@gmail.com	
Counties Served with CSBG funds:		Alleghany, Ashe, Wilkes	
Agency Operational Fiscal Year:		July 1, 2021 – June 30, 2022	

North Carolina Department of Health and Human Services
Office of Economic Opportunity –

2420 Mail Service Center / Raleigh, North Carolina 27699-2420

Proposed Funding

CSBG: Enter the proposed amount of CSBG funds allocated for FY 2021.

Additional Resources: Enter the amount of other resources the agency expects to receive during the 2021 program year. If an exact figure is not known at this time, the best possible estimate.

Agency Total Budget: Enter the sum of CSBG and Additional Resources for the period of July 1, 2021 - June 30, 2022.

Checklist to Submit a Complete Community Services Block Grant (CSBG) Application

Please put a check mark in the appropriate box to show that you have included the completed document with your application. All documents are required with the exception of those that say "if applicable."

Item	Included (✓)
Signed Application Certification (blue ink only)	V
Signed Board Membership Roster (blue ink only)	V
Board of Directors Officers and Committees	V
Board of Directors Community Needs Assurance	V
Planning Process Narrative	V
Form 210 – Agency Strategy for Eliminating Poverty	V
Form 212 – One-Year Work Program	V
Monitoring, Assessment and Evaluation Plan	V
Form 212A – CSBG Administrative Support Worksheet (if applicable)	V
Form 225 – Agency Budget Information	V
Form 225N-Budget Narrative	V
<u>Appendices (to be attached by the Applicant):</u>	
• Organizational Chart (do not include names)	
• Job Description and Resume for the Agency's Executive Director	
• Job Description and Resume for the Agency's Chief Financial Officer	
• Job Descriptions for all CSBG employees (do not include names)	
• Affirmative Action Plan	
• Documentation of Public Hearings for Initial Planning Process:	
Copy of Public Notice(s) from Newspaper(s)	
Agenda of Public Meeting(s)	
Copy of Attendance Sheet(s)	
Minutes of Public Meeting(s)	
• Documentation for Notice of Intent to Apply:	
Copy of advertisement(s)	
• Documentation of Submission to County Commissioners:	
Notarized document from county clerk	
Commissioners' comments or minutes (if applicable)	
• Cognizant-Approved Indirect Cost Agreement	
• Copy of the Proposal Application submitted to the cognizant agency for approval of the Indirect Cost Rate	
• Cost Allocation Plan (if applicable)	
• Vehicle Registrations (<i>must be up-to-date and after July 1, 2021</i>)	
• State Certification-No Overdue Tax Debts	
• State Certification-Contractor Certification required by N.C. Law	
• Federal Certifications	
• Cost Allocation Plan Certification	
• Federal Funding Accountability and Transparency Act (FFATA)	
• Central Contractor Registration (CCR) (<i>must be up-to-date and after July 1, 2021</i>)	

Checklist to Submit a Complete Community Services Block Grant (CSBG) Application
(continued)

Item	Included (✓)
• IRS Tax Exemption Verification- verifies the agency's 501 (c) (3) status <i>(must be dated after July 1, 2016)</i>	
• Conflict of Interest Policy <i>(must have been approved within the past 5 years and must be notarized)</i>	
• Contractual Agreements/leases <i>(must be current within contract period)</i>	

**Community Services Block Grant Program
Fiscal Year 2020-21 Application for Funding
Certification and Assurances**

Public Hearing on the Initial Plan

We herein certify that a public hearing as required by 10A NCAC 97B .0402 Citizen Participation in the Application Process occurred on 12/10/2020 for the initial planning process for the agency's current project plan and the agency has maintained documentation to confirm the process of the public hearing.

For multi-county providers, indicate the date and the county the hearing was held.

Date	County	Date	County
12/10/2020	Alleghany		
12/10/2020	Ashe		
12/10/2020	Wilkes		

County Commissioners' Review

We herein certify that the application for this project period was submitted to the Board of County Commissioners for review and comment on 12/4/2020 as required by 10A NCAC 97C .0111 and 10A NCAC 97C .0307(9).

For multi-county providers, indicate the county and date the application for funding was presented to the Board of County Commissioners as required by 10A NCAC 97C .0111(B).

Date	County	Date	County
01/04/2021 6pm	Alleghany		
01/04/2021 9am	Ashe		
01/05/2021 6pm	Wilkes		

Board of Directors Approval of the Application

I hereby certify that the information contained in the attached application is true and the Board of Directors has reviewed and approved this application for the Community Services Block Grant Program.

Date of Board Approval: 12/10/2020

Board Chairperson: _____
(Signature)

12/10/2020
(Date)

Finance Committee Chairperson: _____
(Signature)

12/10/2020
(Date)

Board of Directors' Membership Roster

Total Seats Per Agency Bylaws	24	Total Current Vacant Seats	0
-------------------------------	----	----------------------------	---

Total Number of Seats Reserved for Each Sector	Poor	8	Public	8	Private	8
Total Number of Vacant Seats Per Each Sector	Poor	0	Public	0	Private	0

Name	County of Residence	Community Group/ Area Represented	Date Initially Seated [month/year]	Number of Terms Served [completed]	Current Term Expiration [month/year]
Representatives of the Poor					
1. Larry Reavis	Wilkes	VFW Post 1142	02/2020	0	02/2035
2. Gayle Swaim	Wilkes	Austin Community	09/2014	2	09/2029
3. James Parsons	Ashe	We Care Planning Committee	05/2017	0	05/2032
4. Nancy Miller	Ashe	Outreach Ministries	10/2017	0	10/2032
5. Jack Joines	Alleghany	Alleghany Planning Committee	09/2011	1	09/2026
6. Shania Baxter	Wilkes	Head Start Tri-Co. Parent Comm.	10/2019	0	10/2034
7. Kim Barnes	Ashe	Ashe Partnership for Children/Early Head Start	12/2015	2	12/2030
8. Don Ray Royall	Wilkes	Pioneer Community Action	06/2012	1	06/2027
Public Elected Officials					
1. Brian S. Minton	Wilkes	Wilkes County Commissioner	01/2021	0	01/2034
2. Andrew Palmer	Wilkes	Town of North Wilkesboro	08/2020	0	08/2035
3. Paula Perry	Ashe	Ashe County Commissioner	01/2021	0	01/2034
4. Sylvia Miller	Ashe	Town of Jefferson	08/2006	2	08/2021
5. Dale Baldwin	Ashe	Town of West Jefferson	12/2011	1	12/2026
6. Agnes Joines	Alleghany	Town of Sparta	02/2008	2	02/2023
7. Michael Parlier	Alleghany	Alleghany County Commissioner	06/2009	2	06/2024
8. Andy Soots	Wilkes	Town of Wilkesboro	12/2019	0	12/2034
Representatives of Private Organizations					
1. Joseph Kilby	Wilkes	Dehart-Walnut Grove Comm. Ctr.	02/2010	1	02/2025
2. Larry Phipps	Wilkes	Roaring River Fire Department	02/2020	0	02/2035
3. Mike Testerman	Wilkes	Shady Grove Baptist Church	12/2015	0	12/2030
4. Shirley Farmer	Ashe	Lansing Fire Department	12/2008	2	12/2023
5. Charlotte Blake	Ashe	Law Office of Don Wiley	12/2008	2	12/2023
6. Nyla Duncan	Alleghany	New River Community Partners	02/2007	2	02/2022
7. Gary Parlier	Alleghany	Alleghany Chamber of Commerce	10/2019	0	10/2034
8. Tina Rector	Alleghany	First Community Bank	12/2019	0	12/2034

Blue Ridge Opportunity Commission, Inc.

The signature of the Board of Directors Chairperson certifies that the persons representing the poor were selected by a democratic process and that there is documentation on file that confirms the selection of all board members. In addition, by signing below, the Board of Directors Chairperson confirms that the selection of all board members coincides with the directives outlined in the agency's bylaws and that a current Board of Directors Member Profile is on file for each member.

—
Board of Directors Chairperson

Board of Directors' Membership Contact Listing

Board Member	Physical Address	Email Address
Joseph Kilby	562 Sebastian Road North Wilkesboro, NC 28659	jbmom@centurylink.net
Agnes Joines	358 Roe Street (Apt 22) Sparta, NC 28675	N/A
Gary Parlier	238 Mitchell Mt. Road Sparta, NC 28675	gbparlier@hughchatham.org
Brian S. Minton	429 Shady Lane Wilkesboro, NC 28697	MyLKNAgent@gmail.com
Shirley Farmer	292 W. Deep Ford Road Lansing, NC 28643	N/A
Mike Testerman	1110 Kenleigh Circle Wilkesboro, NC 28697	mikekarent@aol.com
Jack Joines	659 Hendrix Road Sparta, NC 28675	lwch@skybest.com
Nancy Miller	860 Idlewild Road West Jefferson, NC 28694	NancyMiller65@outlook.com
Larry Phipps	376 Par 3 Roaring River, NC 28669	jostearoom@yahoo.com
Shania Baxter	160 Severt Lane Mo. Falls, Nc 28654	N/A
Don Ray Royall	659 Mosswood Road Traphill, NC 28685	N/A
Gayle Swaim	2330 King Billing Road Traphill, NC 28685	gailswaim@aol.com
Sylvia Miller	1173 Campbell Road Warrensville, NC 28693	N/A
Larry Reavis	245 Holder St Hays, NC 28635	1wr716@embarqmail.com
Andrew Palmer	120 Woodland Ave. North Wilkesboro, NC 28659	andrewpalmer@live.com
Tina Rector	57 N Main St Sparta, NC 28675	Trector31@gmail.com
Nyla Duncan	215 Duncan Ridge Road Sparta, NC 28675	N/A
Dale Baldwin	402 Ford Street West Jefferson, NC 28694	baldwins@skybest.com
Andy Soots	503 College Street Wilkesboro, NC 28697	andrewsoots@charter.net
Michael Parlier	207 Duncan Street Sparta, NC 28675	parliermk@yahoo.com

Kim Barnes	626 Ashe Central Road Unit 1 West Jefferson, NC 28640	executivedirector@ashechildren.org
Paula Perry	280 Perry Road West Jefferson, NC 28694	pperry@ashecountygov.com
James Parsons	563 Piney Creek Road Lansing, NC 28643	pineyckpar@gmail.com
Charlotte Blake	590 South Main Street Jefferson, NC 28640	cgblake@skybest.com

Board of Directors' Officers and Committees

Note: All committees of the board should fairly reflect the composition of the board (10A NCAC 97C .0109). Be sure to identify the chairperson and other committee positions.

