

FY2024 Community Action Plan

Community Services Block Grant

Michigan Department of Health and Human Services
Bureau of Community Action & Economic Opportunity

Due Dates:

Application and Expenditure Plan: September 1, 2023
Community Action Plans (empowOR): November 3, 2023



PURPOSE

The Community Action Plan (CAP) serves as a roadmap demonstrating how Community Services Block Grant (CSBG) eligible entities plan to deliver CSBG services. The CAP identifies and assesses poverty related needs and resources in the community and establishes a detailed plan, goals and priorities for delivering those services to individuals and families most affected by poverty. CSBG funds may be used to support activities that assist low-income families and individuals, homeless families and individuals, migrant or seasonal farm workers, and elderly low-income individuals and families by removing obstacles and solving problems that block the achievement of self-sufficiency.

Community Action Plans must adhere to the following federal and state laws:

COMPLIANCE WITH FEDERAL LAW

To comply with the Community Services Block Grant (CSBG) Act, [Public Law 105-285](#), Section 678B (11) eligible entities must complete a CAP, as a condition to receive funding through a Community Services Block Grant. Federal law mandates the eligible entities to include a community-needs assessment in the CAP for the community served.

COMPLIANCE WITH STATE COMMUNITY SERVICES POLICY MANUAL (CSPM)

To comply with Bureau of Community Action and Economic Opportunity's (BCAEO) [CSPM 500 Series](#) pertaining to the Community Services Block Grant Program, Community Action Plans are to be developed using a processes that assess poverty-related needs, available resources, feasible goals and strategies, and that yield program priorities consistent with standards of effectiveness established for the CSBG program. The CAP should identify eligible activities to be funded in the program service areas and the needs that each activity is designed to meet.

COMPLIANCE WITH CSBG ORGANIZATIONAL STANDARDS

As described in the Office of Community Services (OCS) [Information Memorandum \(IM\) #138, dated January 26, 2015](#), CSBG eligible entities will comply with implementation of the Organizational Standards effective January 1, 2016. Additionally, States reported on the development and implementation of the Standards to OCS beginning January 1, 2016.

STATE PLAN AND APPLICATION REQUIREMENTS

As required by the CSBG Act, Public Law 105-285, states are required to submit a state plan as a condition to receive funding. **Information provided in the CAP by eligible entities is included in Michigan's State Plan.**

STATE ACCOUNTABILITY MEASURES

Alongside Organizational Standards, the state will be reporting on [State Accountability Measures](#) in order to ensure accountability and improve program performance. Information provided in the CAP may be used to meet the requirements of the measures.

CSBG ACT PURPOSE AND GOALS

The purpose and goals of the CSBG Act are listed in Section 672

The purposes of this subtitle are—

- (1) to provide assistance to States and local communities, working through a network of community action agencies and their neighborhood-based organizations, for the reduction of poverty, the revitalization of low-income communities, and the empowerment of low-income families and individuals in rural and urban areas to become fully self-sufficient (particularly families who are attempting to transition off a State program carried out under part A of title IV of the Social Security Act (42 U.S.C. 601 et seq.)); and
- (2) to accomplish the goals described in paragraph (1) through—
 - (A) the strengthening of community capabilities for planning and coordinating the use of a broad range of Federal, State, local, and other assistance (including private resources) related to the elimination of poverty, so that this assistance can be used in a manner responsive to local needs and conditions;
 - (B) the organization of a range of services related to the needs of low-income families and individuals, so that these services may have a measurable and potentially major impact on the causes of poverty in the community and may help the families and individuals to achieve self-sufficiency;
 - (C) the greater use of innovative and effective community-based approaches to attacking the causes and effects of poverty and of community breakdown;
 - (D) the maximum participation of residents of the low-income communities and members of the groups served by programs assisted through the block grants made under this subtitle to empower such residents and members to respond to the unique problems and needs within their communities; and 42 USC 9901.
 - (E) the broadening of the resource base of programs directed to the elimination of poverty so as to secure a more active role in the provision of services for—
 - (i) private, religious, charitable, and neighborhood-based organizations; and
 - (ii) individual citizens, and business, labor, and professional groups, who are able to influence the quantity and quality of opportunities and services for the poor.



STATE OF MICHIGAN
Department of
Health and Human
Services

Community Services
Block Grant
Planning Application for
FY 2024

Submission Date: Grant Term: **October 1, 2023 to September 30, 2025**

Submit the CAP electronically to the MDHHS-BCAEO@michigan.gov mailbox.
 Use current forms. Documents must be submitted in their original format.

Contract Number: CSBG1-2024/CS24-2025 Unique Entity Identifier: Federal ID: 38-6004894

Agency Name: Washtenaw County Office of Community and Economic Development

Agency Address: 415 W. Michigan Ave, Suite 2200, Ypsilanti, MI 48197

Contact Name Title: Contact 1: Human Services Manager
 Regarding Plan: Contact 1: Morghan Boydston
 Contact 2: Katie Hoffman-Pariyar Contact 2: CSBG Policy Specialist

Email: Contact 1: williamsm@washtenaw.org / Contact 2: hoffmank@washtenaw.org
 Phone: Contact 1: 734-249-1314 / Contact 2: 734-476-0950

Geographic Area
 to be served: Washtenaw County

Certification (Check A, B, or C as appropriate)	Authority: PA 230 of 1981 Completion: Mandatory Penalty: No Funds Released
A. <input type="checkbox"/> Approved by the Agency's Governing Board	
B. <input type="checkbox"/> Approved by the Agency's Advisory Board	
C. <input checked="" type="checkbox"/> Will be approved by the Agency's Board on: 9/27/2023	
The Michigan Department of Health and Human Services (MDHHS) does not discriminate against any individual or group because of race, sex, religion, age, national origin, color, height, weight, marital status, genetic information, sexual orientation, gender identity or expression, political beliefs or disability. If you need help with reading, writing, hearing, etc., under the Americans with Disabilities Act, you are invited to make your needs known to a MDHHS office in your county.	

