



## **Community Services Block Grant**

**2010-2011**

**Annual Plan**



Submitted by  
Louisville Jefferson County Metro Government  
Department of Housing and Family Services  
Community Action Partnership

Community Action Partnership  
Community Services Block Grant  
2010 - 2011

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# Louisville Metro Community Action Partnership CSBG Annual Plan 2010-2011

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## 1. Introduction to the Agency

### a) TYPE AND ROLE IN COMMUNITY

The Louisville Metro Community Action Partnership (LMCAP) is a public non-profit agency originally formed by City of Louisville Ordinance #183, Series 1965. However, following merger of city and county governments in 2003, the new Louisville/Jefferson County Metro Government adopted revised ordinances (§ 32.885 through § 32.899) “for the purpose of making a change in designation of the existing community action agency pursuant to the terms of a new city-County interlocal cooperation agreement.” The Community Action Partnership serves as a corporation under KRS 273.410(2) in an exclusively charitable and educational capacity. Its primary purpose is “to foster and promote planning services and development efforts for the mobilization and utilization of resources, both public and private in Jefferson County, for a coordinated remedial attack on the conditions of poverty affecting the inhabitants of Jefferson County.”

LMCAP’s **mission** is “to eliminate poverty and its effects among the residents of Metro Louisville Kentucky, one family at a time.” The core values of Louisville Metro Government, also those of LMCAP, include: Honesty and Integrity; Leadership and Teamwork; Responsive to All Citizens; and Focus on Results. It is the **vision** of the Louisville Metro Community Action Partnership “to serve as a catalyst to optimize the use of available resources through collaboration with policy makers, community members and a broad representation of the low-income as well as the private and public sector in order to promote self-sufficiency for all residents of Louisville Metro”.

LMCAP is combined with human service agencies of Louisville Metro Government: Louisville Metro Housing and Community Development and Louisville Metro Human Services. These three organizations make up the Department of Housing and Family Services. LMCAP, as a local government entity (designated as a public non-profit), is responsible for administration of the federal Community Service Block Grant (CSBG). In accordance with the rules and regulations of Community Service Block Grant, the Mayor serves as the agency’s governing board. A tripartite Administering Board formulates and recommends policies to the governing board and provides guidance and supervision to the Executive Director.

This year, LMCAP has been busy responding to the needs of Metro Louisville’s most vulnerable citizens in the midst of an unprecedented financial and economic crisis. Additional CSBG funding was allocated to the regular CSBG budget through the American Recovery and Reinvestment Act. These dollars were put to good use, stimulating the economy through direct services, job creation and job preservation, yielding outcomes in ROMA Goal 1: Low income people become more self-sufficient.

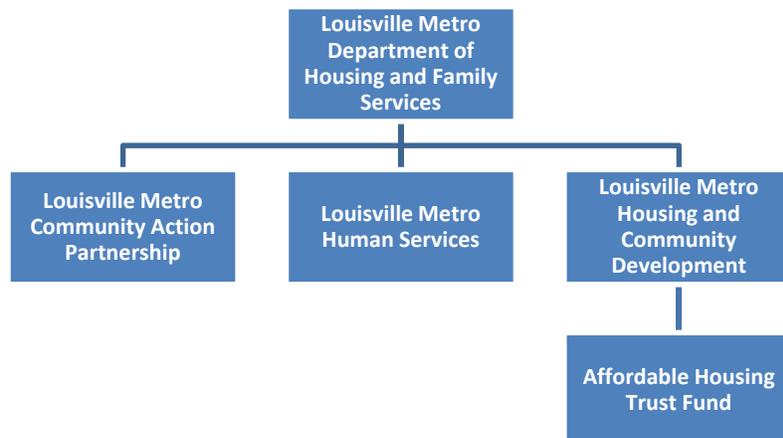
The “CAP on the Move” service delivery model was expanded to include eight (8) team members solely dedicated to bringing services to the doorsteps of our citizens. Each Community Action Coordinator was assigned to one (1) of the eight (8) service delivery areas in Jefferson County. This team is charged with the responsibility of anti-poverty, microenterprise, and neighborhood revitalization activities and initiatives. Efforts in this area focus on achieving outcomes in ROMA Goal 2: The conditions in which low-income people live are improved. Community Action Coordinators are focused on community initiatives to enhance the quality of life and increase opportunities for low income populations. The success of this unique initiative has resulted in job preservation opportunities for this entire team.

Through our Moving Forward initiative, specialized job training courses have been instrumental in helping our clients obtain education and employment. Job training courses include: Emergency Medical Technician (EMT), Certified Nursing Assistant (CNA), Commercial Driver’s License/Truck Driving (CDL), Dental Assistant and Spanish speaking Childcare Assistants. Case management, self development and client supports were incorporated in specialized trainings to meet the individual needs of each client.

Pathways in Action, designed for incarcerated persons transitioning out of jail, was expanded to serve more clients. This 12-week self development curricula focuses on job readiness and life skills in conjunction with individual case management. Upon release, the case management is seamless and ongoing, though the client focus shifts to housing, transportation and employment. The success of this program has resulted in job preservation opportunities for the 2 stimulus-paid staff members hired to manage the expansion.

Emergency assistance efforts, both stimulus and non-stimulus, tell the story of hundreds of families trying to keep a warm roof over their heads and food on the table. The cycle of poverty is complicated, but the added pressure of a recession appears to have broken many spirits. The case management team was expanded to include the division of Team HOPE. Team HOPE works with our most vulnerable clients in an effort to remove their barriers and renew their outlook.

We look forward to an equally eventful year as continue our stimulus projects and transition into providing services after stimulus. We remain mindful of learning from our experiences and are committed to providing services that make sense and “meet people where they are.”