Name	Office	Sector Represented	County Represented*
Officers of the Board			
Michael Testerman	Chairperson	Private	Wilkes
James Parsons	Vice-Chair	Private	Ashe
Paula Perry	Secretary	Public	Ashe
Joseph Kilby	Treasurer	Private	Wilkes
Brian S. Minton	Assistant Treasurer	Public	Wilkes
Committee Name: Finance Committee			
Brian Minton	Chairperson	Public	Wilkes
James Parsons		Low Income	Ashe
Gary Parlier		Private	Alleghany
Committee Name: Personnel Committee			
Sylvia Miller	Chairperson	Public	Ashe
Nyla Duncan		Private	Alleghany
Jack Joines		Low Income	Alleghany
Dale Baldwin		Public	Ashe
Committee Name: Planning/ Priorities Committee			
Agnes Joines	Chairperson	Public	Alleghany
Paula Perry		Public	Ashe
Empty		Private	Wilkes
Don Ray Royall		Low Income	Wilkes
Committee Name: Human Rights Committee			
Michael Parlier	Chairperson	Public	Alleghany
Shirley Farmer		Private	Ashe
Nancy Miller		Low Income	Ashe
Committee Name: By-Laws Committee			
Nyla Duncan	Chairperson	Private	Alleghany
Brian S. Minton		Public	Wilkes
Nancy Miller		Low Income	Ashe
Committee Name:			
	Chairperson		

*To be completed by agencies serving multiple counties.

Community Service Block Grant

Board of Directors Contractual Certifications

I, Mike Testerman (board chairperson name and name of applicant) certify the information in the following categories by initialing each certification and signing below:

- ☒ **A. Conflict of Interest:** I certify that a Conflict of Interest Policy is in place and that a copy of the policy can be found in the Employee Policy Manual and in the Board Member Handbook. I also certify that all members of the Board of Directors and all staff annually sign "Conflict of Interest" forms and that copies of Board member signatures are kept in the Board Minutes Book while copies of employee signatures are retained in the personnel files.
- ☒ **B. Board of Director Orientation/Training:** I certify that a Board Member Orientation Policy is in place and that it is utilized as new Board members are assigned to the Board. I also certify that all Board members attend an annual Board Training each year and record of such is reflected in the Board minutes. The most recent Board Training occurred on 12-10-2020
- ☒ **C. Agency-wide Audit:** I certify that Thomas E. Gatewood, Jr., C.P.A., P.C. performs an audit annually. The audit is completed each year and submitted for review by the Board. The most recent audit for program year 7-01-2019 to 6-30-2020 was submitted and accepted by the Board at the 12-10-2020 meeting and is on record in said minutes.

Certification (Original Signature)

Signature of Chairperson/President

Date

Community Service Block Grant Certification of Community Assessment

The Blue Ridge Opportunity Commission, Inc. (applicant)
has conducted a Community Assessment of its service area within the past three (3) years utilizing the
following method(s):

(Check one or more of the following methods)

- ☒ Surveys of the community(s) - door to door, telephone, etc.
- ☐ Review of Records - agency intake forms, program participant records, etc. (may be used with at least one other type of needs assessment; will not meet compliance on its own)
- ☐ Review of demographical information - U.S. Census, welfare statistics, unemployment statistics, etc.
- ☒ Discussions/information/testimony provided by individuals and community members - social service professionals, agency staff, program participants, etc.
- ☐ Public meetings to solicit input on community needs
- ☐ Other (Describe) _____

The most recent Community Assessment was completed on: January 2020
(date)

The Community Assessment was completed by: Blue Ridge Opportunity Commission, Inc.
(agency or contractor)

It is expressly understood that this Community Assessment should include community and consumer input. It is to be used as a basis for prioritizing the needs of the low-income population in the service area and for planning the applicant's projects to meet those needs.

It is further understood that documentation validating that a Community Assessment was completed and is to be retained by the applicant and is subject to review by the Office of Economic Opportunity.

Please provide a 4-5 sentence summary of your most recent Community Needs Assessment:

The top needs identified by BROC Inc's most recent Community Needs Assessment in order are
Emergency Services at 53% of the top responses
Health Services at 48% of top responses
Services for the Elderly and Disabled at 43% of top responses.
BROC addresses these top community needs by offering emergency services with utilities- such as electricity and water, fuel, prescription assistance, and rent or mortgage assistance for at least 1075 Emergency Service Program participants per year.

(continue to next page)

The following is a list of needs as prioritized, with community input, through the needs assessment process.

1. Emergency Services	4.Housing Assistance
2.Health Services	5.Transportation
3.Services for Elderly and Disabled	6. Energy Efficient Housing

Certification (Original Signature)

Signature of Chairperson/President

Date

**Community Services Block Grant Program
Fiscal Year 2021-22 Application for Funding
Planning Process Narrative**

1. Explain in detail how each of the following was involved in the planning and development of this strategic plan.

a. Low-Income Community:

In the Plan Year 3 of 3, the agency performed a needs assessment survey. Each Plan Year a public hearing at the initial stage of the planning process is held in each county within the three-county service area. The participants that were involved consisted of public officials, community leaders, representatives of low-income, businesses and Faith-Based organizations, to discuss the available services and the unmet needs in each county.

Members of the following agencies and committees all channel plans either into the county bodies or directly to the BROCC Board of Directors for development and action:

Due to COVID 19 restrictions, many of these meetings are now held via Zoom, Teleconference, or rescheduled for later dates. Many of these organization's staff are working from home.

Alleghany Planning Committee-
(Community Action Group)
Wilkes Community of Care
Jefferson United Methodist Church
Inter-Agency Meetings
Samaritans Kitchen
Child Protection Team (Ashe)
Salvation Army
Ashe Outreach Ministries
H.O.P.E. Ministries
Volunteers for Wilkes Literacy

Ashe Really Cares (ARC)
Head Start Tri-County Policy Council
Volunteer Coalition of Wilkes County
Innovative Approaches (Alleghany)
Ashe County Homeless Coalition
Parish of the Holy Communion (Ashe)

We Care Planning Committee-
(Community Action Group)
Ashe Sharing Center
County Planning Committees
NCWorks
Alleghany Ministerial Association
Housing Advisory Council
Alleghany Child Protection Team
Faith-Based Organizations
Goodwill Career Center
Wilkes Community Action
Committee (CAGs)
Senior Nutrition Advisory Council
Departments of Social Services
Wilkes Circles of Care
Alleghany Community
Collaborative/LICC
Samaritan's Purse Ministries

Thirty-three percent (33%) of the board membership consists of representatives of low-income organizations, resulting in meaningful decision making of plans, priorities and goals through the planning bodies, and also assisting in the analysis of clients identifying their ability in following through with self-sufficiency guidelines.

**Services Block Grant Program
Fiscal Year 2021-22 Application for Funding
Planning Process Narrative (continued)**

b. Agency Staff:

BROC staff shares in the agency's three county's initial planning process as needs assessment surveys are compiled to determine both common and individual needs in the ever-changing conditions of poverty within the service area.

BROC staff provides direct assistance through leveraging resources, staff serve as an advocate, issue referrals and connect families to appropriate networks based on their individual need

with the goal of strengthening the client's potential in order to break down the barriers preventing them from becoming self-supporting citizens in the community.

Through training, the staff continues to enhance their knowledge of the Emergency Assistance and the Family Self-Sufficiency programs to allow them to better address the needs of low-income families, stays abreast of job responsibilities, agency's policies and program procedures and informed of grantor funding requirements.

Staff serves as representatives to local planning committees, agency boards, and advisory groups to provide technical assistance to the Community Action Groups. The directors of each agency program share with the BROC Board, other staff and Community Action Groups after training and special events to increase the knowledge of all components regarding opportunities for clients. Attendance to these committees and boards have been limited due to COVID 19. Meetings have occurred via Zoom or rescheduled.

The directors of each program meet monthly to discuss ways that the agency can better meet the needs of low-income families and increase community support. The staff reviews productivity of the existing work plan and timeline. If proven to be inadequate, the timeline will be re-written in order to accomplish agency goals with input from the staff and BROC Board of Directors.

The BROC Staff regularly attends North Carolina Community Action Agency (NCCAA) training and Accountable Results for Community Action (AR4CA) training, and monitors upgrades to QuickBooks in order to better utilize the systems capabilities for maintaining participant's records and financial records. Staff attends in-house and community meetings to stay informed about the needs and opportunities in each county.

Attendance to these meetings as well as trainings have been limited due to COVID 19. Meetings have occurred via Zoom or rescheduled. Trainings have been held remotely.

**Community Services Block Grant Program
Fiscal Year 2021-22 Application for Funding
Planning Process Narrative (continued)**

c. Agency's Board Members:

The BROC Board of Directors, agency staff, Faith-Based organizations, Community Action Groups and other Human Service Agencies work collaboratively to develop strategies and prioritize the needs of the low-income families. Agency goals are determined through verification, measuring outcomes, documenting services, financial assistance and utilizing other resources to move families from emergency situations to levels of stability, with the goal of becoming self-sufficient.

The BROC Board receives in-depth oral with Zoom Meetings and mailed written reports on all programs, which includes the Community Services Block Grant, on a monthly basis. These reports allow the BROC Board of Directors to monitor and track progress of each program. Reports are generated using AR4CA web-based reporting systems. The BROC Board of Directors discusses current issues, outcomes and makes recommendations. The BROC Board of Directors reviews and approves the organizational standards of the agency.

The BROC Board participates in the Community Services Block Grant initial planning process and presents the work plan to the BROC Full Board for approval at the next scheduled Board meeting. The BROC Board Retreat provides in-depth training in the month of December each year. This was held remotely over Zoom this year due to COVID 19.