The undersigned hereby certify that this agency complies with the Assurances and Requirements of this Community Action Plan and the information in this CAP is correct and has been authorized by the governing body of this organization. Per Organizational Performance Standards the Community Assessment, which is part of the CAP, must be formerly accepted by the governing board.

 Board Chairperson

 Date

Tripartite Board Information (*Section 676(b) of the CSBG Act*):

Section 676B of the Community Services Block Grant Reauthorization Act of 1998 requires that, as a condition of designation, private nonprofit entities and public organizations administer their CSBG program through tripartite boards that “fully participate in the development, planning, implementation, and evaluation of the program to serve low-income communities.”

Note: See CSBG Information Memorandum #82, Information Memorandum #138, and CSBG State Plan Section 11

1. Please explain below how the individuals on your board are involved in the decision-making process and how they participate in the development, planning, implementation, and evaluation of programs funded under CSBG to meet the requirements listed above.

NOTE: Please place emphasis on the *low-income individuals* on your board.

Governing Board (Private Agencies):

N/A

Advisory Board (Public Agencies):

The Community Action Board (CAB) represents the Washtenaw County community on matters pertaining to the causes and conditions of poverty. The CAB also serves as a link between the BOC and the low-income community. Board members advocate on behalf of residents and are active participants at public meetings and throughout the community. OCED staff regularly present information and updates concerning CSBG-funded programs to the CAB, and in response board members provide feedback and suggestions.

The Human Services team at OCED, along with the CAB Chair, continue to guide the CAB through several capacity-building and board development activities to help CAB members set goals to increase their impact within the community and involvement with County programs. CAB members have a board retreat planned for October 2023 for continued training, team building, and strategic planning.

OCED continues to provide detailed reports to the CAB, and CAB members in turn have increased and improved on the discussion and feedback on OCED programs, community initiatives, and county policies. CAB members from each of the three sectors contribute to planning and evaluation with their knowledge and expertise. When new programs are released, the CAB informs OCED staff on the best ways to distribute information via flyers, online presence, and community relationships.

The CAB has been involved in decisions about how specific assistance funds are allocated, as well as advising on how to reach various communities and neighborhoods who were at risk of being overlooked during the pandemic. Additionally, through the New Human Services Partnership funding

cycles, low income CAB members have been involved as community reviewers to review grant applications and assist with the decision making process.

2. Does your Board have any vacancies over 90 days? Yes No

If Yes, please explain what your agency is doing to fill the vacancy(ies):

3. Do all new Board Members receive training within 60 days of joining?

Yes No If No, please explain:

4. Do all Board Members sign a Conflict-of-Interest acknowledgement every two years?

Yes No If No, please explain:

5. Do all Board members receive regular ROMA training?

Yes No Please explain how/when: Board members receive regular ROMA training during new member orientation and board member training materials. Our agency also incorporates ROMA cycle into strategic plan updates and program updates throughout the year.

Community Needs Assessment (*Section 676(b)(11) of the CSBG Act*):

A Community Needs Assessment (CNA) is defined as a comprehensive assessment of community needs and resources as defined in the CSBG Act. Regular assessment of needs and resources at the community level is the foundation of Community Action and a vital management and leadership tool that is used across the organization and utilized by the community to set the course for both CSBG and all agency resources.

1. Date of most-recent, board-approved Community Needs Assessment: November 2022 (Community Needs Assessment formally approved by the Community Action Board on June 28, 2023 meeting)
2. Does your agency use a third party to help create your Community Needs Assessment, or does your agency create the CNA internally? Internally
3. As part of the CNA, please explain how the agency collected and included current data specific to the following for the service area? (Check all that apply) (*related to Org Std 3.2*)

Data on Poverty Data on Gender Data on Age Data on Race/Ethnicity

How did you collect this data?

Focus Groups Client Interviews Parent Surveys Questionnaires

Data Sources:

Other: Census track data

4. Describe how your agency collected and analyzed both qualitative and quantitative data on the geographic service area(s) for the CNA? (*Related to Org Std 3.3*)

As part of the HUD's Affirmatively Furthering Fair Housing (AFFH) effort, the Washtenaw County Office of Community and Economic Development and the Ann Arbor Housing Commission created the 2022 Housing & Neighborhood Survey. Survey questions focused on housing and other neighborhood issues – schools, jobs, transportations, services and more.

The Housing and Neighborhood Survey was compiled of 43 questions and available in 4 languages; English, Spanish, Arabic, and Somali. Surveys were distributed through a few local agencies and online marketing – mostly through the OCED Facebook page and website. There was a total of 540 respondents the survey.

OCED staff analyzed the data to determine the priority needs of communities throughout Washtenaw County. The priority needs were incorporated into the 5-Year Strategic Plan for Washtenaw Urban County.

5. From the community assessments, client and community needs studies currently being used by your agency for annual and long-range strategic planning describe, list, summarize and rank emerging needs your agency plans to address (directly or through coordination/linkages):

#	Needs from CNA	Program to Address Need	Summary of Program	If need is not addressed by your agency, select why:
1.	Affordable Housing	HOME Investments Partnership Program	Annual affordable housing Request for Proposals (RFP) administered by OCED results in awards to finance the development of new affordable housing projects and/or rehab of existing affordable housing units within the Washtenaw Urban County. Fiscal Year 2023 HOME funding level is \$1.4 million.	Choose an item.
2.	Home Improvements	1. OCED Housing Rehab Program; 2. OCED Weatherization program; OCED 3. Test and Tune Program	1. OCED Housing Rehab Program provides roof replacements, accessibility ramps, emergency repairs, and air conditioner assistance; 2. OCED Weatherization Program provides free weatherization services to qualified Washtenaw County residents; 3. Test and Tune provide a free furnace tune-up	Choose an item.

			that ensures resident's furnaces will run more efficiently, last longer, and operate safely	
3.	Housing Assistance	MSHDA ESG HESG HOME ARP HUD COC	OCED serves as the COC lead, HARA, and fiduciary for homeless response system	staff provide technical assistance, policy support and program implementation, and monitoring support for state and federal funding at relates to homelessness

CSBG Impact: It is critically important that those who support community action agencies, especially our funders, understand how CSBG programs impact individuals and families in the community.