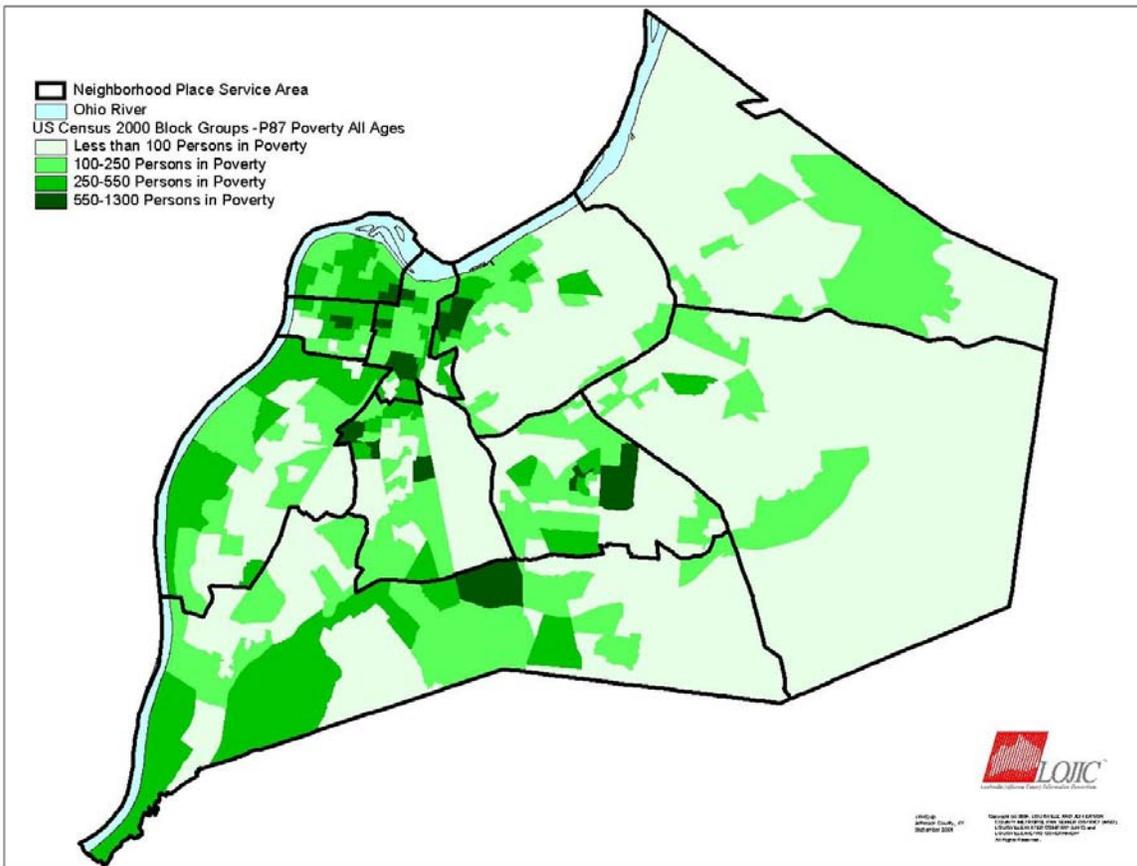


*b) CONTACT INFORMATION*

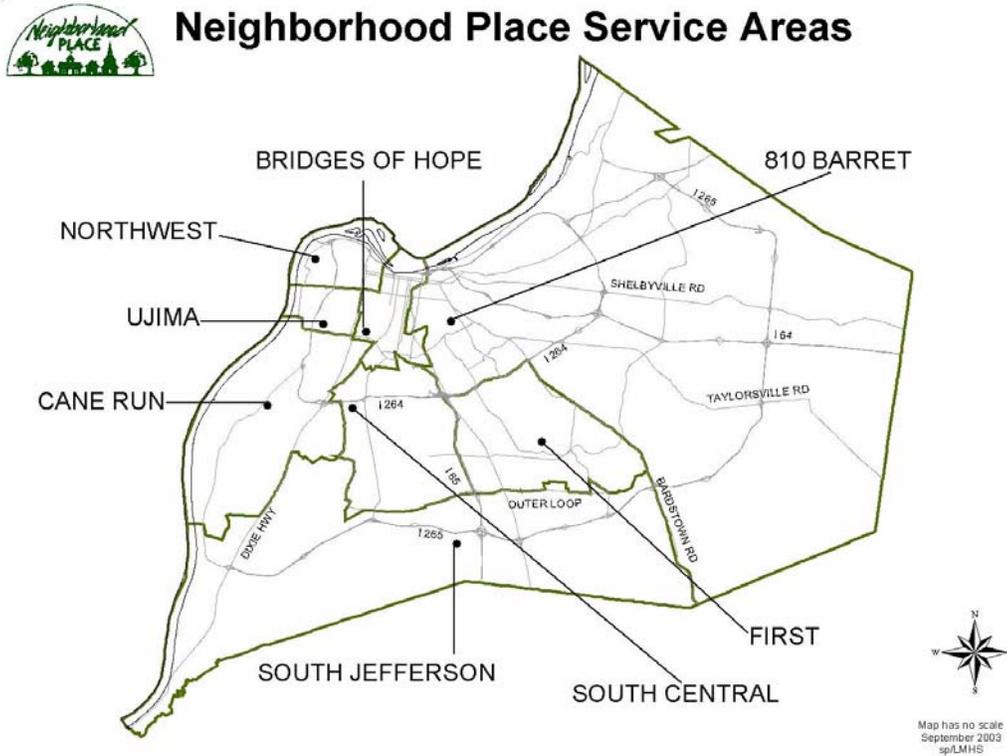
Louisville Metro Community Action Partnership is under the leadership of Ms. Mary Elizabeth Miles, (502) 574-6128, e-mail [mary.miles@louisvilleky.gov](mailto:mary.miles@louisvilleky.gov). LMCAP's Assistant Director is Ms. Becky Montague, (502) 574-3929, e-mail [becky.montague@louisvilleky.gov](mailto:becky.montague@louisvilleky.gov). The CSBG Director is Ms. Tonia Phelps, (502) 574-5375, e-mail [tonia.phelps@louisvilleky.gov](mailto:tonia.phelps@louisvilleky.gov). The Agency's fax number is (502) 574-1246. The mailing address is 810 Barret Avenue, Suite 240, Louisville, KY 40204.

*c) GEOGRAPHIC AREA*

The geographic area of service for LMCAP encompasses all of Jefferson County, Kentucky, which is primarily urban and which has a population of 701,500 residents. The Ohio River forms the northwestern border of Louisville Metro, a city known for Louisville Slugger baseball bats, Olmstead Historical Parks, Churchill Downs, and Muhammad Ali. Agency services potentially affect nearly 85,000 eligible residents within this service area. Three LMCAP centers, located in different parts of the county, are conveniently located for residents most in need of services. The following map shows concentration of poverty in Jefferson County and is delineated by Neighborhood Place service area.



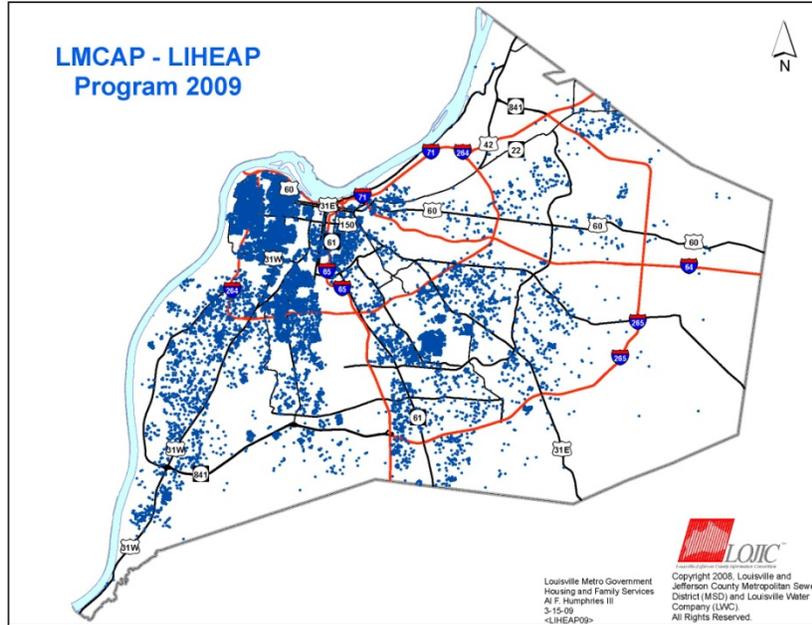
The agency, in an effort to unify data collection with Louisville Metro and share data with the Neighborhood Place partner agencies, as part of the Department of Housing and Family Services (including the Kentucky Cabinet for Health and Family Services), LMCAP adopted the Neighborhood Place service areas as its service boundaries in 2005. Each of the eight Neighborhood Place service areas has approximately 5,000 children on the Free and Reduced Lunch program (a reflection of poverty) and is comprised of census tracts for ease of data collection.