Board members are informed each month of upcoming events. An overall view of agency services and accomplishments of each program is presented at the Annual Board Meeting in June. This was held through Zoom. This provides the BROC Board of Directors with the knowledge of each program required to effectively evaluate and track the progress of, and effectively monitor, each program project's plans and goals.

The agency will continue to provide in-depth training on the Board's roles and responsibilities and to ensure that Board members clearly understand parliamentary procedures by providing PowerPoint training and each Board member will receive a BROC Board of Directors Roles and Responsibilities Handbook hand delivered to their homes by staff two weeks in advance of Zoom Board Retreat.

The BROC Board approves all Funding Applications, Budgets, Personnel Policies, By-laws, Financial Procedures, the Emergency Succession Plan, and purchases of equipment or other major costs.

2. Describe how and what information was gathered from the following key sectors of the community in assessing needs and resources during the community assessment process and other times. These should ideally be from each county within your agency's service area:
 - a. Community-based organizations: Distributed surveys, sent back electronically
 - a. Faith-Based Organizations: Distributed surveys, sent back electronically
 - b. Private Sector: Distributed surveys, sent back electronically
 - c. Public Sector: Distributed surveys, sent back electronically
 - d. Educational Sector: Distributed surveys, sent back electronically

**Community Services Block Grant Program
Fiscal Year 2021-22 Application for Funding
Planning Process Narrative (continued)**

3. Describe your agency's method and criteria for identifying poverty causes including how the agency collected and analyzed qualitative and quantitative data in identifying those causes.

Methods and criteria used to determine the causes of poverty along with prioritization are as follows: The Needs Assessment Committee (involving the BROOC Board of Directors, Community Action Groups, low-income representatives, Faith-Based Organizations, United Way of Wilkes County, Circles of Care, Head Start Tri-County Policy Council, business and community leaders) meets to determine the concerns for unmet needs. The needs are prioritized, and the top three (3) impact areas determined are as follows:

- 1) Emergency Assistance (financial assistance for electricity, fuel, clothing, food, rent)
- 2) Health Services (Prescriptions)
- 3) Services for Elderly and Disabled

Public officials, community leaders, representatives of low-income, businesses, community action committees and Faith-Based organizations were involved in the agency's initial needs assessment survey, which identifies updated needs in the three-county service area on an annual basis. They are as follows:

The top needs for 2021 include:

- 1) Emergency Assistance (financial assistance for electricity, fuel, clothing, food, rent and medication)
- 2) Health Services
- 3) Services for Elderly and Disabled
- 4) Housing Assistance
- 5) Transportation services
- 6) Energy Efficient Housing
- 7) Adult Education and Literacy

Priorities have changed in the past year due to COVID19. Energy bills have risen as reduced hours and unemployment have also risen. This increase includes electric bills, fuel costs, and rent. The number of low-income families in the three-county area has increased due to a lack of employment opportunities that offer a livable wage with full time hours, and this is COVID-19 related. The agency has seen a COVID-19 related increase in low-income families requesting assistance for the first time and grandparents raising the grandchildren. The BROOC Board of Directors identifies priorities for the agency in providing the client with necessary services to build skills to rise above the poverty level. These services are provided through the Emergency Assistance Program which includes information and referrals, advocacy, counseling, and emergency financial assistance for electricity, fuel, food, medical, housing and other basic needs.

Community Services Block Grant Program Assistant and Case Managers will screen Emergency Assistance applicants to determine their eligibility for participation in the Family Self-Sufficiency Program. Clients who demonstrate potential and meet program criteria will be given the opportunity to begin the Family Self-Sufficiency application process and contacted

**Community Services Block Grant Program
Fiscal Year 2021-22 Application for Funding
Planning Process Narrative (continued)**

4. Describe activities that your agency has undertaken to advocate for and empower low-income individuals and families to achieve economic independence and security.

Community Services Block Grant Program Director and Case Managers will monitor Family Self-Sufficiency participants utilizing ROMA National Goals, encouraging families to achieve their own short and long-term goals toward becoming self-sufficient. This will promote a better quality of life, build self-esteem and allow families to become contributing members to their community. The agency has modified Family Self Sufficiency Program due to COVID-19. This has resulted in a reduced number of program participants and partners.

Participants receive a Family Self-Sufficiency workbook that contains learning tools, resources, worksheets, budget training and other information that clients utilize while they are working through the program.

5. Describe how your agency plans to make more effective use of, coordinate and form partnerships with other organizations and programs including: State welfare reform efforts; public and private resources; religious organizations, charitable groups, and community organizations.

- Even though many agencies are working remotely, our agency still coordinates with Departments of Social Services, Partnership for Children, A Safe Home for Everyone (ASHE), Alleghany Cares, Ashe Really Cares, Rainbow Center Services for Children and Families, Shelter Aid for Families in Emergency (SAFE), local food banks, Ministry of H.O.P.E., United Way of Wilkes, Samaritans Kitchen, Ashe Ministerial Association, Faith Based Organizations, Wilkes Community College Human Resource Development Department to deliver services in a more timely and efficient manner.
- Issue referrals which includes a request for feedback from agencies including the outcome(s) for accountability and monitoring purposes.

BROC Head Start provides child-care for low-income families. The program promotes school readiness for families through health services, social services, nutrition counseling, parent involvement, early childhood development and gives parents the opportunity to work and become self-sufficient.

The agency collaborates with Wilkes Community College with referrals for jobs and on-site training. Referrals are also made to other Human Service Agencies.

Staff attends Zoom meetings in the three county service area:

- United Way of Wilkes County agency meetings.
- Community Meetings, and other collaborative efforts to address service area issues.
- United Way NC211.org

**Community Services Block Grant Program
Fiscal Year 2021-22 Application for Funding
Planning Process Narrative (continued)**

- Staff attends Homeless Coalition Task Force Meetings/stopped due to COVID-19
- The agency utilizes interns through the Wilkes Community College's Human Service program.
- Agency brochures are available in English and Spanish.
- The Ashe County Cooperative Extension Office hosts educational workshops on nutrition (on hold)
- Staff attends county Child Protection and Fatality Prevention meeting. (on hold)

6. Describe how your agency will establish linkages between governmental and other social services programs to assure the effective delivery of such services to low-income individuals, to avoid the duplication of such services and to fill identified gaps in services, through the provision of information, referrals, case management and follow-up consultations.

Community Services Block Grant Director and Case Managers communicate with governmental and other social service programs to effectively deliver services to low-income families and individuals. In order to successfully deliver these services, staff will create comprehensive needs assessments through client screenings and client capacity to achieve potential in becoming self-sufficient utilizing ROMA goals. This will involve family and individual counseling, reviewing budgets, promoting involvement with community events, setting short and long-term goals, developing comprehensive service plans, identifying barriers, prioritizing needs and issuing referrals to available resources. This activity may be limited due to COVID-19 impact. Most of these activities are currently being completed over the phone.

Gaps in services are narrowed through referrals and assistance with the collaborating efforts of the agency and the following organizations who work together to meet the needs of the low-income families and to avoid duplications:

- Departments of Social Services
- Care Connection Pharmacy of Wilkes Regional Medical Center
- Wilkes Community Action Committee, We Care Planning Committee and Alleghany Planning Committee (Community Action Groups/Supportive Arms of BROCC)
- Partnership for Children in Ashe, Wilkes and Alleghany Counties
- Ashe and Alleghany Ministerial Associations
- Housing Home Improvements 60+ CDBG (Wilkes)
- High Country Council of Government Urgent Repair
- Ashe County Shoe Project (through Ashe County Schools)
- Alleghany Cares
- Ashe Really Cares
- Wilkes, Ashe and Alleghany Housing and Urban Development
- Wilkes, Ashe, and Alleghany Public Libraries
- Samaritan's Kitchen
- Wilkes County Public Housing Authority & Northwest Regional Housing Authority
- Blue Ridge Electric Membership Corporation (BREMCO) and Duke Energy
- BROCC Head Start Program
- BROCC Senior Nutrition Services Program (Wilkes County only)
- BROCC Weatherization Assistance Program (Tri-County)

**Community Services Block Grant Program
Fiscal Year 2021-22 Application for Funding
Planning Process Narrative (continued)**

- United Way NC211.org (refers clients to agencies, church programs, childcare providers, transportation sources, medical providers, etc.)
- Foothills Free Medical Clinic
- Ashe Medical Clinic (free medical service and prescription assistance)

7. Provide a description of how your agency will support innovative community and neighborhood-based initiatives related to the purposes of the Community Services Block Grant (fatherhood initiatives and other initiatives with the goal of strengthening families and encouraging effective parenting).

Wilkes Ministry of H.O.P.E Toy Store and other foundations, businesses and private funding to provide Christmas gifts especially children in School System of Wilkes County whose families are unable to provide them with Christmas gifts.

The BROC "Christmas for Kids" program approximately served 813 unduplicated children with Christmas gifts in 2019. This assisted low-income parents in providing Christmas for their children.

The Ashe County Children's Christmas Project assisted parents with providing Christmas for approximately 800 children in 2019.

The Alleghany County Giving Tree Project assisted parents with providing Christmas for approximately 71 children in 2019.

The agency coordinates in the three-county service area with Family Resource Centers, Partnerships for Children, Child Abuse Prevention Teams, Parenting Classes and Departments of Social Services.

"Make a Difference Day" was cancelled due to COVID-19.

BROC Head Start: The mission of BROC Head Start is to provide quality individualized comprehensive services that empower children, with the overall goal of fostering healthy development and increasing social competence of young children in low-income families. BROC Head Start services are also family-centered, following the belief that children develop in the context of their family and culture. Parents are respected as primary educators and nurturers of their children.

BROC Head Start encourages parents to be involved in their children's education by participating in various ways at the Head Start centers, and by doing home activities. 493 parents and community representatives volunteered a total of 58,703 hours and donated a total of \$712,325.00 during the 2019-2020 program year. Early Literacy is promoted with the program and to the parents and the children; therefore, parents are encouraged to read to their children daily.