1. Describe your agency's method to track clients' movement toward self-sufficiency and out of poverty.

OCED's Weatherization program completes an assessment and baseline analysis upon client intake and when clients are being input into FACSPRO. This specifically analyzes if people are on a scale of "In Crisis" to "Thriving" based on a variety of information like Housing, Medicine, Education, Food. During our post inspection (QCI), clients are asked if they have noticed a difference since the completion of all work in the home. Many clients mention lower utility bills, quieter homes, and generally feel more comfortable throughout their home.

2. Describe your agency's involvement in addressing social and racial inequities in your service area.

WCOCED bases programmatic and funding decisions partly on the Opportunity Index (<http://www.opportunitywashtenaw.org>), which helps illustrate the areas of Washtenaw County that have been drastically underfunded and where a majority of the residents are from BIPOC communities. In the past, through the Coordinated Funding grant program, and now through the new Human Services Funding Partnership, we prioritize funding agencies who serve a significant number in the 48197/48198 zip codes (lower opportunity score areas) and who focus on aiding people of color with their programs, and who are led by BIPOC leaders.

The Barrier Busters Emergency Unmet Needs Fund provides a network of 100+ social services agencies with access to emergency assistance funds for clients. This fund provides agencies with an efficient way to prevent evictions and utility shut-offs; and assist with other emergency costs threatening residents' housing and financial stability. Residents in need work with their existing provider to access financial assistance.

OCED's Human Services team completed 3 grant funding cycles between June 2022 - July 2023 through the New Human Services Partnership (<https://www.washtenaw.org/3422/New-Human-Services-Partnership>). The Safety Net Grant, Mini Grants, and High Impact Grant are all intended to fund agencies actively working to address the root causes of institutional inequity: racism, poverty, and trauma throughout Washtenaw County. The New Human Services Partnership will provide more than \$15 million in funding to local human services agencies over the course of 5 years.

Safety Net Grants are intended to make a positive impact on individual households served while providing financial stability to organizations that provide safety net services in the county. The funding supports the following sectors: emergency food system, housing and homelessness, health and basic medical needs, and childcare throughout the County. The goal of the Mini Grant funding round is to provide smaller organizations who are addressing poverty, racism, and trauma as a root cause of institutional inequity in Washtenaw County an opportunity to receive county funding. Lastly, the High Impact Grant will provide 5 years of funding to agencies or organizations working to scale existing human services initiatives and drive system changes.

3. Describe your agency's process to respond effectively to an immediate/emergency community need.

The Barrier Busters program is designed to meet emergency needs of residents. Especially for more flexible county general funds, the intake process is very fast, and the payment can be sent to the landlord or utility company often within 24 hours of the client's request for assistance. Community partners who are the most frequent requestors of Barrier Busters emergency assistance include SOS Community Services, Jewish Family Services, Shelter Association of Washtenaw County, Sheriff's Office Reentry Program, Friends in Deed, and the Family Empowerment Program.

Our office works in tandem with community partners such as SOS Community Services, the Shelter Association of Washtenaw County, and Legal Services of South Central Michigan when emergency housing situations arise, Jewish Family Services (JFS), and many other human service organizations.

OCED is the County's Human Services Annex, responsible for coordinating the local human services response during a FEMA declared emergency or disaster situation. For example, in early 2022, OCED stepped in when residents were facing eviction when their apartment complex flooded. LSSCM and FEMA partnered with our agency to prevent eviction by providing pro bono legal counsel and providing emergency relief funds to residents and provide temporary shelter while their apartment units were repaired from flood damage. OCED helped connect residents to local referrals and resources including navigating the FEMA claims process, and facilitated meetings with local service providers, County leadership, and other stakeholders to coordinate recovery efforts.

4. Describe your agency's impact in the community and the data that supports it.

The Washtenaw County Continuum of Care (CoC) is the local planning body that coordinates services for people experiencing homelessness in Washtenaw County. The Washtenaw CoC of Care permanently housed 481 people in 2022. In total, the program served 881 people in the permanent supportive housing system with 75% of people moving from shelters into permanent or temporary housing.

The COVID-19 Emergency Rental Assistance Program (CERA) provided rental, utility and internet assistance to eligible households. Administered through a partnership between OCED, Housing Access for Washtenaw County (HAWC), and SOS Community Services (SOS), CERA and the eviction moratorium (effective September 2020 to July 2021) not only helped families stay housed but kept evictions at record lows. During 2022, over sixteen million dollars in CERA funds were distributed to residents. This served 5,585 households with 73% of funds supporting BIPOC households.

The Foster Grandparent Program pairs people aged 60 and older with students with special needs in schools, hospitals, and day care centers. These senior volunteers offer educational support and mentorship to youth throughout the county. In 2022, there were 56 dedicated Foster Grandparent volunteers with a cumulative 38,457 hours served at 27 different sites.

More than 65 community and social service organizations tabled at the annual Parkridge

SummerFest and Joe Dulin Community Day last year to offer local resources to the community. Agencies included community health organizations, government agencies, and youth-focused organizations, among many others. Since 2012, OCED has co-sponsored the resource fair alongside the SummerFest committee to offer local human service and social service resources.

Washtenaw County's Senior Nutrition Program consists of two main programs: Meals on Wheels and Senior Cafes. Seniors unable to leave their home and unable to prepare food may receive meals delivered to their door through the Meals on Wheels program. Volunteers not only deliver meals, but also are able to check in on loved ones on a regular basis. Senior Cafes congregate meals that give seniors the opportunity to receive nutritious meals and meet other seniors in the community. In 2022, Senior Cafes served 810 seniors 31,827 nutritious meals at several sites throughout the county. Meals on Wheels programs have served 934 people and delivered 281,047 meals to homebound seniors. This would not be possible without the help of 43 volunteers who have collectively served over 13,000 volunteer hours.

In 2022, Barrier Busters distributed \$698,812 to 879 households across Washtenaw County, with 55% of total requests supporting Black households and 58% of total requests supporting communities within zip codes 48197 and 48198 (primarily in Ypsilanti, MI).