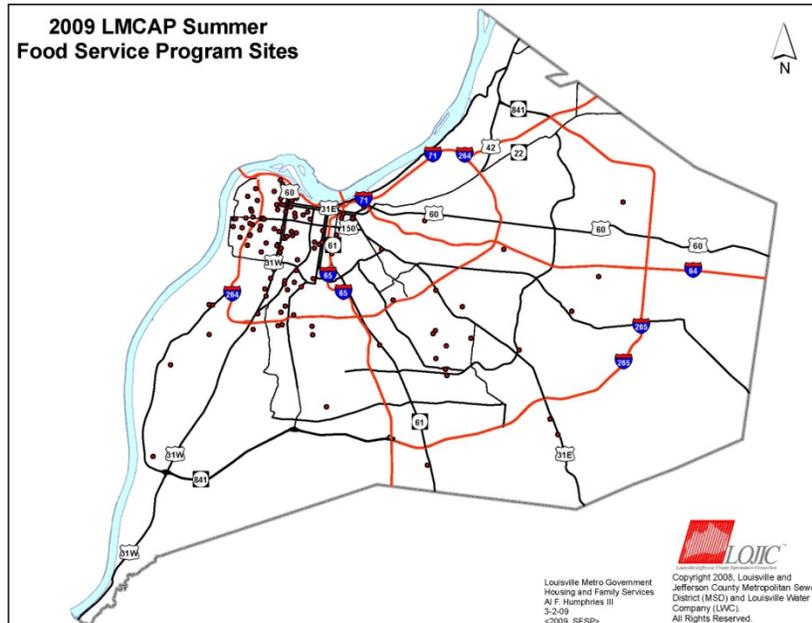
While those receiving services from LMCAP are dispersed throughout the county, there are several geographic areas where these services are concentrated. The residents in the northwestern and central areas of the county seek and receive a substantial portion of the agency’s services. Specifically, residents in zip codes 40203, 40210-12, 40215 and 40216 which make up parts of Northwest, Bridges of Hope, South Central, Ujima and Cane Run Neighborhood Places, receive the greatest proportion of services from LMCAP. These areas of the county experience some of the greatest needs within the community.

Service Area by Program:

To distinguish the areas served by programs of LMCAP, the following maps provide a visual representation, by program, of where clients reside.



Low Income Home Energy Assistance (LIHEAP) was most prevalent in areas of greatest poverty, particularly in Neighborhood Place areas in the west end of Louisville – Ujima, Northwest, and Bridges of Hope – and in central Louisville.



While sites are clustered in the west end of Louisville, it is apparent that the program impacted children throughout Jefferson County. LMCAP continues to make efforts to extend services into the South Jefferson Neighborhood Place region.

d) AUDIT ASSURANCE

LMCAP's second party auditor, Louisville and Jefferson County Metro Government, is in compliance with Community Services Block Grant audit specifications and requirements in 42 U.S.C. 9916 and OMB Circular A-133. The Agency will also adhere to the contractual agreement between LMCAP and Cabinet for Health and Family Services.

e) COMPLIANCE ASSURANCE

LMCAP shall comply with Title 45 CFR, Part 74, except where stated procedures, including Kentucky Administrative Regulations, specifically, exclude following certain sections of part 74. LMCAP is also in compliance with OMB Circular A-87 & and 45 CFR part 92.

## 2. Community Needs Assessment (Narrative)

### a) DESCRIPTION OF THE PROCESS

Every year, LMCAP administers a needs assessment survey to identify the areas of need and concern as identified by low income residents, service providers and community stakeholders. The client assessment tool was largely unchanged from the previous year, with the addition of two questions and reassignment of income-related closed answer responses. Two (2) other survey tools were used in the process; one was designed for service providers and one for general community members. The assessment process enables residents, service providers and community members to identify, what, in their opinion, creates barriers for residents to achieve their goals.

Surveys were given to clients receiving services from LMCAP between the months of October and December. Administering the needs assessment survey at three (3) CAP sites, ten (10) Senior Nutrition sites, eight (8) Neighborhood Places, Metro Corrections, and the Nia Center, allowed for a geographically dispersed sample of the population to be surveyed. In addition, the community and service provider surveys were distributed at various community meetings and through a list-serv over email. In all, 623 client surveys, 182 community surveys and 121 service provider surveys were completed and returned.

Interns and staff members also conducted informal focus groups and discussions with community members about the needs and challenges facing residents. Suggestions for additional programs and services were given to the focus group facilitators.

Once an initial set of results were tabulated, the supervisory team met to consider the needs assessment results. In addition, they considered other pertinent information such as the availability of community resources, needs identified by outside sources, past agency performance, allowable activities, emerging trends, and LMCAP's delivery strengths within the community.

The CSBG service areas were then ranked for 2010-2011:

<u>Rank</u>	<u>Area</u>
1.	Employment
2.	Emergency Services
3.	Education
4.	Nutrition
5.	Linkages
6.	Health
7.	Income Management
8.	Housing
9.	Self-Sufficiency

LMCAP continues to value Maslow's Hierarchy of Needs Pyramid as the basic rationale for prioritizing the CSBG service areas, however, the basic needs of clients are viewed through a lens of employment readiness, training and sustainability. Emergency assistance, food and housing needs go hand-in-hand with unemployment and the inability to find work to provide for these basic needs. This year, the focus is on assisting those who are able to achieve their employment and education goals, by providing safety net supports so that employment is possible.



The overall ranking of the nine service areas was based on the strengths of our agency's current resources, and mostly importantly, the information captured through the community needs assessment. This process also served to avoid duplication, maximize resources, illustrate community partnerships and enhance agency accountability.

Employment moved into the number one ranking priority due to the soaring unemployment rate, the focus of American Recovery and Reinvestment Act (ARRA) funds and the needs assessment responses. Increased energy and time are devoted to services in this category and this will continue into 2010-2011. Emergency services are aligned with LMCAP's commitment to serve the most basic needs of Metro Louisville residents. Based upon needs assessment responses and the seemingly endless demand for emergency assistance; this service category requires great effort and resources. In addition, this service area also represents LMCAP's program, Low Income Home Energy Assistance Program (LIHEAP), which provides vital services to thousands of residents each year. Clients continue to identify significant needs in this service area on the community needs assessment, therefore this area will remain among LMCAP's top priorities.

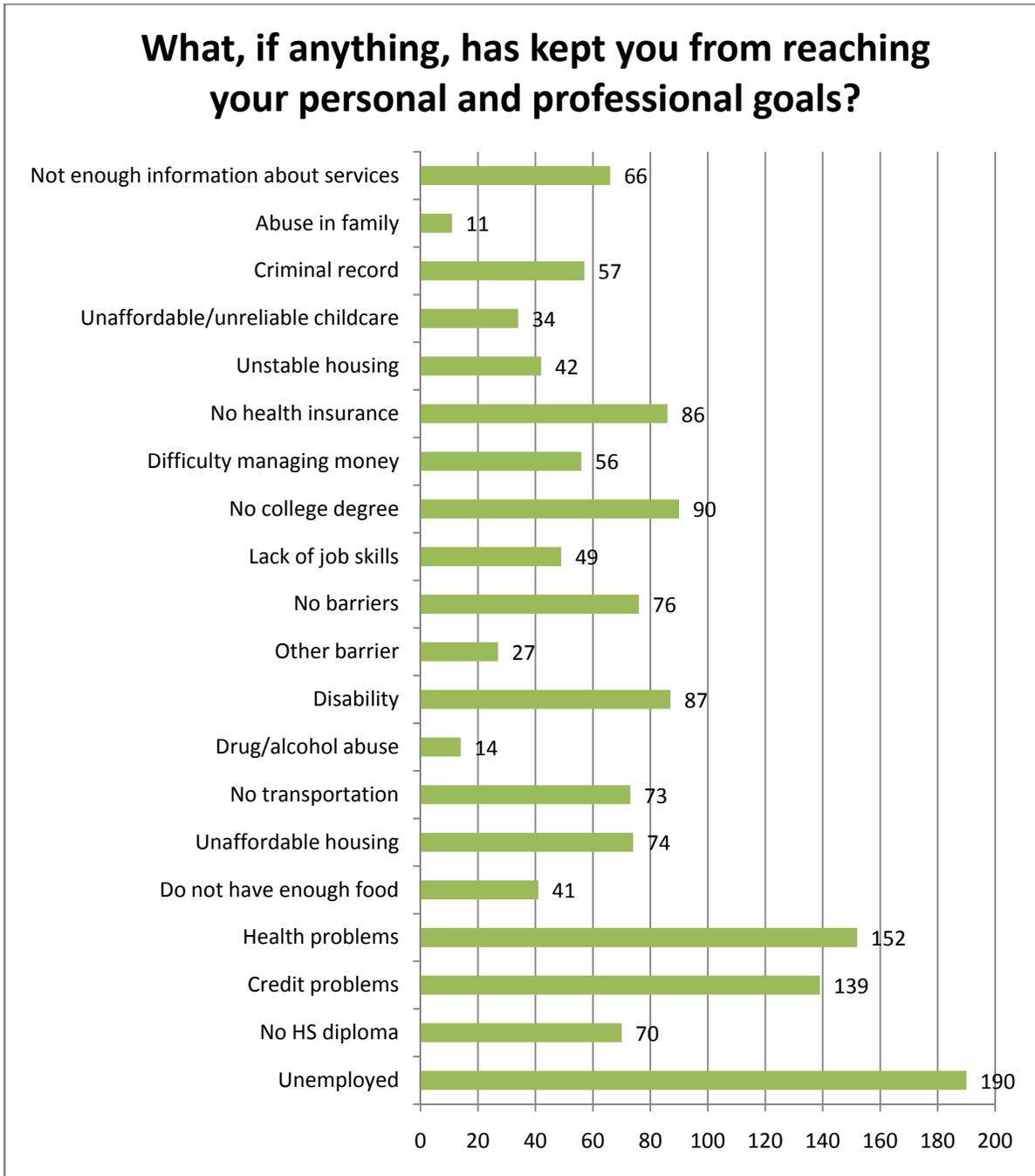
Education is the third highest ranking service category, largely as it goes hand-in-hand with the category of employment. ARRA dollars are devoted to additional services in this category, and an increase in educational services moving into the new program year is an increasingly vital part of the agency's programming. Nutrition moved to the fourth priority, as services in this area are staples within our agency, however program expansion and increased resources are not a part of the plan for the new fiscal year.