The Head Start program supports parents who are interested in enrolling in General Equivalent Diploma, college and English as a Second Language classes. Trusting relationships are developed between the

**Community Services Block Grant Program
Fiscal Year 2021-22 Application for Funding
Planning Process Narrative (continued)**

families and the Family Advocates. Families are guided and encouraged in making positive choices for their children and their family.

The Head Start program contracts with a licensed professional counselor. Parent meetings have been cancelled due to COVID-19 however, normally this person attends parent meetings to provide parents/guardians information on healthy relationships and marriage strengthening strategies.

8. Describe activities that your agency has undertaken or plans to undertake, on an emergency basis, for the provision of such supplies and services, nutritious foods and related services, as may be necessary to counteract conditions of starvation and malnutrition among low-income individuals.

The BROC staff is involved with strong collaboration and participation with local food drives and projects which provide food for low-income families. These services are vital in our service area due to the economic downturn and will prevent families from having to choose one necessity over another and will ensure food is on the table for our economically disadvantaged citizens. These projects include:

- National Association of Letter Carriers National Postal Food Drive cancelled due to COVID-19
- "Friends Feeding Friends" sponsored by Second Harvest Food Bank, IGA Store and the Benny Parsons Memorial "Race Against Hunger" Golf Tournament sponsored by IGA Store, raised over \$32,000 in 2020 which provided over 25,000 pounds of emergency food, and Wilkes County Schools collected approximately 26,402 pounds of emergency food, for a grand total of 51,402 pounds of emergency food for the agency.
- Staff coordinates services with area Faith-Based food pantries
- Staff refers clients to Samaritan's Kitchen (Back Pack Program at elementary schools to provide food for children over the weekend)
- Alleghany County Back Pack Program (serves children in grades K-6)
- Soup For You (Ashe Outreach on Saturdays)
- Grace's Kitchen (Alleghany)
- Sharing Center Food Bank (Ashe)
- BROC Head Start (provides breakfast, lunch and snacks in all three counties to 180 children)
- Second Harvest Food Bank of Northwest North Carolina Temporary Emergency Food Assistance Program TFAP (free food and additional salvage food at minimal cost)
- Ashe Outreach Ministries (Backpack program for children in grades K-6, food pantry and Mobile Meals)
- Ashe County High School and Wilkes Community College Campus in Ashe Food Pantries
- Solid Rock Food Closet of Alleghany County
- Ashe Really Cares
- Jefferson United Methodist Church Food Bank
- Boy Scouts of America Food Drive split 11,500 pounds of food between 3 partner Wilkes agencies
- Wilkes County HEALTH Foundation

**Community Services Block Grant Program
Fiscal Year 2021-22 Application for Funding
Planning Process Narrative (continued)**

Seniors are the largest growing percentage of the service area's population. Wilkes County has over 250 elderly shut-ins on a waiting list to be assisted due to lack of funding and/or volunteers to deliver nutritious lunches from the BROC Senior Nutrition Services Program. This program and additional programs in the service area include:

- BROC Senior Nutrition Services Program has four (4) congregate meal sites in Wilkes County that serve over 187 individuals (14,000 meals annually)
- BROC Senior Nutrition Services Program (Wilkes) home delivered meals to 85 shut-ins by volunteer drivers (18,739 meals annually).
- Ashe Services for the Aging congregate meal sites have been closed due to COVID-19 since March. And 21,542 home delivered meals program year 19-20
- Alleghany Council on Aging congregate meals have been cancelled due to COVID-19 well as 12,556 home delivered meals.
- Ashe Outreach Ministries Food Pantry provides nutritious food to the elderly and low-income citizens in Ashe County.
- Ashe Outreach Ministries cancelled congregate meals and still serve 57 clients with home delivered meals.

Referrals are made to the following organizations for food programs and their services:

Departments of Social Services
Health Departments (WIC)
Samaritan's Kitchen (Wilkes)
Solid Rock Food Closet (Alleghany)
Ashe Really Cares
Sharing Center (Ashe)
Jefferson United Methodist Church (Ashe)
Ministry of H.O.P.E. (Wilkes)
Sparta United Methodist Church (Alleghany)
Pilgrim Baptist Church (Wilkes)
Ashe Outreach Ministries
Antioch Baptist Church (Wilkes)
St. Paul's Episcopal Church (Wilkes)

Public schools in Alleghany and Wilkes counties provide free breakfast and lunch to all children and Ashe county provides free breakfast and free or reduced lunch to qualified children. During COVID-19 cancelled school days school buses delivered meals to children.

Alleghany in Motion, Ashe County Transportation Authority and Wilkes Transportation Authority provides transportation to doctors, prescription pickup, eye exams and grocery shopping to anyone in need of their services.

The staff works closely with all the emergency food and shelter providers in the three-county service area to alleviate hunger and provide emergency shelter.

**Community Services Block Grant Program
Fiscal Year 2021-22 Application for Funding
Planning Process Narrative (continued)**

9. Describe how your agency will coordinate the provision of employment and training activities with entities providing activities through statewide and local workforce investment systems under the Workforce Innovation and Opportunity Act. Provide the dollar amount of your allocation that will go towards employment training.

- The agency coordinates with Wilkes Community College, Ashe DSS Career Development Facilitator, and Workforce Investment Act Programs in the three-county service area and Goodwill Career Connection Center in Wilkes to assist in job search and training.
- Adult Development Activity Programs (ADAP), in the three-county service area and the Wilkes Vocational Workshop offer employment opportunities for clients with disabilities so they may become participating members of the community.
- The agency provides immediate outcomes in the three county service areas through financial assistance for electricity, heating fuel, rent, emergency food, prescriptions and basic needs to allow low-income families to remain stable and/or sustain health in order to maintain and/or secure employment.
- The dollar amount that goes toward employment training is zero, as BROCC Inc. does not offer actual on-site employment training. We do assist with school tuition, school supplies etc. to help individuals become more employable.

10. Describe how your agency will ensure coordination with the emergency energy crisis intervention program under title XXVI (relating to low-income home energy assistance).

Home surveys are conducted to identify sub-standard conditions involving health and safety, air infiltration and structural stability. Referrals are made to Community Development Block Grant (CDBG) and Departments of Social Services for home improvements. Referrals are given to BROCC Weatherization Assistance Program (Standard) for air infiltration, such as insulation, window caulking, and weather stripping and to the Heating Appliance Repair and Replacement Program (HARRP) for replacement of inoperable heating and/or air conditioners to provide safer and more comfortable living conditions as well as lowering the energy burden for low-income families. The agency coordinates services with community resources and local energy companies to strengthen, enhance and deliver a better quality of services for families and individuals. The agency strives to develop creative ways to ensure the family's needs are met and continues to provide energy savings that can be realized over a number of years.

Duke Energy's DEC Weatherization Rebate Program and Blue Cross Blue Shield's Healthy Home Initiative (BCBS HHI) assists low-income customers with improving the health, safety and energy efficiency of their homes. Duke Power DEC and BCBS HHI have each distributed funds throughout the state of North Carolina to many service providers who assist low-income customers with their energy costs. BROCC will be leveraging funds and resources from other federal, state and local programs to maximize the program benefits for Duke Energy DEC Weatherization Rebate Program and BCBS HHI low-income customers.

**Community Services Block Grant Program
Fiscal Year 2021-22 Application for Funding
Planning Process Narrative (continued)**

The agency utilizes Duke Energy and Blue Ridge Electric Membership Corporation's on-line agency portal to make timely commitments on accounts that are scheduled for disconnection. The portal also allows the agency to track commitments and verify account information.

11. Describe the needs of low-income youth and your agency's efforts to promote increased community coordination and collaboration in meeting the needs of low-income youth.

Problems encountered by the youth includes a lack of parental support, transportation barriers and a lack of jobs for those who are of working age in the tri-county area. Other needs for youth include proper nutrition, increased social activities and a safe environment.

Many of these scheduled activities have changed due to COVID-19.

- YMCA Youth Programs (summer camp and after school programs) Cancelled due to COVID-19
- Project Graduation (Wilkes, Ashe and Alleghany) Schools had virtual service due to COVID-19
- 4-H Special Opportunity Olympic Camp and After School Program (Ashe, Alleghany and Wilkes)
- BROC Head Start (Tri-County)
- The Nest
- Wilkes, Ashe and Alleghany Partnership for Children
- BROC Head Start Lending Library (sponsored by Wilkes Community Action Committee and Alleghany Planning Committee)
- Kiwanis Club, Ruritan Club, Optimist Club, Lions Club and Shriner's Club
- Triple P Parenting Classes
- National Association of Letter Carriers Postal Food Drive was cancelled
- Boy Scouts of America Food Drive
- Communities in Schools "Lunch Buddy" program (for kindergarten through 6th grade) and Friends of Youth program (for 4th through 8th grades)
- Second Harvest Food Bank of Northwest North Carolina Backpack program
- Samaritan's Kitchen Backpack Program (provides food for children for weekends all grades)
- Solid Rock Backpack Program (provides food for children (K-6 grades in Alleghany)
- Ashe Outreach Backpack Program (provides food for children (K-6 grades)
- Peer Helper and Stuff the Bus (students assisted with school supplies in Wilkes and Ashe)
- Ashe County Shoe Project (through the school system)
- Alleghany County Planning Committee and Wilkes Community Action Committee (provide college scholarships)
- Ministry of H.O.P.E. Toy Store, Salvation Army's Christmas Program, Toys for Tots, Alleghany Partnership for Children, Giving Tree (Alleghany), High Country First in Families (Alleghany and Wilkes) and Ashe Really Cares (provides Christmas gifts for low-income children)
- Free Dental Health fair sponsored by the Wilkes Public Health Dental Clinic
- M.E.S.H. (Mobile Expanded School Health) (provides physicals, assessments, immunizations, treatment, lab screening, and counseling and health promotion to students at the four Wilkes County High Schools)
- Our House-Child Abuse Prevention Team (Wilkes County)

**Community Services Block Grant Program
Fiscal Year 2021-22 Application for Funding
Planning Process Narrative (continued)**

- Child Fatality Protection Team (Ashe and Alleghany) cancelled due to COVID-19
- Family Resource Centers (Ashe and Wilkes)
- Tri-county Pregnancy Care Centers (provides counseling and assistance to expectant mothers)
- Tri-county Scouts of America

The staff collaborates with these programs, and the Head Start Program, to achieve and strengthen the agency's effort to work with the families to ensure effective social and physical development while allowing safe and quality environments for children to grow and achieve their full potential.