OCED's Weatherization Program expanded in 2022 and completed 92 homes (a 70% increase in the number of projects from 2021). The Home Rehabilitation Program supported 31 homes and 22 homes received Furnace Test and Tune program services.

The Low-Income Household Water Assistance Program, which provides financial assistance to residents to pay water bills, served 65 households and distributed \$30,573.76 in 2022.

Service Delivery System: (*Section 676(b)(5) of the CSBG Act*)

Describe the overall Service Delivery System for services provided or coordinated with CSBG funds targeted to low-income families in the state. Please include specific examples.

Describe the agency's service delivery system for services provided with or coordinated with CSBG funds.

1. Where do clients enter your agency's system? (Check all that apply)

- Main Administrative Office
- Centralized Call Center
- Field Offices/Neighborhood Centers County(ies):
- Mobile Site
- Online Application
- 2-1-1 Referral
- Other: Referred by Barrier Buster agencies

2. Describe the intake process utilized for clients seeking services and assistance.

Barrier Busters direct services: The Barrier Busters Emergency Unmet Needs Fund program utilizes flexible funding from the County general fund, various other jurisdictions within the County, foundation funds, and CSBG and CARES-CSBG funds. CSBG and CARES-CSBG funding is used for direct client assistance for utilities, mortgage payments, and rental/security deposit assistance. Barrier Buster partner agencies' staff receive background checks and are trained on the CSBG intake process. Staff complete intakes with clients via phone or in person when necessary and receive remote client approval of the intake paperwork if intake occurred remotely. OCED staff review submitted documents and ensure CSBG eligibility prior to releasing funds for assistance.

Location details for HAWC intakes: Housing Access for Washtenaw County (HAWC) is the lead agency for housing assistance and homelessness prevention in Washtenaw County and is currently housed within our agency. The intake process for homelessness prevention assistance includes: 1) an initial phone screening, through the HAWC call center and assessment scheduled 2) assessment completed program eligibility determined 3) HAWC- Assessment staff process application for financial assistance & provide financial relief for eligible households.

Foster Grandparent Program (FGP): FGP Program Lead completes an initial phone screening with the applicant, which includes a discussion of program benefits, volunteer expectations, and eligibility requirements. Eligibility requirements include aged 55 and older, the ability to volunteer 20 hours per week, income not to exceed 200% of poverty guidelines, and clearance of state and federal background checks. Applicants next meet with the Program Lead for an interview which includes submitting a request for a state and NSOPW background check and scheduling an appointment for fingerprints for a federal criminal history check. Once background checks are cleared, applicants are invited to the next scheduled New Volunteer Orientation Class. During the 5 Hour Orientation, program staff help volunteers complete an application package, verify income, and review the Foster Grandparent Volunteer Handbook which covers policies and procedures. Volunteers then complete an additional 15 hours of training before they are assigned to their site, including on-line training modules completed on a tablet provided by the Program, site orientation and monthly in-service training with the entire Foster Grandparent Program. Once assigned to a site, the site supervisor is asked to complete an evaluation 30-90 days after the placement begins, and again at the end of the school year, to ensure that a suitable placement was made.

Senior Nutrition Program – Home Delivered (SNP): Interested applicants, family members, and client advocates can call OCED or access the on-line program finder at www.washtenaw.org/snp to determine eligibility and program provider for home delivered meals. Prospective participants can complete an on-line application and the matched Home Delivered program will evaluate the application and reach out to the potential applicant and verify eligibility. Once the application is complete and evaluated, the program will start meals within 48 hours. The program provider will also schedule a visit with an SNP Assessor to visit the client's home to verify eligibility and complete the program assessment with client. This is a need- based program, client must be homebound and medically in need of home delivered meals, as determined by doctor written recommendation. This program has limited eligibility criteria.

Senior Nutrition Program – Senior Café (Congregate Meals) (SNP): Seniors' Nutrition Program provides nutritious meals, access to community resources and positive social interaction at Senior Cafes. Each Senior Cafe meal consists of an entrée and the accompaniments such as vegetables, fruits, breads, milk, etc. that provide at least one-third of the recommended daily nutrients for older adults. The meals are low in fat, cholesterol and sodium, and provide the nutrition older adults need without the additional calories. All meals are diabetic friendly. Anyone 60 years and old is eligible to participate in this program. Low Income Household Water Assistance Program (LIHWAP): The LIHWAP Program Aide completes an initial phone or in-person intake meeting with a potential client, or the applicants can apply online through an intake form (via Formstack). The LIHWAP Program Aide determines eligibility, based on qualifying income levels and/or current use of MDHHS assistance programs.

3. Identify which county(ies), if any, in the CSBG service area do not have a neighborhood (county) center and explain how services are delivered to residents of that/those county(ies):

OCED serves all of Washtenaw County.

4. How does your agency avoid duplication of services in your service area?

OCED is the lead agency for Washtenaw County Continuum of Care, oversees Barrier Buster's operations, convenes community stakeholders, and funds many community organizations. As a leader and convener in the community, OCED keeps track of program outcomes, new and innovative projects, and partnership opportunities in hopes of finding collaboration opportunities so that resources can be used efficiently and effectively and with very little redundancy.

The Housing Access of Washtenaw County (HAWC) partnership serves as the coordinated entry point for emergency shelters and housing resources and for people experiencing homelessness in Washtenaw County. The partnership's joint memorandum of understanding and release of information encourage case communications, reducing the likelihood of duplicative services.

OCED provides standardized training and technical assistance to Barrier Busters network members, and ongoing case collaboration and referrals. Additionally, a single client management portal (Encompass) ensures de-duplicated count for emergency financial intervention throughout the County, not merely within the Community Action Agency.

The Barrier Busters monthly professional development meeting provides agencies updates and conducts work groups on solving mutual human service challenges. Housing Access of Washtenaw County, Continuum of Care and related Emergency Solution Grants are all required to have ongoing meetings with housing and homelessness response service providers, in accordance with HUD and MSHDA standards.

Our agency administers competitive grant funding RFPs for local human services agencies that provide direct services to the community. This provides the necessary funding to continue their community-based programming while also ensuring OCED is not duplicating services.