The LMCAP Management Team, in a work session for the CSBG Annual Plan, identified outreach and advocacy as areas requiring increased resources in the upcoming fiscal year. As a result, Linkages was elevated to the number five position during the ranking exercise.

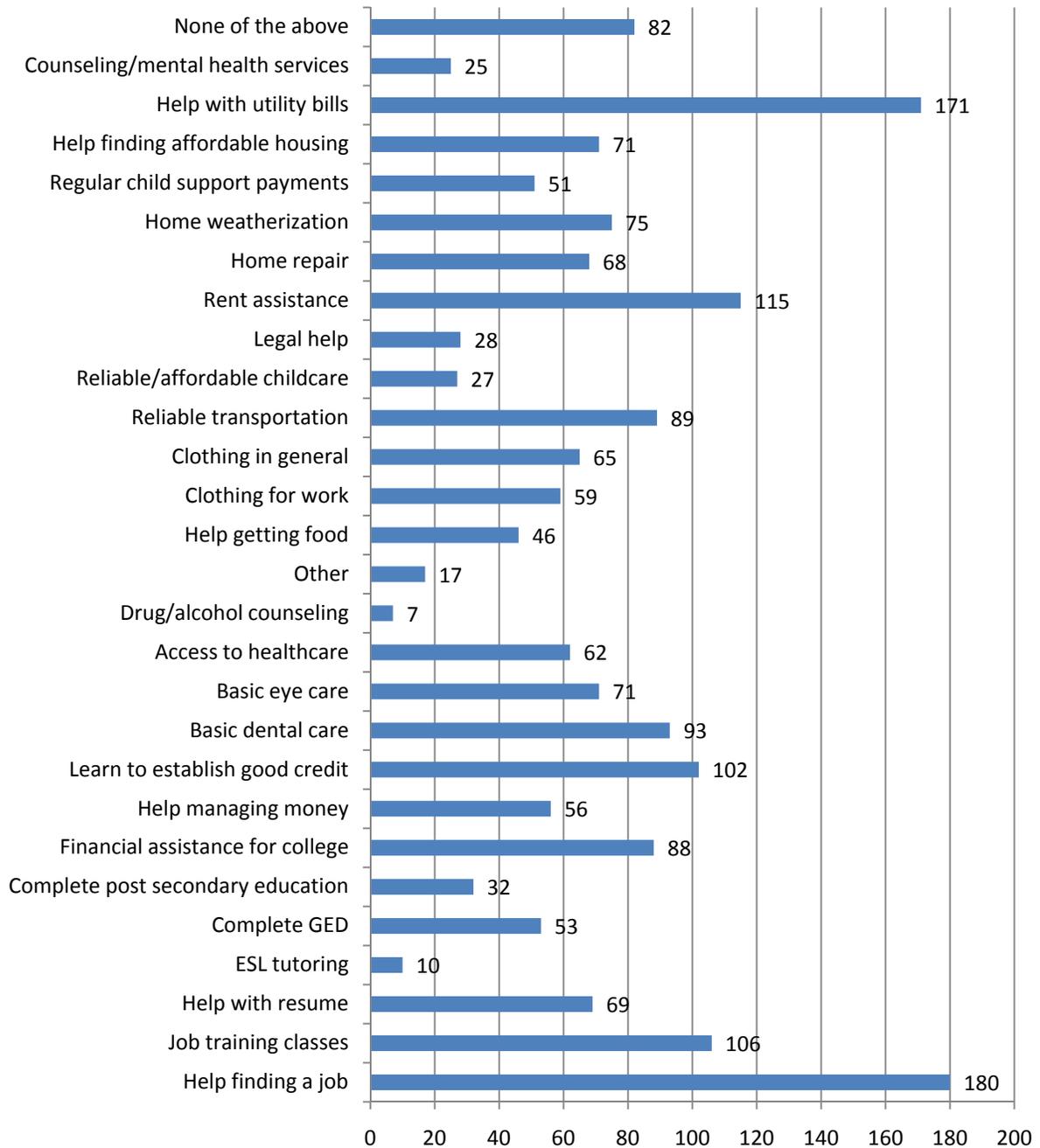
Health, Income Management and Housing moved into the sixth, seventh and eighth positions, respectively. These services are provided by other agencies within the community and LMCAP will utilize these resources in an effort to avoid duplication and maintain effective community partnerships. LMCAP will continue to provide health related assistance, basic financial literacy courses, and referrals for housing services. Realizing that resources are limited, agency programs have been designed to address these needs without duplicating current services available in the community.

b) COLLABORATION

In all, 927 surveys were completed, returned, and included in the tabulation. LMCAP will seek to administer the needs assessment throughout the year, and will begin discussions with a vendor about tabulating surveys on a monthly basis for continuous analysis. LMCAP made the needs assessment surveys available to the community-at-large through several avenues. Surveys were presented to clients receiving LIHEAP Subsidy the three LMCAP locations. In addition, seniors participating in activities at ten (10) congregate sites were provided the opportunity to complete the survey. With the permission of each site's Administrator, copies of the survey were distributed to eight Neighborhood Place locations. Clients receiving services at the Nia Center and residents at the Louisville Metro Community Correctional facility, involved in the Pathways program, were surveyed. Focus groups were also administered to several groups during the needs assessment process. University of Louisville students and attendees at various community meetings participated in discussions around community needs. In addition, the Louisville Metro Re-entry Task Force sent the service provider survey to all members on its list-serv, which generated many responses.