12. Describe your agency's method for informing custodial parents in single-parent families that participate in CSBG programming about the availability of child support services. In addition, describe your method for referring eligible parents to the child support office[s].

During the application and interview process for emergency assistance, Community Services Block Grant Case Managers verify household income and refer applicants not already receiving child support services to the Department of Social Services for assistance.

13. Describe activities that your agency has undertaken or plans to undertake, to address the Department's priorities which includes:

- Combat the **Opioid Crisis** by focusing on policies and practices that prevent opioid misuse, addiction and overdose.

*There are other agencies in our three-county service area that provide this service. BROCC does provide referrals if needed
- Develop better outcomes for **Early Childhood** learners to ensure that they are healthy, safe and nurtured, learning and ready to succeed.
*Our agency does not currently have an Early Childhood Program. We only have Head Start Program.
- Expand **NCCARE360**, a statewide database that provides resource information for medical providers and human services professionals in response to social determinants of health like housing stability, food security, transportation access and interpersonal safety; and

*We will provide resource information on NCCARE360 at BROCC. We currently use and provide information on NC211.org by United Way of Wilkes County for similar service.
- Implement **Healthy Opportunities** that improve the health, safety and well-being of North Carolinians by addressing conditions in which people live that directly impacts health.
* We have the Blue Cross Blue Shield Healthy Homes Initiative underway at our agency.

**Community Services Block Grant Program
Fiscal Year 2021-22 Application for Funding
OEO Form 210-Emergency Assistance
Agency Strategy for Eliminating Poverty**

Planning Period July 1, 2021- June 30, 2022

1. Give the Poverty Cause name(s), rank the poverty cause(s) and identify which one(s) the agency will address.

The poverty cause name is identified as a depressed local economy due to large scale job loss. Available employment is limited, and wages are not sufficient to support basic needs. This poverty cause will be addressed by the agency and is priority number one.

2. Describe the poverty cause(s) in detail in the community with appropriate statistical data (include data sources).

(A) Explain why the problem exists.

The three-county service area had a strong economy for generations. NAFTA hit the three counties hard, crushing our manufacturing sector, and our local economy. Our rural communities were dependent on manufacturing companies that were the foundation of the area for generations. The poverty in our three-county area is also due to downsizing, family disruption, domestic violence and substance abuse. BROOC has seen a steady increase in emergency requests. There has been an increase in temporary and seasonal workers as opposed to full-time positions. The citizens impacted by this face underemployment, rather than unemployment.

Those who are eligible to receive unemployment benefits are having difficulties applying for UI benefits due to the process being online. Requiring applications for benefits and also employment applications to be submitted online makes the process harder for people who lack convenient access to the Internet and/or do not know how to operate a computer, as well as people who cannot read or write English

(B) Identify the segment of the population and give the number of people experiencing the problem.

Percentage of total population by county below poverty level 2017. Source: Community Action Partnership Assessment Tool

- Wilkes 18.9%
- Ashe 16.9%
- Alleghany 18.7%

(C) Provide demographic information of those adversely effected inclusive of:

(a) Gender

	Male	Female
Wilkes County	6,396	7,644
Ashe County	2,573	2,566
Alleghany County	997	1,269

(b) Age

	0-17	18-64	65+
Wilkes County	14,255	40,198	13,528
Ashe County	4,893	15,466	6,145
Alleghany County	1,943	6,228	2,643

(c) Race/Ethnicity for the agency's service area

	White	Black	Other
Wilkes County	62,478	2,827	3,155
Ashe County	25,468	199	1,119
Alleghany County	10,346	266	361

(D) Explain how the persons are adversely affected.

Families in the three-county service area have a hard time finding full time employment with benefits. Underemployment is at a high level among the working population. Older workers have very few opportunities for new employment because of the vast number of younger job seekers. There are less full-time job opportunities for all job seekers across the board.

Lack of affordable housing has forced residents to live in substandard housing or be faced with homelessness. Homes that are available for rent cost more per month than low-income families can afford, either due to unemployment or lack of adequate income necessary.

The Federal Poverty Guideline does not depict a clear picture of how much income it truly takes a family to be economically self-sufficient (without government assistance). The federal poverty guideline for a three-person family (\$26,663) is at a level well below what is minimally adequate to meet that family's basic needs.

Section II: Resource Analysis (use additional sheets if necessary)**(E) Resources Available:**

- a. Agency Resources: Community Services Block Grant funds are utilized by the agency to have space needed for operations and the staff to leverage community funds to deliver services. The Emergency Assistance program utilizes \$1,000 for fuel and electricity services.
- b. Community Resources: BROOC Emergency Assistance Program administers \$63,327.00 provided by the following:
 - \$ 7,000 (Wilkes) annual EFSP grant for rental assistance, utilities and emergency fuel
 - \$ 4,000 Annual United Way of Wilkes County Emergency Medical Prescription grant
 - \$ 2,500 Foundation for the Carolinas (Share the Warmth/Heating)
 - \$ 2,145 Foundation for the Carolinas (Share the Warmth/Cooling)
 - \$ 3,500 Wilkes Community Action Committee
 - \$ 4,000 We Care Planning Committee (Ashe)
 - \$ 4,000 Alleghany Planning Committee
 - \$18,000 United Way of Wilkes County Emergency Assistance
 - \$ 2,000 Faith Based Organizations
 - \$ 2,400 EFSP grant (Ashe)
 - \$ 7,782 BREMCO Emergency Electrical (Alleghany)
 - \$ 6,000 Private Donations (Heating Fuel)

Resources Needed:

- c. **Agency Resources:** Increased funding to allow the agency to maintain its current full-time staff and to support hiring of additional staff to serve the increased number of emergency assistance requests.
- d. **Community Resources:** Increased community resources would be beneficial in all areas due to the negative impact on all low-income residents as a result of the lack of employment opportunities that offer a livable wage. These include, but are not limited to;
 - Funding to support emergency assistance program in order to meet the increased demand for assistance with preventing electric disconnection, eviction, provide heating fuel, prescription and medical assistance and other needs.

Section III: Objective and Strategy

- (F) Objective Statement:** Ensure that the Emergency Assistance Program adequately responds to 3,701 emergency assistance requests by June 30, 2022.

) Strategies for Objective:

- 1. Continue partnering with local Human Service agencies through information and referrals.
- 2. Direct payments to vendors to provide immediate positive outcomes in emergency situations.
- 3. Continue to seek out and mobilize local resources to provide funding for emergency assistance in the tri-county service area.

Section IV: Results Oriented Management and Accountability Cycle (use additional sheets if necessary)

Organizational Standard 4.3 requires that an agency's strategic plan and Community Action Plan document the continuous use of the ROMA cycle and use the services of a ROMA trainer.

- (A) Community Needs Assessment:** Please summarize the primary needs of your community as determined through the Community Needs Assessment, and explain which of those are Family, Agency, or Community Needs, and why.

Emergency Assistance, Housing Assistance, Childcare, Financial Education, Employment Services

- (B) Achievement of Results and Evaluation:** Please discuss your agency's achievement of results from last year. What were the successes and why were those areas successful? What areas did not meet targets or expectations and why were those areas not as successful? What Improvements or changes will be made for this year's work plan to achieve desired results and better meet the needs of the community?
- Our successes in Family Self Sufficiency Program were, approx. one third of the participants graduated successfully over 125% Federal Poverty Guideline and maintained that for at least 90 days before graduation from the program. This year we will follow the same model since it was successful for the participants and the agency. Emergency Services Program was successful in providing emergency assistance to families that were in crisis. This program will also stay the same. This is because our CNA reflects Emergency Assistance as a top need for our area.

- (C) Please name the ROMA trainer who provided services used in developing this community Action Plan and describe what specific services were provided.
We have worked with several ROMA trainers over the years at regional and state conferences and trainings. Program Assistant is currently taking ROMA Implementer training.

**Community Services Block Grant Program
Fiscal Year 2021-22 Application for Funding
OEO Form 210 – Family Self-Sufficiency Program**

Agency Strategy for Eliminating Poverty

Planning Period: July 1, 2021 – June 30, 2022

Section I: Identification of the Problem (use additional sheets if necessary)

- 1. Give the Poverty Cause name(s), rank the poverty cause(s) and identify which one(s) the agency will address.**

The poverty cause name is identified as high unemployment and lack of economic growth. This poverty cause will be addressed by the agency and is priority number two.

- 2. Describe the poverty cause(s) in detail in the community with appropriate statistical data (include data sources).**

(A) Explain why the problem exists.

Residents in the three-county service area need more in-depth services beyond emergency assistance to break the cycle of poverty. The services may include goal setting, educational and/or employment supports, counseling, financial literacy and/or budgeting, and support services to overcome the barriers that are preventing them from becoming self-sufficient. The requests for comprehensive services have increased greatly due to numerous local businesses and plant closings in the rural service area over the past decade. In addition to the closings are several businesses that have suffered layoffs and/or downsizing as well as increasing temporary and seasonal positions.

(B) Identify the segment of the population and give the number of people experiencing the problem.

Percentage of total population by county below poverty level 2017. Source: Community Action Partnership Assessment Tool

- Wilkes 18.9%
- Ashe 16.9%
- Alleghany 18.7%

(C) Provide demographic information of those adversely effected inclusive of:

(a) Gender

	Male	Female
Wilkes County	6,396	7,644
Ashe County	2,573	2,566
Alleghany County	997	1,269

(b) Age

	0-17	18-64	65+
Wilkes County	14,255	40,198	13,528
Ashe County	4,893	15,466	6,145
Alleghany County	1,943	6,228	2,643

(c) Race/Ethnicity for the agency's service area

	White	Black	Other
Wilkes County	62,478	2,827	3,155
Ashe County	25,468	199	1,119
Alleghany County	10,346	266	361

c. Explain how the persons are adversely affected.