These collaborative partnerships with human service agencies allow OCED to actively participate and lead in decision-making that is in the best interest of our clients. OCED manages the Barrier Busters email listserv, which ensures that questions and referrals are dealt with expediently, usually within minutes of the initial email from the service provider. Our leadership of these partnerships allows for effective communication about which organization is the lead agency for certain services, ensuring minimal service duplication in Washtenaw County.

5. Does your agency provide case management?

Yes No Other:

If yes, how is case management provided? For example, how does your agency define case management? How often does your agency follow up with clients? Etc.

Accountability and Reporting Requirements: (*Section 678(E) of the CSBG Act*)

Note: Also see CSBG State Plan Section 13

1. Describe how your agency uses the ROMA cycle to improve service delivery.

Assessment:

The agency's community needs assessment is used to inform resource allocation, programming needs, and plan innovative systemic change efforts in Washtenaw County. As part of the HUD's Affirmatively Furthering Fair Housing (AFFH) effort, the Washtenaw County Office of Community and Economic Development and the Ann Arbor Housing Commission created the 2022 Housing & Neighborhood Survey. Survey questions focused on housing and other neighborhood issues – schools, jobs, transportations, services and more.

The Housing and Neighborhood Survey was compiled of 43 questions and available in 4 languages; English, Spanish, Arabic, and Somali. Surveys were distributed through a few local agencies and online marketing – mostly through the OCED Facebook page and website. After mailing surveys, posting the online survey on social media, and requesting help with distribution from local agencies, staff received 540 responses.

OCED staff analyzed the data to determine the priority needs of communities throughout Washtenaw County. The priority needs were incorporated into the 5-Year Strategic Plan for Washtenaw Urban County.

Planning:

OCED staff analyzed the data to determine the priority needs of communities throughout Washtenaw County. The priority needs were incorporated into the 5-Year Strategic Plan for Washtenaw Urban County.

The priority needs addressed in the Washtenaw Urban County Consolidated Plan are taken directly from the 2023 updates to the County's Assessment for Fair Housing (AFH) originally developed in 2017. Priority needs in this Consolidated Plan with the Contributing Factors identified in the AFH. The AFFH effort sets itself apart from other fair housing assessments as it encourages community engagement and input to help drive actionable recommendations to increase access to opportunity and reduce historical policies of segregation.

With the priority needs established, OCED leadership and staff will incorporate and implement community needs into program considerations and work alongside the Community Action Board and the Washtenaw Urban County Executive Committee to advocate for housing centered policies and increased access to affordable housing for residents.

Implementation:

OCED staff receive BCAEO/CSBG policy updates regularly, as they are released, from the lead CSBG program staff at OCED. The CSBG lead also provides training on FACSpro and correct intake procedures. OCED staff regularly monitor the intake processes, and there are multiple levels of approvals for every CSBG direct assistance application. The finance team at OCED also provide numerous checks on program implementation and assure that CSBG funds are spent correctly and reported accurately and in a timely manner. For the top 3 priority needs identified in the assessment, the following programs would directly address them:

Affordable Housing – HOME Investments Partnership Program: Annual affordable housing Request for Proposals (RFP) administered by OCED results in awards to finance the development of new affordable housing projects and/or rehab of existing affordable housing units within the Washtenaw Urban County. Fiscal Year 2023 HOME funding level is \$1.4 million.

Home Improvement Programs:

- OCED Housing Rehab Program (CDBG funded) include the following for low-moderate income homeowners (and in some cases renters) within the Urban County: Roof replacement, Accessibility ramps, Emergency repairs, Air Conditioner assistance.
- OCED Weatherization program – for income-qualified homeowners and renters
- OCED Test and Tune program

Housing Assistance: OCED does not currently have a down payment assistance or other programming to assist people with purchasing a home, as a voucher-to-homeownership program has been on hold for several years due to staff turnover and shifting priorities resulting from pandemic. However, a goal in the five-year consolidated plan is to improve options for housing voucher holders to move to opportunity and make 5 contacts per year with voucher holders. This would be a partnership goal with Ann Arbor Housing Commission.

The Barrier Busters Network provides financial assistance to residents in need for things such as utility bills, transportation expenses, medical costs, and in some cases rental assistance. This support can provide relief to emergent yet remediable crisis with one-time funding.

OCED provides grant administration for various human service agencies, including those addressing individual and family homelessness, eviction prevention, youth services, senior services, community health, etc. that either directly serve as housing providers or indirectly impact and lessen the burden on the housing and homelessness space. Our New Human Services Partnership funding model, which launched in early 2022, has a primary goal of addressing the root causes of institutional inequity: poverty, racism, and trauma.

Achievement of Results:

Direct assistance via the Barrier Busters program is tracked in Encompass, a secure online database. OCED staff use this database to pull reports on how funds were used, what services were provided, the number and demographics of people served, and many other metrics.

Over the years, OCED has released year-end reports and quarterly reports documenting these metrics and the impact the Barrier Busters program has on community residents. These Barrier Busters programmatic reports are also presented to the Community Action Board for review, discussion, and feedback at regular meetings of the CAB. Other programs conduct regular customer satisfaction surveys and assessments, including the Weatherization program, Senior Nutrition Program, and Foster Grandparent Program.

Evaluation:

OCED and the Washtenaw Urban County release consolidated annual performance and evaluation reports (CAPERs) that show the accomplishments and progress toward Consolidated Plan goals from each year.

The reports on numbers and demographics for the Barrier Busters funding are analyzed and used when setting target numbers and formulating logic models for the next program year. The amount of CSBG funding allocated for utility assistance and rental assistance will shift based on how these services and the funding were utilized in the previous program year.

The Senior Nutrition Program uses customer satisfaction surveys to get feedback on the quality of service at each SNP provider location, as well as whether clients are happy overall with the quality of food and service provided by the vendor who supplies meals for Senior Cafes and home-delivered meals. In the past, the SNP program has shifted to a new vendor when clients report substandard quality of food and service.

Since OCED Human Services team provides grant administration to local non-profit organizations, we work with an external evaluator to monitor the progress of human service programs receiving funding through our department, ensure funding goals are met in communities served, and to improve service delivery.