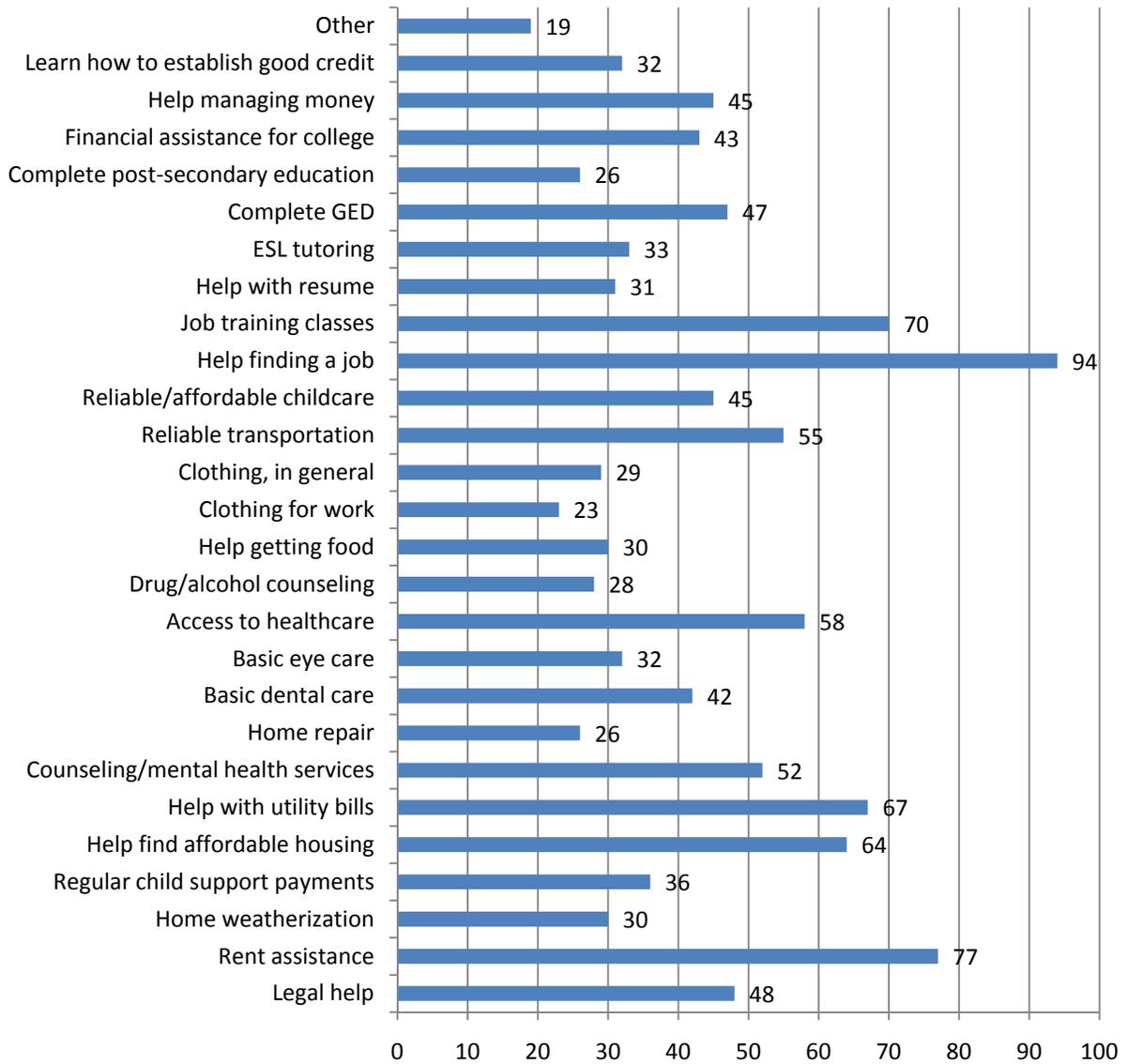


## What do you feel may help you to reach your personal and professional goals?

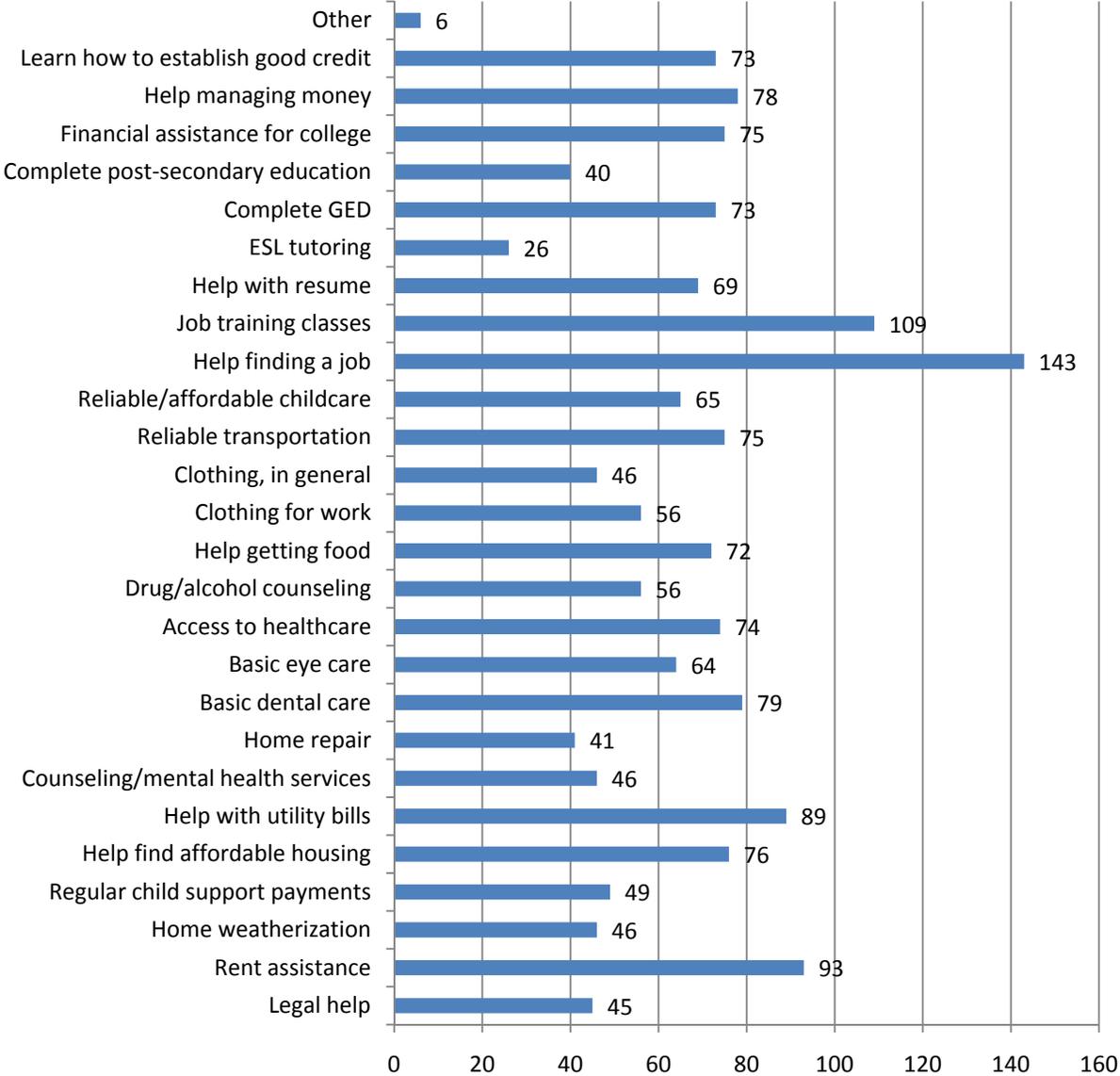


Service Providers and Community Survey Results  
 N=121, Service Providers  
 N=182, Community Members

### Service Providers Survey: What services are your clients most in need of (in the last 6 months)?



# Community Survey: What services do you feel that residents need most in your community?





## Louisville Metro Community Action Partnership (CAP) Needs Assessment

The needs and goals of Metro Louisville residents are an important part of Community Action Partnership's mission and planning process. Every year, we conduct a needs assessment survey to obtain the opinions of area residents, which requires your assistance. CAP staff and our Administering Board will review the results of the survey to develop a work plan that best meets our community's needs.