Families in the three-county service area have a hard time finding full time employment with benefits. Underemployment is at a high level among the working population. Older workers have very few opportunities for new employment because of the vast number of younger job seekers. There are less full-time job opportunities for all job seekers across the board.

Lack of affordable housing has forced residents to live in substandard housing or be faced with homelessness. Homes that are available for rent cost more per month than low-income families can afford, either due to unemployment or lack of adequate income necessary.

The Federal Poverty Guideline does not depict a clear picture of how much income it truly takes a family to be economically self-sufficient (without government assistance). The federal poverty guideline for a three-person family (\$26,663) is at a level well below what is minimally adequate to meet that family's basic needs.

Section II: Resource Analysis (use additional sheets if necessary)

d. Resources Available:

a. Agency Resources:

\$ 5,000. Community Services Block Grant

\$ 500. AsheThrift Store

b. Community Resources: BROC Family Self Sufficiency Program administers \$14,500.00 provided by the following:

\$ 1,000 Faith Based Organizations

\$ 500 Alleghany Planning Committee

\$ 500 We Care Planning Committee

\$ 500 Wilkes Community Action Committee

e. Resources Needed:

c. Agency Resources: Additional funding to support participants with education and employment supports with the ultimate goal of helping participants become self-sustaining citizens in the community.

d. Community Resources: The community plays a key role in the efficiency of the Family Self-Sufficiency Program. Deficiencies in community resources limit the overall outcome to a participant's success. The community resources that are crucial to programmatic excellence are:

- Economic growth
- Affordable childcare/childcare subsidy
- Affordable transportation and/or transportation services

**Community Services Block Grant Program
Fiscal Year 2021-22 Application for Funding
OEO Form 210 – Family Self-Sufficiency Program**

Section III: Objective and Strategy

Objective Statement: To provide support and comprehensive services for program participants to develop skills and increase income so that five (5) may rise above the poverty income guideline from July 1, 2021 to June 30, 2022.

(for a total of fifteen (15) from July 1, 2019 to June 30, 2022)

Strategies for Objective:

To provide comprehensive support services to families or individuals to develop skills needed in order to increase income so they may rise above the poverty guideline.

- Provide services for low-income participants so that they can reduce their dependence on public assistance.
- Ensure that participants understand their role in the Family Self-Sufficiency Program, so that they can identify, create and attain their goals.
- Continue to partner with local agencies and programs to identify and eliminate the barriers that prevent participants from becoming economically self-sufficient.
- Continue to provide counseling, mentoring and referrals to increase participant awareness of community and agency resources.
- Work with participants to plan and implement goals and set strategies to become more self-sufficient.
- Continue to work with agencies and community programs to increase fund development in order to leverage CSBG dollars.
- Improve community awareness of program and continue outreach initiatives within the community to improve program enrollment and retention.

**Community Services Block Grant Program
Fiscal Year 2021-22 Application for Funding
One-Year Work Program
OEO Form 212**

Section I: Project Identification								
1. Project Name:	Emergency Assistance							
2. Mission Statement:	To serve as an advocate with the community to seek out, identify and eliminate poverty in the service area. Provide opportunities for low-income persons of all ages in order to alleviate the causes and symptoms of poverty; and "help people to help themselves" reach economic self-sufficiency.							
4. Objective Statement:	Ensure that the Emergency Assistance Program adequately responds to 3,701 emergency assistance requests by June 30, 2022.							
5. Project Period:	July 1, 2021 to June 30, 2022							
6. CSBG Funds Requested for this Project:	\$156,459.00			<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="padding: 2px;">Plan Year</td> <td style="padding: 2px; text-align: center;">3</td> <td style="padding: 2px;">of</td> <td style="padding: 2px; text-align: center;">3</td> </tr> </table>	Plan Year	3	of	3
Plan Year	3	of	3					
7. Total Number Expected to Be Served:	1075							
a. Expected Number of New Clients	1075							
b. Expected Number of Carryover Clients	NA							

Section II: One-Year CSBG Program Objective and Activities				
Identified Problem	Service or Activity	Outcome Expected	NPIs (List all NPIs applicable to activity)	Position Title(s)
Low income families in crisis	Issue emergency assistance vouchers to 1,075 low-income families in crisis by June 30, 2022	Low income families issued emergency assistance	NPI 6.2	<ul style="list-style-type: none"> Program Director Case Managers

**One-Year Work Program
OEO Form 212 (continued)**

Section III: Program Administration and Operations						
Administration, Services, Operations Outcome Expected	Position Title(s)	Implementation Schedule				
Objective: Issue emergency assistance vouchers to 1,075 low-income families in crisis by June 30, 2022.		(200) 7/1/2021 - 9/30/2021	538 (338) 10/1/2021 - 12/31/2021	875 (337) 1/1/2022 - 3/30/2022	1,075 (200) 4/1/2022 - 6/30/2022	
Outreach/Mobilization of Resources: <ul style="list-style-type: none"> Distribute agency brochures to faith-based organizations, human service agencies and local businesses. Contact local faith-based organizations, human service agencies and local businesses to mobilize resources and/or issue referrals. Preparation and submission of articles/ads to local media. Attend local inter-agency meetings to collaborate and build awareness of agency activities and/or resources needed. 	<ul style="list-style-type: none"> Program Director Case Managers 	7/1/2021 - 9/30/2021	10/1/2021 - 12/31/2021	1/1/2022 - 3/30/2022	4/1/2022 - 6/30/2022	
Intake Procedures/Interview Process: <ul style="list-style-type: none"> Completion of application to determine income eligibility. Verification of emergency need. Communication to local vendors, utility companies, landlords, etc. Submission of client files for data entry and to accounts payables in a timely manner. 	<ul style="list-style-type: none"> Program Director Case Managers 	(200) 7/1/2021 - 9/30/2021	538 (338) 10/1/2021 - 12/31/2021	875 (337) 1/1/2022 - 3/30/2022	1075 (200) 4/1/2022 - 6/30/2022	
Service Delivery: <ul style="list-style-type: none"> Emergency Assistance (Electrical, Rental/Mortgage, Food, Medical, Heating Fuel, Clothing, etc.) Discuss budget and offer budgeting materials 	<ul style="list-style-type: none"> Program Director Case Managers 	(200) 7/1/2021 - 9/30/2021	538 (338) 10/1/2021 - 12/31/2021	875 (337) 1/1/2022 - 3/30/2022	1075 (200) 4/1/2022 - 6/30/2022	
Operations and Accountability: <ul style="list-style-type: none"> Maintain adequate and proper files/record keeping. Production of monthly reports. Report outcome measures. Monitor and evaluate program performance. 	<ul style="list-style-type: none"> Program Director Case Managers Agency Bookkeeper 	7/1/2021 - 9/30/2021	10/1/2021 - 12/31/2021	1/1/2022 - 3/30/2022	4/1/2022 - 6/30/2022	

<ul style="list-style-type: none"> • Conduct in-house trainings and staff meetings. • Attend available training/meetings within the network. • Completion of activity detail outlining program specific duties supporting time sheets. • Enter all emergency assistance clients into AR4CA database. • Manage accounts payables/receivables. 					
Agency/Community Collaboration: <ul style="list-style-type: none"> • Attend community organization meetings. • Collaboration with other human service agencies, faith-based organizations and local businesses. • Mobilize resources through fundraising. 	<ul style="list-style-type: none"> • Program Director • Case Managers 	7/1/2021 - 9/30/2021	10/1/2021 - 12/31/2021	1/1/2022 - 3/30/2022	4/1/2022 - 6/30/2022

**Community Services Block Grant Program
Fiscal Year 2021-22 Application for Funding
One-Year Work Program
OEO Form 212 (continued)**

9. Use the tables below to enter your agency's targeted outcome results. The performance measures will be included in the agency's CSBG contract.

All CSBG grantees operating self-sufficiency projects are required to enter program targets in Table 1. Please refer to *Performance Measures and Outcomes Definitions* on page 7 of the Fiscal Year 2021-21 CSBG Application Instructions. If your agency operates more than one project, you will also need to complete Table 2 on the following page and also enter specific program targets. There should be one table of outcome measures per project.

Table 1 Outcome Measures for Emergency Assistance Program	
Measure	Expected to Achieve the Outcome in Reporting Period (Target)
The number of participant families served.	1,075
The number of low-income participant families rising above the poverty level.	0
The number of participant families obtaining employment.	0
The number of participant families who are employed and obtain better employment.	0
The number of jobs with medical benefits obtained.	0
The number of participant families completing education/training programs.	0
The number of participant families securing standard housing.	0
The number of participant families provided emergency assistance.	1,075
The number of participant families provided employment supports.	0
The number of participant families provided educational supports.	0
The total amount of community resources mobilized for providing immediate outcomes through the Emergency Assistance Program	\$63,327.00
The number of low-income families prevented from foreclosure, eviction and/or homelessness	*24
The number of low-income families protected from the disconnection of electrical assistance	*524
The number of low-income families provided emergency medical assistance to improve and/or maintain health	*5
The number of low-income families provided with emergency food to counteract conditions of starvation and malnutrition	*500
The number of low-income families provided with fuel for heating purposes through the most crucial winter months	*22

The number of low-income families provided emergency clothing and/or household items	0
The number of low-income families securing standard housing	0
The average change in the annual income per participant family experiencing a change.	\$7,000
The average wage rate of employed participant families.	\$7.25/hour
The number of low-income participant families rising above the poverty level.	
The number of participant families obtaining employment.	
The number of participant families who are employed and obtain better employment.	
The number of jobs with medical benefits obtained.	
The number of participant families completing education/training programs.	
The number of participant families securing standard housing.	
The number of participant families provided emergency assistance.	
The number of participant families provided employment supports.	
The number of participant families provided educational supports.	
The average change in the annual income per participant family experiencing a change.	This measure does not require a target but must be reported.
The average wage rate of employed participant families.	This measure does not require a target but must be reported.