2. Check all that apply:

- Staff, including frontline staff, know what ROMA is and understand the ROMA cycle.
- The Board knows what ROMA is and understands the ROMA cycle.
- Management and other staff regularly use ROMA to describe and report outcomes.
- Individual program results are regularly reviewed and compared to targets.
- The CAA reports program outcomes to its Board using the ROMA framework.

Other:

CSBG Federal Assurances: (*Sections 676(b)(1)(A)&(B) and 676(b)(4) of the CSBG Act*)

Public Law 105-285 establishes programmatic assurances for the State and eligible entities as a condition of receiving CSBG funds. Because CSBG funds support the whole CAA, please include all services and programs.

This section will be covered by filling out the Programs and Funding tab in the budget.

Drug and Child Support Services and Referrals: (*Section 678G of the CSBG Act*)

Drug Testing and Rehabilitation: (1) inform participants who test positive for any controlled substances about the availability of treatment or rehabilitation services and refer such participants for appropriate treatment or rehabilitation services.

NOTE: Drug testing is not currently required in Michigan, but this assurance is part of the CSBG Act so is placed here for reference. If Michigan did start requiring drug testing, agencies would be required to refer those who test positive to appropriate treatment and rehabilitation services.

Child Support Services and Referrals: (See CSPM 505)

(1) inform custodial parents in single-parent families that participate in programs, activities or services carried out or provided with CSBG funds about the availability of child support services; and (2) refer eligible parents to the child support offices of State and local governments.

-
1. How does your agency determine if a participant is a custodial parent in a single-parent family?

This information is collected from the client upon initial intake.

2. If a participant is a custodial parent in a single-parent family, how does the agency inform and refer them to child support offices?

For any client who is a custodial parent in a single-parent family, intake staff provides contact information for the child support service offices. Staff also ask the participant if they would like a copy of the Child Support Services brochure, and if they have additional questions, staff refer them to child support offices for more information.

Linkages: (Section 676(b)(3)(B) of the CSBG Act and State Accountability Measure 7Sa)

Gaps in services are needs (for services or assistance) of low-income persons that have not been met or is not being sufficiently met by either the CAA or other service providers, usually due to lack of staff, funding, or resources. The gaps in services may correspond to the Top Three Needs in the Community Needs Assessment and/or can also be identified by the CAA or a coordinating organization. Describe how linkages will be developed to fill identified gaps in services, through the provision of information, referrals, case management, and follow-up consultations.

Note: CSBG State Plan Section 9

1. Identify, by county, the gaps in services which exist according to your latest data:

There is a consistent lack of affordable housing in Washtenaw County (1). Additionally, for those with housing, residents need home improvements in order to maintain ownership/rentership and have stable housing (2).

2. How were gaps in service identified (Check all that apply)

- Community Needs Assessment
- Customer Surveys
- Focus Group
- Anecdotal information from customers, partner agencies, etc.
- Other

3. Explain how your agency plans to meet these unmet needs or coordinate services and funding with other organizations.

(1) OCED continues to partner with community agencies such as the Washtenaw Housing Alliance, homelessness providers, and Housing developers to identify funding opportunities to support new and affordable housing construction.

Affordable Housing – HOME Investments Partnership Program: Annual affordable housing Request for Proposals (RFP) administered by OCED results in awards to finance the development of new affordable housing projects and/or rehab of existing affordable housing units within the Washtenaw Urban County. Fiscal Year 2023 HOME funding level is \$1.4 million.

(2) Home Improvement Programs:

- OCED Housing Rehab Program (CDBG funded) include the following for low-moderate income homeowners (and in some cases renters) within the Urban County: Roof replacement, Accessibility ramps, Emergency repairs, Air Conditioner assistance.

- OCED Weatherization program – for income-qualified homeowners and renters
- OCED Test and Tune program

4. Explain any gaps in service that your agency does not plan on addressing or coordinating services to meet the unmet needs this fiscal year.

Housing assistance

OCED does not currently have a down payment assistance or other programming to assist people with purchasing a home, as a voucher-to-homeownership program has been on hold for several years due to staff turnover and shifting priorities resulting from pandemic. However, a goal in the five year consolidated plan is to improve options for housing voucher holders to move to opportunity and make 5 contacts per year with voucher holders. This would be a partnership goal with Ann Arbor Housing Commission.

5. What is the reason behind not meeting those gaps identified in question 4?

- Federal Rules
- State Rules
- Lack of Funding
- Lack of resources, staff, etc.
- Other

Please provide a narrative if needed

Coordination & Collaboration: (*Sections 676(b)(9) and 676(b)(3)(C) of the CSBG Act and State Accountability Measure 7Sa*)

The CSBG Act requires that CAAs explain how they will coordinate funds/services by collaborating and partnering with other public and private organizations, including faith-based organizations, charitable groups, and community organizations. This information must be entered into empowOR.

Note: Also see CSBG State Plan Section 7

1. Please explain how your agency will coordinate services with other organizations within your geographical service area. Please provide specific examples. For example, of the programs listed on the Programs and Funding sheet, what partners will you work with to implement those programs and how?

OCED partners and collaborates with community organizations to leverage resources, funds, and direct service delivery, working to meet the basic needs of county residents. OCED serves as a lead agency in partner collaborations such as Barrier Busters, Continuum of Care Homelessness service coordination, a new human services grant funding program, and many others. One example of service coordination with faith-based and nonprofit organizations is the Winter Warming Centers operated by Shelter Association of Washtenaw County (SAWC). OCED provides funding, planning and administrative support to ensure emergency shelter response efforts throughout the coldest months of the year, between November and March. Ann Arbor's main shelter has expanded capacity during this time, with additional warming centers at various churches, so that individuals experiencing homelessness can access warm shelter at night.

There are two community partners that assisted in processing CERA applications in 2022: SOS Community Services and Housing Access for Washtenaw County. Staff at SOS Community Services approved 1,465 households and paid out more than \$8.9 million in assistance to families impacted by COVID. Additionally, staff at Housing Access for Washtenaw County approved 1,137 applications and paid out more than \$7.2 million in assistance to families last year.