Please take a few moments to complete the following assessment. Shade in the circle next to the response that best describes your answer or you may write in an answer when the directions specify to do so. You may use a pen or pencil.

### I. General Information

1. Which site are you visiting today?
  - CAP administrative office (810 Barret Avenue)
  - CAP east district office (4810 Exeter Avenue)
  - CAP south district office (7219 Dixie Highway)
  - Neighborhood Place location
  - Other \_\_\_\_\_ (please write in)
2. What is your zip code? \_\_\_\_\_
3. Is this your first time requesting services from Community Action Partnership?
  - Yes             Not applicable
  - No
4. Do you usually have access to reliable transportation?
  - Yes
  - No
5. Do you normally have access to a telephone?
  - Yes
  - No
6. Do you have access to a computer with the Internet?
  - Yes
  - No
7. What is the highest grade level that you completed in school?
  - Less than high school             Some college             Bachelors degree
  - High School diploma/GED             Associates degree    Graduate degree
8. Do you have health insurance?
  - Yes
  - No

9. In general, do you feel that you are financially:
- Better off than one year ago
  - Worse off than one year ago
  - About the same as one year ago

**II. Please select all that apply to you.**

What, if anything, do you feel has kept you from reaching your personal and professional goals?

- Unable to find a job/Unemployed
- Do not have high school diploma
- Credit problems
- Health problems
- Do not have enough food
- Unaffordable housing
- Do not have access to transportation
- Drug/alcohol abuse
- Disability
- Other \_\_\_\_\_(please write in)
- None of the above
- Lack of job skills
- Do not have college degree
- Difficulty managing money
- Do not have health insurance
- Unstable housing
- Unreliable/unaffordable childcare
- Criminal record
- Abuse in family
- Do not have enough information about services available

**III. Please select all that apply to you.**

What do you feel may help you to reach your personal and/or professional goals?

- Help finding a job
- Job training classes
- Help with resume
- English as a second language tutoring
- Complete GED
- Complete post-secondary education
- Financial assistance for college
- Help managing money
- Learn how to establish good credit
- Basic dental care
- Basic eye care
- Access to healthcare
- Drug/alcohol counseling
- Other \_\_\_\_\_(please write in)
- Help getting food
- Clothing for work
- Clothing, in general
- Reliable transportation
- Reliable/affordable childcare
- Legal help (a lawyer)
- Rent assistance
- Home repair
- Home weatherization
- Regular child support payments
- Help finding affordable housing
- Help with utility bills
- Counseling/mental health services
- None of the above

**IV. What emergency services have you or your family received in the last twelve (12) months (please mark all that apply)?**

- Utility assistance
- Food
- Transitional housing
- Disaster relief
- Health assistance (prescriptions, emergency care, etc.)
- Financial assistance (rent, mortgage, water, etc.)
- Emergency Shelter
- Domestic violence shelter/assistance

- Heating/cooling equipment
- Other\_\_\_\_\_ (please write in)
- Foreclosure prevention assistance
- Transportation
- Did not receive any emergency services in the last year.

**V. Please list two (2) goals that you hope to accomplish in the next 6 months.**

1.

2.

**VI. About You**

1. What is your sex?

- Female
- Male

2. What is your age?

- 12-17
- 18-22
- 23-44
- 45-54
- 55-69
- 70 years and over

3. What is your race? (Please mark all that apply.)

- African American/Black
- Multi-race
- White
- Native American/Alaska Native
- Asian
- Native Hawaiian/Other Pacific Islander
- Other\_\_\_\_\_ (please write in)

4. What is your ethnicity?

- Hispanic or Latin
- Not Hispanic or Latin

5. Which best describes your marital status?

- Married
- Widowed
- Other
- Single
- Living together
- Divorced/Separated

6. How many children (under 18 years) live in your household at least six (6) months out of the year?

- 0
- 1
- 3
- 4
- 5+

7a. Have you ever had a felony conviction?

- Yes
- No
- Prefer not to say

7b. If you responded yes to 7a: Have you ever been treated unfairly as a result of your conviction?

- Yes
- No

Comments (optional)

8. How would you describe your household?

- Single parent/female
- Single parent/male
- Two-parent household
- Single person
- Two adults/no children
- Living with extended family
- Other \_\_\_\_\_ (please write in)

9. Which best describes your housing presently?

- Own home
- Rent
- Homeless
- Living in temporary/transitional housing
- Rent, subsidized (Section 8, Public housing)

10. What are your sources of income? (Please mark all that apply)

- Wages
- Retirement
- VA
- Farm
- SSI
- Unemployment
- K-TAP
- Self-employed
- Child support
- Social Security
- Other
- No income

11. What is your household's monthly income before taxes are taken out?

- Zero income
- Up to \$400
- \$401-\$700
- \$701-\$1000
- \$1001-\$1300
- \$1301-\$1600
- \$1601-\$1900
- \$1901-\$2200
- \$2201-\$2500
- More than \$2500

12. How much does your household pay in rent/mortgage per month?

- \$100 or less
- \$101 to \$200
- \$201 to \$300
- \$301 to \$400
- \$401 to \$500
- \$501 to \$600
- \$601 to \$700
- \$701 to \$800
- More than \$800

13. Are you interested in volunteer opportunities with this agency?

- Yes (If yes, please provide your name and contact information below.)
- No

14. For what reason(s) are you in need of assistance? (Please mark all that apply)

- I lost my job or someone in my household lost their job
- I am behind on my mortgage or rent
- Someone in my family has (had) a long term illness
- Utility bills have increased dramatically
- I lost my means of reliable transportation
- Other reason (Please write in) \_\_\_\_\_

- Not applicable

**VII. Please write in any additional comments you have about your needs in the space provided below.**

Thank you for completing the Louisville Metro Community Action Partnership Needs Assessment. We intend to use this information to better serve you in the future.

This project is funded, in part, under a contract with the Cabinet for Health and Family Services with funds from the Community Services Block Grant Act of the U.S. Department of Health and Human Services.



## Louisville Metro Community Action Partnership (CAP) Needs Assessment Community Survey

The needs and goals of Metro Louisville residents are an important part of Community Action Partnership's mission and planning process. Every year, we conduct a needs assessment survey to obtain the opinions of area residents. CAP staff and our Administering Board will review the results of the surveys to develop a work plan that best meets our community's needs.

Please take a few moments to complete the following assessment. Shade in the circle next to the response that best describes your answer or you may write in an answer when the directions specify to do so.

1. What services do you feel that residents need most in your community? (please mark all that apply):
  - Help finding a job
  - Job training classes
  - Help with resume
  - English as a second language tutoring
  - Complete GED
  - Complete post-secondary education
  - Financial assistance for college
  - Help managing money
  - Learn how to establish good credit
  - Basic dental care
  - Basic eye care
  - Access to healthcare
  - Drug/alcohol counseling
  - Other \_\_\_\_\_(please write in)
  - Help getting food
  - Clothing for work
  - Clothing, in general
  - Reliable transportation
  - Reliable/affordable childcare
  - Legal help (a lawyer)
  - Rent assistance
  - Home repair
  - Home weatherization
  - Regular child support payments
  - Help finding affordable housing
  - Help with utility bills
  - Counseling/mental health services
  
2. What needs in community do you feel are unmet or insufficiently met?
  
3. Are you interested in participating in a focus group to further discuss community needs?
  - Yes (please fill in name and contact information below)
  - No



## **Louisville Metro Community Action Partnership (CAP) Needs Assessment Service Providers Survey**

The needs and goals of Metro Louisville residents are an important part of Community Action Partnership's mission and planning process. Every year, we conduct a needs assessment survey to obtain the opinions of area residents. CAP staff and our Administering Board will review the results of the surveys to develop a work plan that best meets our community's needs.