**Community Services Block Grant Program
Fiscal Year 2021-22 Application for Funding
One-Year Work Program
OEO Form 212**

Section I: Project Identification							
1. Project Name:	Family Self-Sufficiency						
2. Mission Statement	To serve as an advocate with the community to seek out, identify and eliminate poverty in the service area. Provide opportunities for low-income persons of all ages in order to alleviate the causes and symptoms of poverty; and "help people to help themselves" reach economic self-sufficiency.						
3. Objective Statement:	To provide support and comprehensive services for program participants to develop skills and increase income so that five (5) may rise above the poverty income guideline from July 1, 2021 to June 30, 2022. (for a total of fifteen (15) from July 1, 2019 to June 30, 2022)						
5. Project Period:	July 1, 2021	To	June 30, 2022	Plan Year	3	of	3
6. CSBG Funds Requested for this Project:	88,008.00						
7. Total Number Expected to Be Served:	10						
a. Expected Number of New Clients	5						
b. Expected Number of Carryover Clients	5						

Section II: One-Year CSBG Program Objective and Activities				
Identified Problem	Service or Activity	Outcome Expected	NPIs (List all NPIs applicable to activity)	Position Title(s)
Families need income over 125% FPL	To provide support and comprehensive services to 10 participants to obtain employment	Participant obtains employment	NPI 1.1	<ul style="list-style-type: none"> Program Director Case Managers
Families need employment support to maintain em	To provide employment supports as defined in NPIs to help families	Participants receive employment support services	NPI 1.2	<ul style="list-style-type: none"> Program Director Case Managers

**One-Year Work Program
OEO Form 212 (continued)**

Section II: One-Year CSBG Program Objective and Activities						
Activities	Position Title(s)	Implementation Schedule				
		First Quarter	Second Quarter	Third Quarter	Fourth Quarter	
Objective: To provide support and comprehensive services to 10 participants to increase their skills and income so that five (5) may rise above poverty level by June 30, 2022.	<ul style="list-style-type: none"> Program Director Case Managers 	5 (1) 7/1/2021 - 9/30/2021	2 (2) 10/1/2021 - 12/31/2021	3 (2) 1/1/2022 - 3/30/2022	10 (5) 4/1/2022 - 6/30/2022	
Maintain record keeping to ensure accountability of project activities	<ul style="list-style-type: none"> Program Director Case Managers 	7/1/2021 - 9/30/2021	10/1/2021 - 12/31/2021	1/1/2022 - 3/30/2022	4/1/2022 - 6/30/2022	
Manage accounts payables/receivables.	<ul style="list-style-type: none"> Agency Bookkeeper (non-CSBG) 	7/1/2021 - 9/30/2021	10/1/2021 - 12/31/2021	1/1/2022 - 3/30/2022	4/1/2022 - 6/30/2022	
Provide program administrative support for staff, participants, partners, etc.	<ul style="list-style-type: none"> Program Director Case Managers 	5 (1) 7/1/2021 - 9/30/2021	2 (2) 10/1/2021 - 12/31/2021	3 (2) 1/1/2022 - 3/30/2022	10 (5) 4/1/2022 - 6/30/2022	
Section II: One-Year CSBG Program Objective and Activities (continued)						
Activities	Position Title(s)	Implementation Schedule				
		First Quarter	Second Quarter	Third Quarter	Fourth Quarter	
Prepare and submit monthly, quarterly, and yearly reports to the agency Executive Director, Board of Directors and to the Office of Economic Opportunity	<ul style="list-style-type: none"> Program Director Case Managers 	7/1/2021 - 9/30/2021	10/1/2021 - 12/31/2021	1/1/2022 - 3/30/2022	4/1/2022 - 6/30/2022	
Monitor AR4CA to ensure that data to support program activities are entered. Enter Data into AR4CA, spreadsheets, and budgets for program.	<ul style="list-style-type: none"> Program Director Case Managers 	7/1/2021 - 9/30/2021	10/1/2021 - 12/31/2021	1/1/2022 - 3/30/2022	4/1/2022 - 6/30/2022	

Staff Development and Training Provide program training and support to Program Assistants/Case Managers	<ul style="list-style-type: none"> Program Director Case Managers 	7/1/2021 - 9/30/2021	10/1/2021 - 12/31/2021	1/1/2021 - 3/30/2021	4/1/2022 - 6/30/2022
Support Services Provide intake, eligibility determination, goal planning and supportive services to participants enrolling in or active in program.	<ul style="list-style-type: none"> Program Director Case Managers 	5 (1) 7/1/2021 - 9/30/2021	2 (2) 10/1/2021 - 12/31/2021	3 (2) 1/1/2022 - 3/30/2022	10 (5) 4/1/2022 - 6/30/2022
Complete quarterly assessments of program participants. Make sure files are current and up to date with two reviewers.	<ul style="list-style-type: none"> Program Director Case Managers 	5 (1) 7/1/2021 - 9/30/2021	2 (2) 10/1/2021 - 12/31/2021	3 (2) 1/1/2022 - 3/30/2022	10 (5) 4/1/2022 - 6/30/2022
Provide workshops in each county to participants to enhance skills and personal development.	<ul style="list-style-type: none"> Program Director Case Managers 	5 7/1/2021 - 9/30/2021	2 (2) 10/1/2021 - 12/31/2021	3 (2) 1/1/2022 - 3/30/2022	10 (5) 4/1/2022 - 6/30/2022
Outreach Develop and cultivate relationships with community agencies, programs and businesses within the service area in order to spread awareness of the agency program, build a network of resources and referrals for participants and encourage referrals of prospective participants.	<ul style="list-style-type: none"> Program Director Case Managers 	7/1/2021 - 9/30/2021	10/1/2021 - 12/31/2021	1/1/2022 - 3/30/2022	4/1/2022 - 6/30/2022
Outcomes					
Employment Coordinate with Department of Employment Security/NCWorks/NC Career Center, Goodwill Career Center and temporary agencies to provide participants with job training, resume building and employment services in order to find and maintain employment.	<ul style="list-style-type: none"> Program Director Case Managers 	5 (1) 7/1/2021 - 9/30/2021	2 (1) 10/1/2021 - 12/31/2021	3 (2) 1/1/2022 - 3/30/2022	10 (4) 4/1/2022 - 6/30/2022
Obtained Better Employment Work with employed participants to obtain better employment. Partner with local resources to increase wages through job training and certifications or through new employment.	<ul style="list-style-type: none"> Program Director Case Managers 	5 (1) 7/1/2021 - 9/30/2021	2 (1) 10/1/2021 - 12/31/2021	3 (0) 1/1/2022 - 3/30/2022	10 (2) 4/1/2022 - 6/20/2022
Obtained Jobs with Medical Benefits Work with participants to increase understanding and importance of medical benefits. Work with local agencies to refer clients to new employment that offers benefits and refer participants to public and private health insurance programs as needed.	<ul style="list-style-type: none"> Program Director Case Managers 	5 7/1/2021 - 9/30/2021	2 (1) 10/1/2021 - 12/31/2021	3 (1) 1/1/2022 - 3/30/2022	10 (2) 4/1/2022 - 6/30/2022

Education Provide assistance with books, tuition, supplies, computers, uniforms and fees to complete education or training programs. Assist clients with referrals to appropriate learning programs and educational institutions to gain GED, certifications and higher education.	<ul style="list-style-type: none"> • Program Director • Case Managers 	5 7/1/2021 - 9/30/2021	2 (1) 10/1/2021 - 12/31/2021	3 (2) 1/1/2022 - 3/30/2022	10 (1) 4/1/2022 - 6/30/2022
Housing Assist participants with rental and utility assistance in order to secure and maintain standard housing. Provide participants with referrals to local housing programs and landlords to find housing and housing assistance.	<ul style="list-style-type: none"> • Program Director • Case Managers 	5 7/1/2021 - 9/30/2021	2 (1) 10/1/2021 - 12/31/2021	3 (0) 1/1/2022 - 3/30/2022	10 (0) 4/1/2022 - 6/30/2022
Emergency Assistance Assist participants with rent and utility assistance to avoid eviction and disconnection. Provide participants with referrals to other community resources for additional assistance.	<ul style="list-style-type: none"> • Program Director • Case Managers 	5 7/1/2021 - 9/30/2021	2 (3) 10/1/2021 - 12/31/2021	3 (2) 1/1/2022 - 3/30/2022	10 (2) 4/1/2022 - 6/30/2022
Childcare Assistance Provide assistance with tuition or fees to support employment or education goals. Provide participants with referrals to other community resources for additional assistance.	<ul style="list-style-type: none"> • Program Director • Case Managers 	5 7/1/2021 - 9/30/2021	2 10/1/2021 - 12/31/2021	3 (1) 1/1/2022 - 3/30/2022	10 (1) 4/1/2022 - 6/30/2022
Transportation Assist participants with vehicle repair/service, gas, insurance, inspection and tags/fees to support education or employment.	<ul style="list-style-type: none"> • Program Director • Case Managers 	5 7/1/2021 - 9/30/2021	2 10/1/2021 - 12/31/2021	3 (1) 1/1/2022 - 3/30/2022	10 (1) 4/1/2022 - 6/30/2022
Food Provide emergency food assistance through the agency's Emergency Assistance Program on an as needed basis.	<ul style="list-style-type: none"> • Program Director • Case Managers 	5 7/1/2021 - 9/30/2021	2 (3) 10/1/2021 - 12/31/2021	3 (2) 1/1/2022 - 3/30/2022	10 (5) 4/1/2022 - 6/30/2022
Health Care Provide assistance with prescriptions, eye care/glasses, and dental care on an as needed basis.	<ul style="list-style-type: none"> • Program Director • Case Managers 	5 7/1/2021 - 9/30/2021	2 10/1/2021 - 12/31/2021	3 (1) 1/1/2022 - 3/30/2022	10 (1) 4/1/2022 - 6/30/2022

Table 1 Outcome Measures for Family Self Sufficiency Program	
Measure	Expected to Achieve the Outcome in Reporting Period (Target)
The number of participant families served.	10
The number of low-income participant families rising above the poverty level.	5
The number of participant families obtaining employment.	4
The number of participant families who are employed and obtain better employment.	2
The number of jobs with medical benefits obtained.	2
The number of participant families completing education/training programs.	2
The number of participant families securing standard housing.	2
The number of participant families provided emergency assistance.	5
The number of participant families provided employment supports.	5
The number of participant families provided educational supports.	5
The average change in the annual income per participant family experiencing a change.	This measure does not require a target but must be reported.
The average wage rate of employed participant families.	This measure does not require a target but must be reported.