OCED's LIHWAP program has formed partnerships with municipalities and water utility service providers across the County to ensure seamless service delivery for residents in need of financial assistance to pay their water arrearages. LIHWAP's participating providers include Augusta Township, City of Ann Arbor, City of Dexter, City of Milan, City of Saline, Superior Township, Sylvan Township, Village of Manchester, and the Ypsilanti Community Utilities Authority (YCUA). Providers have assisted OCED with customer outreach by sharing our flyers, including information in their monthly or quarterly mailers, and posting on social media/webpages. LIHWAP staff provided a marketing and communications toolkit to ensure consistent messaging and outreach efforts across the County.

OCED provides grant administration within the local Human Services sector. These coordinated services with OCED have a great impact on the community and our office works with human service agencies to monitor and track program goals and outcomes. In 2022, the New Human Services Partnership was launched to with two overarching goals: accessibility and equitability. NHSP has three distinct funding rounds to provide local human service agencies with 1. 5-year safety net services grants, 2. 1-year mini-grants, and 3. 5-year high impact grants. Safety Net grants funded 7 agencies in areas of childcare, food access, medical/health, and housing/homelessness at \$250,000 per year for 5 years to maintain their safety net and continue to serve Washtenaw County communities. The mini-grant funding round provided 10 organizations (with overall budgets of \$1 million or less) with a one-year grant of \$40,000. High Impact Grants will fund 3 organizations working to drive systems changes and address the root causes of poverty, racism, and trauma at a systems level, with \$330,000 per year for 5 years. All grant cycles include work with an external evaluator.

2. Please provide your agency's sustainability plan to leverage other funding sources and increase programmatic and/or organizational capacity.

Each CSBG dollar builds capacity across our programs and leverages funds including federal, state, and local revenue, as well as charitable donations, program income, and in kind contributions. CSBG and CARES CSBG funds have helped us to continue assisting low-income members of the community with our COVID response efforts through Barrier Busters direct assistance programming. There is a significant amount of additional funds that have been allocated from city governments, organizations, foundations, etc. in response to the pandemic, and CSBG funds make it possible to keep supporting this work and ensuring that funds assist those most in need. OCED will continue to seek out all available funding to support ongoing programming.

3. Public Resources – has your agency entered their public partnerships, affiliations, MOUs and Formal Agreements into empowOR?

Yes No If no, why not?

4. Private Resources - has your agency entered their private partnerships, affiliations, MOUs and Formal Agreements into empowOR?

Yes No If no, why not?

Coordination with Employment & Training (E&T) Activities: (*Section 676(b)(5) of the CSBG Act*)

If the agency provides E&T activities with Workforce Investment Act funds, the agency must describe how it will coordinate the provision of employment and training activities in communities with entities providing activities through statewide and local workforce investment systems. If the agency provides supportive services to Work First or Welfare-to-Work program participants with non-Workforce Investment Act funds, describe the services provided.

Note: Also see CSBG State Plan Section 8

The CSBG Act requires that CAAs coordinate the provision of employment and training activities with Workforce Investment Act programs. The Workforce Innovation and Opportunity Act (WIOA), which was signed into law on July 22, 2014, supersedes the Workforce Investment Act of 1998 (WIA).

WIOA requires priority be given to public benefits recipients, other low-income individuals, and individuals who are basic skills deficient when providing career and training services using WIOA Title I Adult funds.

1. How does your agency coordinate the provision of employment and training activities, as defined in section 3 of the Workforce Innovation and Opportunity Act, with entities providing activities through statewide and local workforce development systems under such Act?

Washtenaw County Michigan Works! is a part of the Southeast Michigan Consortium for a Regional Workforce Program. The updated Urban Cooperation Act (Public Act [PA] 7) agreement established the Southeast Michigan Consortium for a Regional Workforce Program in 2018. The counties of Jackson, Lenawee, Hillsdale, Washtenaw, Livingston and Monroe have merged to provide workforce service delivery and management in the Southeast Michigan region (also known as Region 9 under the state's Regional Prosperity Initiative).

Additionally, OCED partners with Michigan Works! for the SummerWorks Youth Employment program, a ten-week employment & mentorship program for youth ages 16-24. OCED provides administrative support processing payroll for participating organizations employing youths for the summer, in addition to participating in program planning and coordination.

2. Please check which one(s) applies:

- The agency is part of a **One-stop delivery system** or **One-stop system**, which is used to refer to the system of partners, operations, and centers described below. In other words, it is the set of entities and operations that provide the on-the-ground services that are the core of the WIOA.

If the box above is checked, please check your role below:

-
- The agency is a **One-stop partner**, which is an entity that is either required or chosen to participate in the one-stop system.
 - The agency is a **One-stop operator**, which is an entity that receives WIOA funds to operate the one-stop centers.
 - The agency operates a **One-stop center**, which is the physical location where the services are provided.
 - Other, please explain:
-
- The agency is **NOT** part of a One-stop delivery system.

Specific Assistance to Individuals:

Specific Assistance is anything of monetary value that is given to the client, payments on behalf of clients to vendors (utilities, rent, etc.), such as training stipends, payments to clients, clothing, transportation (including bus passes/tokens and gas cards), food, shelter, medical care, etc. Specific Assistance programs require an income eligibility determination.

Please list the Agency’s **CSBG-funded** Specific Assistance below. If specific assistance will be provided, it must also be listed in the budget on the Specific Assistance page.

1. All **CSBG-funded** Specific Assistance must be entered in the statewide database. Please include the CSBG Program Title, the Database Program Name, and the Database System Name below:

NOTE: BCAEO is currently working with CSST on a statewide plan for identifying CSBG-funded programs in empowOR. BCAEO will not require CAAs to respond to the table in Specific Assistance Question 1 until the plan is finalized.

Program Title	Agency Program Name in the Database	System Name in the Database
<i>ACME CSBG Homeless Prevention</i>	<i>CSBG</i>	<i>ACME CSBG Homeless Prevention</i>

2. If **CSBG-funded** Specific Assistance is provided in the form of non-cash awards such as tokens, gift cards, bus passes, food baskets, etc., please describe the program below. Include how the client acknowledges receipt of these items. *(Agencies should have a tracking mechanism in place for non-cash awards uploaded into the client file).*

N/A

3. How is the funding tracked in the empowOR?

N/A

4. Have these services been added to 2-1-1 and MiBridges?

Yes No If no, why not?