Please take a few moments to complete the following assessment. Shade in the circle next to the response that best describes your answer or you may write in an answer when the directions specify to do so.

1. In your experience, thinking about clients served in the last six (6) months, what services are your clients most in need of (please mark all that apply):
  - Help finding a job
  - Job training classes
  - Help with resume
  - English as a second language tutoring
  - Complete GED
  - Complete post-secondary education
  - Financial assistance for college
  - Help managing money
  - Learn how to establish good credit
  - Basic dental care
  - Basic eye care
  - Access to healthcare
  - Drug/alcohol counseling
  - Other \_\_\_\_\_(please write in)
  - Help getting food
  - Clothing for work
  - Clothing, in general
  - Reliable transportation
  - Reliable/affordable childcare
  - Legal help (a lawyer)
  - Rent assistance
  - Home repair
  - Home weatherization
  - Regular child support payments
  - Help finding affordable housing
  - Help with utility bills
  - Counseling/mental health services
  
2. What needs in community do you feel are unmet or insufficiently met?
  
3. Are you interested in participating in a focus group to further discuss community needs?
  - Yes (please fill in name and contact information below)
  - No



**CSBG Planning Meeting  
February 12, 2010  
8:30 a.m. - 4:30 p.m.**

**In Attendance**

Mary Elizabeth Miles, Tonia Phelps, Becky Montague, Brooke Searcy, Debbie Belt, Lindsay Ranly, Erin Waddell, Allison Botula, Nneka Moseley, Michelle Garret, Al Humphries

**Discussion**

The Annual CSBG Planning Session for Fiscal Year 2010/2011 was conducted on February 12, 2010 at the Iroquois Amphitheater Community Conference Room. The CAP Management Team was lead by Tonia Phelps, CSBG Director, in a review of the following:

- National Labor and Economy Trends
- Local Occupational Employment and Wage Estimates
- National and Local Senior Trends and Volunteerism
- National Disability Status

A detailed review of the 2009-2010 Needs Assessment results was presented by Allison Botula. In addition to client surveys, the Needs Assessment results contain service providers, focus groups, and general members of the public. The meeting attendees were provided a copy of the Needs Assessment results and demographic information was reviewed. Special focus was placed on the question, "What has kept you from reaching your personal and professional goals?" The top 10 replies were the following:

1. Unemployed
2. Health Problems
3. Credit Problems
4. No College Degree
5. Disability
6. No Health Insurance
7. Unaffordable Housing
8. No Transportation
9. No High School Diploma
10. Criminal Record

The team also reviewed and discussed the question, "What do you feel may help you to reach your personal and professional goals?" The top 10 replies were the following:

1. Help Finding a Job
2. Help with Utility Bills
3. Rent Assistance
4. Job Training Classes
5. Learn to Establish Good Credit
6. Basic Dental Care
7. Reliable Transportation
8. Financial Assistance for College
9. Home Weatherization
10. Basic Eye Care & Help Finding Affordable Housing

Tonia Phelps then asked the team to think about what the issues are in regards to the following three main Focus Areas: Families (Direct Services), Community (Advocacy and Outreach), and Agency (Administering). The team brainstormed and thought of over 35 issues ranging from today's

challenges to life after stimulus. The team then brainstormed once again by writing solutions on large post its and placing them on the wall under one of the three main focus groups. Tonia then gave each team member 20 points to distribute amongst the solutions so we would be able to comprehend the strongest solutions. These exercises helped guide the team so they were able to rank the nine CSBG Service Categories for Fiscal Year 2010-2011.

The team then reviewed the budget proposal and ranking of the nine CSBG Service Categories from Fiscal Year 2009-2010. The team established what priorities have changed since the previous Fiscal Year and determined what priorities should remain the same based upon the needs in our community. A discussion followed relating the Needs Assessment results to the nine CSBG service categories and also correlating the results with Maslow's Hierarchy, a socially structured view of human needs and motivations, which was helpful in evaluating the categories in the 2009-2010 Plan.

Meeting attendees assigned the following order to the nine CSBG Service Categories for the 2010-2011 program year based on the discussion and determined the following results:

1. Employment- Based on current state of economy and Needs Assessments results
2. Emergency- needs more funding in order to be responsive to the needs in our community
3. Education- expand vocational training opportunities
4. Nutrition- most of funding supplements the Summer Food Service Program
5. Linkages- Our exercises helped us realize we need to focus on community goals through advocacy and outreach
6. Health- continuation of existing program and expansion of services
7. Income Management- continuation of services and anything beyond that level will be outsourced to organizations that have expertise in this area
8. Housing- Engage contractors to expand the services in order the meet the demand for housing assistance. Our goal is to become a certified Housing Counseling Agency.
9. Self Sufficiency

The order is slightly different than the 2009-2010 program year, due to the Annual Needs Assessment results, the recession and the American Recovery and Reinvestment Act. The rankings were determined based upon Maslow's Hierarchy, the services we currently provide, services that are available through other established resources in our community, the need for expansion of existing services, and the estimated annual budget savings or added costs. Need for Employment was first and foremost because it was ranked at the top of the lists throughout our Needs Assessment and has been a significant goal of our ARRA funding. Self Sufficiency was ranked as the last CSBG Service Category because it is known as Maslow's Self Actualization need. It is considered the highest level of hierarchy, which individuals may achieve and occurs once they reach their full potential. Therefore, the team felt the other needs must be met first and then Self Sufficiency will follow.

The team then discussed the following Additional Proposed Action Plans for the enhancement of our current programs:

- Formalize follow up process for scholarship recipients
- Re-vamp Capital Investment Journey
- Re-vamp hearing health initiative (propose to reallocate funds to prescription program and/or vision program)
- Re-allocate LBJ Resource Room Budget to Aging in Place initiatives
- Integrate senior programs and services into overall service delivery plan
- Continue health screenings for seniors
- Policy change to allow caregivers to respond on behalf of homebound individuals who are seeking CAP services.

**LOUISVILLE METRO COMMUNITY ACTION PARTNERSHIP ADMINISTERING  
BOARD MEETING MINUTES  
February 18, 2010**

**Call to Order**

The meeting was called to order at 5:35 pm by Michael Brooks, Board Chairperson.

**Roll Call**

The roll call was conducted by Brooke Searcy and the following Board members were present: Mr. Michael Brooks, Mr. Michael Dean, Ms. Rose Robinson, Ms. Velma Martin, Mr. Chris Locke, Ms. Lizabeth Mays, Ms. Jo Anne Orr, Ms. Jean Russell, Ms. Sandra Fuqua, Ms. Janet Jernigan, Ms. Shelley Kahn, Mr. Jonathan Dooley, Mr. Tim Barry, Ms. Jackie Stamps, Ms. Nancy Ray, and Ms. Mary Ann Wheatley. There were 16 out of 23 members present, which did constitute a quorum.

The following employees attended on behalf of CAP: Ms. Mary Elizabeth Miles, Ms. Debbie Belt, Ms. Brooke Searcy, Ms. Tonia Phelps, Ms. Lindsay Ranly, Ms. Allison Botula, Mr. Justin Sayers, and Ms. Maribeth Schneber.

**Approval of Minutes**

The Minutes for the October 15, 2009 meeting was presented for approval by Mr. Michael Brooks. The Minutes had been sent to the members prior to the meeting for review.

A motion to approve the Minutes was made by Mr. Jonathan Dooley and Ms. Jean Russell seconded the motion for approval. A vote was taken and the motion passed unanimously.

Mr. Michael Brooks then welcomed the following new board members and they each told us a little about themselves: Ms. Jo Ann Orr, Mr. Michael Dean, Mr. Tim Barry, and Ms. Jean Russell.