Community Services Block Grant Program
Fiscal Year 2021-22 Application for Funding
One-Year Work Program
OEO Form 212 (continued)

CSBG Expenditure by Service Category					
A.2. CSBG Expenditures Domains	Target CSBG Funds	Actual Q1	Actual Q2	Actual Q3	Final
A.2a. Employment	1000	250	250	250	250
A.2b. Education and Cognitive Development	1000	250	250	250	250
A.2c. Income, Infrastructure, and Asset Building					
A.2d. Housing	1000	250	250	250	250
A.2e. Health and Social/Behavioral Development (<i>includes nutrition</i>)					
A.2f. Civic Engagement and Community Involvement					
A.2g. Services Supporting Multiple Domains					
A.2h. Linkages (<i>e.g. partnerships that support multiple domains</i>)					
A.2i. Agency Capacity Building					
A.2j. Other (<i>e.g. emergency management/disaster relief</i>)	2,000	500	500	500	500
A.2k. Total CSBG Expenditures (auto calculated)	5,000.00	1,250	1,250	1,250	1,250

Community Services Block Grant Program
Fiscal Year 2021-22 Application for Funding
One-Year Work Program
OEO Form 212 (continued)

10. For Community Action Agencies that serve multiple counties, provide a breakdown of the expected *number of persons served* in each designated county in the table below. Show the total *number of persons served* in the table.

Number of Families to be Served Per County										
Agency Name: Blue Ridge Opportunity Commission, Inc.										
Project Name: Emergency Assistance										
County	Wilkes	Ashe	Alleghany							Total
Total Planned	850	150	75							1,075
Project Name: Family Self-Sufficiency										
County	Wilkes	Ashe	Alleghany							Total
Total Planned	5	3	2							10

**Community Services Block Grant Program
Fiscal Year 2021-22 Application for Funding
Monitoring, Assessment and Evaluation Plan**

1. Describe the role and responsibilities of the following in the assessment and evaluation of agency programs.

a. Board of Directors:

The mission of Blue Ridge Opportunity Commission, Inc. is to serve as an advocate with the community to seek out, identify and eliminate poverty in the service area. Provide opportunities for low-income persons of all ages in order to alleviate the causes and symptoms of poverty; and help people to help themselves reach economic self-sufficiency.

The BROC Board of Directors is a decision-making body for the agency, whose role is to ensure a democratic process in all three sectors (low-income, private and public representatives) in the three-county area. The BROC Board of Directors is required to obtain knowledge of the Personnel Committee, budget reviews, Planning and Priority Committees, and By-Laws Committee, etc.

The BROC Board of Directors recognizes and encourages volunteerism. The volunteering Board members help in the achievement of agency goals and missions at fundraisers within the communities and are regularly present at BROC events.

The Board members have the responsibility of responding to and attending the BROC Board Retreat, Annual Board Meeting and involvement in the Community Needs Assessment. Ideas and planned projects are presented at each meeting to encourage involvement and interaction of the Board members.

The Board members monitor and evaluate the impact and the quality of every project and program. The BROC Board of Directors reviews achievement reports on a monthly basis. Board members representing the communities in our three-county area work together and share the information with their individual committee.

b. Low-Income Community:

The low-income community comprises one-third (1/3) of the Board Membership and has a voice and representation on the BROC Board of Directors through democratically appointed low-income representatives. This sector of members plays an important role in the Community Needs Assessment procedures by addressing the most pertinent issues and the development of strategies to respond.

c. Program Participants:

Program participants interact with the business community, the Faith-Based community and the private sector to evaluate and assess the agency's success, performance, efficiency and outcome measures by identifying sources for donations, thank you letters, and more than 29,000 volunteer hours given due to COVID-19 .

d. Others:

The overall agency programs are represented at NCWorks/NC Career Center meetings, Community Needs Assessment Committee meetings, Interagency Meetings and other Human Service Agency meetings when held remotely by Zoom. Meeting schedules have changed due to pandemic. Community residents, businesses and Faith-Based organizations provide encouragement and financial support within the three-county service area in a supportive role. Correspondence from other agencies reflects their evaluation and assessment of various BROC programs.

BROC activities are made available through the media and social media. Case Managers have a directory of all Human Service Agencies to continue close working relationships and share responsibilities of the services delivered to low-income families of all cultures.

2. Describe the systematic approach for collecting, analyzing and reporting customer satisfaction data to the Board of Directors.

The agency uses Client Satisfaction Surveys to capture specific information from the low-income population served regarding satisfaction with the agency overall, the services received and evaluation of staff. These surveys are completed at the same time as the Community Needs Assessment. The data is collected through an online survey program and the results are presented to the Board during a regular meeting.

3. Describe how administrative policies and procedures are monitored by the Board of Directors.

Administrative staff reports to the BROOC Board of Directors to ensure compliance with all Community Action Agency requirements and from all funding sources. Any new policies and procedures will be presented to the board by the Personnel Committee for approval at the next scheduled board meeting. Policies and procedures are provided to all employees and Board members that govern our monitoring process.

Amendments to the BROOC By-Laws are recommended by the By-Laws Committee. They are presented for review to the BROOC Board of Directors in writing and voted on five (5) days later and is then presented to the Head Start Tri-County Policy Council for approval. BROOC Board members receive a copy of BROOC By-Laws and Personnel Policies as they are seated on the board and during yearly orientation.

4. Describe how the Board acts on monitoring, assessment and evaluation reports.

BROOC completed a retreat in December 2020 that focused on the status of the organization, history, and board governance. A training packet was distributed to all Board Members. The packet included Board Roles and Responsibilities, agency audit report, in-house financial statements, by-laws, financial policies and procedures and the emergency succession plan. A power point of all agency programs was presented to the BROOC Board of Directors by each Program Director, and CSBG Program Assistant.

There was considerable staff and board involvement in the planning of the retreat as well as intense Board involvement during the retreat.

The administrative staff submits oral and written reports to the board for review monthly at the regularly scheduled Board meetings. Issues are addressed when they are identified, and changes are made to strengthen programs. If necessary, these reports are sent to the appropriate board committee for detailed study. The correspondence from each monitoring assessment is presented to the board for comments and suggestions for improvement.

The BROOC Board and committees are given an oral and written report on all BROOC programs monthly and quarterly. Only after a comprehensive review and discussion of each component is the quarterly report considered for approval. Each BROOC component receives approval by a majority vote from the board members. These reports serve as a monitoring tool utilized by the Board.

5. Describe the Board's procedure for conducting the agency self-evaluation.

BROOC history, activities of all components and ROMA goals, were presented to the Board, guests and staff at the December 2020 Board Retreat. Also, in depth training for Board members of their roles and responsibilities was presented by the Executive Director. A handbook for all Board members including the roles, responsibilities, by-laws, organizational charts, check list, conflict of interest, self-evaluation form, impasse policy, complaint and grievance procedures, key terms and code of conduct was given to each board member. Intensive training on the roles and responsibilities of the BROOC Board of Directors, shared decision making, and the self-assessment process was presented by the Executive Director.

Program Directors presented an in-depth presentation of their programs to the BROOC Board of Directors.

An informative presentation of the Annual Report was presented by the Executive Director and Administrative Staff in June 2020. The BROOC Board of Directors was issued a hard copy of this presentation for their records.

- 6. Summarize the results of the Board's most recent self-evaluation. Describe how the information has been or will be used to develop the agency's next Strategy for Eliminating Poverty. Indicate the timeframe and planned activities for the next evaluation.**

The self-evaluation of existing Board officials and new Board members was completed in December of 2020, and results will be compiled and presented at the Annual Board Meeting in June 2021. The next self-evaluation is scheduled for December 2021.

**Community Services Block Grant Program
Fiscal Year 2021-22 Application for Funding
CSBG Administrative Support Worksheet
OEO Form 212A**

1. Administrative Support requested for (Name of Grant): N/A		
2. Total amount of Administrative Support requested: \$		
3. Brief description of grant including the name of the funding source:		
4. Total Grant Amount:		\$
5. Give the reason for requesting Administrative Support from CSBG and describe how the funds will be used: (Attach supporting documentation in the Appendices)		
6. How will the agency track the CSBG funds used for Administrative Support?		
7. Basis for determining amount of Administrative Support needed. (Please select either Indirect Costs or Cost Allocation, not both.)		
Indirect Costs		
Indirect Cost Base:		
Indirect Cost Rate %:		%
Indirect cost base amount for this grant:		\$
Percent indirect allowed by funding source for this grant:		%
Dollar amount indirect allowed by funding source for this grant:		\$
Cost Allocation		
Percent of administrative costs allowed by funding source for this grant %:		%
Dollar amount of administrative costs allowed by funding source for this grant:		\$
8. Actual numerical calculation used to determine Administrative Support needed:		
9. Administrative Support to be applied: (choose one)	Monthly	
	Quarterly	
	Annually	

**Community Services Block Grant [CSBG]
Documentation of Submission to County Commissioners**

Background: The North Carolina Administrative Code [10A NCAC 97C.0111 (b)(1)(A)] requires that each CSBG grant recipient submit its Community Anti-Poverty Plan [grant application] to each County Commissioner Board that it serves.

Instructions: This form is to be completed and notarized by the Clerk to the Board.

Agency Name: Blue Ridge Opportunity Commission, Inc.

County: _____

Date of Application Submission: DECEMBER 04, 2020

[Note: This application should be submitted to the County Commissioners at least thirty [30] days prior to application submission to the Office of Economic Opportunity [OEO]. The grant application is due to OEO **January 15, 2021**.

Clerk to the Board should initial all items below.

_____ The agency submitted a complete grant application for Commissioner review.

_____ The Clerk to the Board will be responsible for assuring that the application is distributed to the Commissioners.

_____ Commissioners' comments provided those to the agency. (If applicable)

Clerk to the Board

Date

Notary

Date