Public Hearing/Public Comment Period:

A summary of the agency’s proposed plan must be published and made available locally for review and comment by officials and other residents within the service area. The agency shall conduct at least one public hearing or provide for a public comment period prior to the agreement begin date.

1. The agency has made (or will make) the plan available for review using the following process:

Public Hearing

Date of Public Hearing was/will be:

Place of Public Hearing was/will be:

Public Comment Period

Inclusive Dates for Comment: September 11, 2023 - September 27, 2023

2. When and where was/will be the Notice(s) published or posted? List the date(s) and location(s) below:

Date	Location (name of newspaper, website, or public place posted)
9/11/23 - 9/27/23	On Washtenaw County website
9/11/23 - 9/27/23	Front lobby of the OCED office
9/11/23 - 9/27/23	Social Media
9/27/23	Community Action Board - September meeting (opportunity for in-person public comment)

3. Submit proof of the public notice with the application as separate attachments. For example, if the notice was posted in a newspaper, a copy the newspaper can be provided. If the notice was posted in a public place, a picture of the notice posted in the public place can be provided. If the notice was posted online, screenshots of the online notice can be provided. Etc.

Community Initiatives:

1. Please list the names of all agency Community Initiatives or projects, including those that are not included in any reporting or where you are part of a larger collaboration.

Washtenaw County OCED provides funding and staff support to coordinate the resource fair portion of the annual Parkridge SummerFest and Joe Dulin Community Day, which takes place every August. More than 60 community and social service organizations tabled the event to offer local resources to the community. Agencies include community health organizations, government agencies, and youth-focused organizations, among many others. In 2022, Michigan Medicine joined the scene to provide health information, blood pressure screenings, and a vaccination station. In addition to the 60 community and social service organizations, 25 different departments from the University came to provide education and resources to the community.

SummerFest was started in 2011 to inform residents of community resources available to them. In 2012, SummerFest and Joe Dulin Community Day joined forces to create a large, fun resource fair co-sponsored by OCED and the SummerFest committee. Joe Dulin was a prominent community member, activist, and educator being the first African American principal of Roberto Clemente High School. Joe Dulin Community Day was created in his honor.

2. Are you reporting any Community Initiatives in currently approved statewide database?

Yes

No

If no, why not?

Income Eligibility Exceptions: Please explain if your agency has any programs that use the income eligibility exception listed in CSPM 502. **Please note that the CSBG FPL returns to 125% October 1, 2023 unless other guidance is issued based on federal legislation.**

Note: CSBG State Plan Section 12

1. Name of program: N/A
2. Service Area:
3. Reason for eligibility determination exclusion (See 502):
4. Proof that the clients will be predominantly income-eligible:

New Programs (Optional): Please answer the following questions for any new programs

1. Name of Program:
2. How does your Community Needs Assessment Support this initiative? (How is it helping the community?):
3. How did you choose this group or initiative?
4. How does this meet one of the CSBG Assurances (Section 676(b)(1) of the act)?
5. How is this helping move clients out of poverty?
6. How will you determine eligibility?
7. Are there any possible conflicts of interests with CAA staff or board members?
8. What is the breakdown of the cost?
9. If this is a subcontract, how will you monitor funds?

Agency Data and CSBG Annual Report:

BCAEO will work with agencies throughout FY24 as CAAs transition to empowOR for the CSBG Annual Report and other data tracking and reporting purposes.

1. Will you be entering your agency's Community Action Plan in empowOR by November 3, 2023?

Yes

If needed, briefly describe any technical assistance your agency needs to meet this deadline:

2. How and how often do you analyze your program data to create the projected numbers for your logic models?

Bi-annually

3. Do you plan to track volunteer hours using empowOR?

Yes No If no, why not?

4. How do you determine if the client is a low-income volunteer?

The Foster Grandparent Program is available for income eligible seniors (at 200% of DHHS Poverty Guidelines), and thus, if a participant is eligible for the program, they are considered low income. As described above, the FGP Coordinator determines eligibility of the program and would collect appropriate documentation of their current income amount.

OCED recruits community reviewers to aid in the grant funding decision making process and ensure an equitable grantmaking process. While we are not exclusively looking for low-income volunteers throughout this process, it is important to have a diverse group of individuals to support this process. During the application process, we collect basic demographic information from reviewers, including their household income.

Our Community Action Board (CAB) consists of 5 members from the consumer (low-income) sector. The low-income or consumer sector representatives are individuals who are from the low-income community or neighborhoods that are served by the CAA. The first step toward joining the board as a consumer is being nominated by a member of the community. During the initial application process, we collect demographic information as well as the candidate's address to ensure they live in communities that represent limited income residents. They are also asked specific questions about why they wish to serve on the board and what they hope to achieve in the role. The answers to these questions sometimes mention the intention behind wanting to serve and folks often share information about their low-income community or experiencing poverty.

5. Do you plan to track Staff and Board training using empowOR?

Yes No If no, why not?

6. Does your agency plan to enter all clients and programs fully in empowOR?

Yes No

7. If you answered “No” to Question 6, describe your agency’s system to determine unduplicated counts for programs that are not entered fully in empowOR.

We plan to utilize import features to upload data from other systems/databases that our agency utilizes across our programs to ensure that we are capturing unduplicated counts.

8. If you answered “No” to Question 6, describe your agency’s plan for entering unduplicated demographic, service, and outcome indicator information for programs not entered in empowOR for the CSBG Annual Report.

We plan to utilize import features to upload data from other systems/databases that our agency utilizes across our programs to ensure that we are capturing unduplicated counts.

9. Do you have an internal tracking system to determine unduplicated counts for programs that do not use the statewide system for intake?

Yes No If yes, please explain? Barrier Busters utilizes a single client management portal called Encompass to ensure unduplicated count for emergency financial intervention throughout the County.