**Director's Report**

Mary Elizabeth Miles distributed Handouts (included in the Board packets) and gave a brief update on the following initiatives/programs:

- Operating Budget Summaries for December and January
- Board Participation Survey for 2010 was distributed and asked to be returned by March 25, 2010 to Brooke Searcy either by email ([brooke.searcy@gmail.com](mailto:brooke.searcy@gmail.com)), mail (810 Barret Ave. Louisville, KY 40204) or fax (574-1246).
- CSBG American Recovery and Reinvestment Act Update on the following programs and statistics
  - The Community Empowerment Project
  - Pathways in Action Expansion
  - Safety Net Emergency Assistance- all funding has been expended
  - 52.53 Jobs Created
  - 32.82 Jobs Preserved
  - 1,269 Families Served
  - \$659, 000 Stimulus Dollars Spent

## **Unfinished Business**

Debbie Belt presented the Board with a Summary regarding the two Private Sector Vacancies, which included the following information:

- The current individuals/organizations represented in the Private Sector
- CAP staff's nominees and brief bios for each:
  - Catholic Charities (Cathy Palmer-Ball)
  - Crown Medical Services (Nicole Teague)
  - JCPS (Aukram Burton)
- CAP's Administering Board's Policies and Procedures regarding Private Sector Board Members for guidance
- She informed board members to please send any other nominations of other organizations/individuals to her by phone (574-6200) or email ([Debbie.Belt@louisvilleky.gov](mailto:Debbie.Belt@louisvilleky.gov)) by March 25, 2010, so that a full list can be submitted for a vote at the April 15, 2010 Board Meeting.

## **New Business**

Mr. Michael Brooks introduced Maribeth Scneber and Justin Sayers, two of CAP's ARRA interns, to present the 2010 Community Needs Assessment Results. The board members were also given a handout of the Power Point Presentation. The presentation included the following information:

- Mission of LMCAP
- Purpose of the Needs Assessment
- Methodology behind the Needs Assessment
- Basic Respondents' Information (demographics, etc.)
- Goals and Barriers for Respondents'
- Focus Group Information
- Factors to Consider when ranking the Nine CSBG Service Categories
- Consideration for Priority Settings

After the presentation, Ms. Tonia Phelps presented the past (FY 2010) and proposed (FY 2011) ranking of the Nine CSBG Service Categories. Ms. Phelps then facilitated the Board's discussion regarding the following proposed ranking of the CSBG Service Categories:

1. Employment- based on the current state of economy and Needs Assessments Results
2. Emergency- also based on the current state of the economy; therefore, requiring more funding in order to be responsive to the needs in our community
3. Education- desire to expand vocational training opportunities
4. Nutrition- most of allocated funding supplements the Summer Food Service Program
5. Linkages- our exercises, during our planning meeting, helped us realize we need to focus on community goals through advocacy and outreach
6. Health- continuation of existing program and expansion of services; therefore, staying in the same ranking position as last year's ranking.
7. Income Management- continuation of services and anything beyond that level will be outsourced to organizations that have expertise in this area
8. Housing- engage contractors to expand the services in order the meet the demand for housing assistance. Our goal is to become a certified Housing Counseling Agency.
9. Self Sufficiency- CAP views this category as more of our goal versus one of the nine categories; because it usually occurs once our clients' reach their full potential. Therefore, the team felt the other needs must be met first and then Self Sufficiency will follow.

There were questions and discussion amongst members regarding the following issues:

- Consequences of setting the priorities regarding allocation of budget
- Focus group participation
- Definition of Emergency Assistance Category
- Programs currently offered for Income Management
- Explanation of Ranking of Housing Category
- Board members requested we distribute the Poverty Trends for Jefferson County in 2009 once they are released by the Census Bureau
- Board members stated that they would like to assist us with FY2012's distribution of the Needs Assessment

Ms. Phelps addressed each question satisfactorily and a motion to approve the ranking of the Nine CSBG Service Categories was made by Ms. Lizabeth Mays and Ms. Nancy Ray seconded the motion for approval. A vote was taken and the motion passed unanimously.

Board members then discussed a date for the Special Called Meeting regarding their Approval of the FY 2010-2011 CSBG Annual Plan. The date was set for March 25, 2010 from 11:00 a.m. – 1:00 p.m.

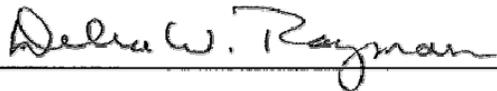
### **Adjournment**

There being no other items for discussion, the meeting adjourned at 7:10 p.m.

Submitted by:

Brooke Searcy, LMCAP Project Coordinator

Approved by:



Debra Rayman, LMCAP Administering Board Secretary

c) DESCRIPTION OF COMMUNITY STRENGTHS AND NEEDS

Louisville, Kentucky has many strengths as a community. Geographically, Louisville is located within the boundaries of Jefferson County simplifying our agency's service area. As mentioned previously, our city and county governments merged in 2003 creating a unified local government reducing the risk for duplication of services. Our school systems merged in 1975 providing a foundation for unified social services. Economically, Louisville boasts a lower cost of living than other states. The Transit of Authority of River City (TARC) provides affordable public transportation with some exceptions of access in our outer county areas.

Despite all our strengths, the economic downturn has been difficult for our families and the statistics are sobering. Unemployment, foreclosure, and high rates of incarceration and deaths due to respiratory illness are challenges in our community. Throughout the downturn, Louisville/Jefferson County reported unemployment rates remaining steady at 10.5% above the national average of 9.7% (*U.S. Bureau of Labor Statistics*). Today over 60% of Louisville public school students qualify for free/reduced lunch (*Jefferson County Public Schools*). Foreclosures increased 159% in Louisville from 2008-2009 (*State of Metropolitan Housing Report, 2009*). While poverty exists throughout our metropolitan area, some neighborhoods experience disproportionate rates of families living in poverty. Those neighborhoods include, but are not limited to Northwest, South Central, and Newburg. A presentation of poverty data from the most recent decennial census is provided online at the following website address: <http://www.louisvilleky.gov/NR/rdonlyres/33E3B6A2-9DD35-4534-8F56-540D9B06CEE4/0/poverty.pdf>

Louisville has great needs in the area of healthcare. The 2006 age-adjusted death rate from all causes in Jefferson County was 947.6 per 100,000. This is substantially higher than the national rate of 776.5. The leading causes of death in 2006 were heart disease, lung cancer, and COPD representing more deaths related to respiratory conditions. Poor air quality and high rates of smoking are significant contributing factors. A detailed 2009 Health Status report for the city, conducted by the Metro Department of Public Health and Wellness, is available online at the following website address: [http://www.louisvilleky.gov/NR/rdonlyres/24260BFF-D353-437C-9A82-3EB59FD37BC2/0/HSAR\\_2007.pdf](http://www.louisvilleky.gov/NR/rdonlyres/24260BFF-D353-437C-9A82-3EB59FD37BC2/0/HSAR_2007.pdf)

Kentucky's rate of incarceration has grown the fastest nationally. A recent report from the Pew Center on States explained that Kentucky's rate of incarceration increased 12% in 2008 and is expected to maintain that trend. Most of those individuals incarcerated are in Louisville, Kentucky. Assisting the current and formerly incarcerated became an agency priority in 2009. LMCAP will continue and expand our services to this population during FY11.

A dramatic and recent increase in our community of immigrants and refugees arriving in Louisville provides both strengths and needs. Our newest neighbors provide vibrant diversity and a motivated workforce. They also pose challenges in communication, education, and cultural needs. LMCAP continues to identify new ways and services needed to engage our newest neighbors. A thorough study of this issue was conducted by the Urban Institute of Washington D.C. in 2006. The results of the study are described in the report "A

Profile of the Foreign-born in the Louisville Metropolitan Area.” It is available online at the following website address: <http://www.louisvilleky.gov/International/Urban+Institute+Study.htm>

#### i) RANGE OF SERVICES

In 2008, 92,874, persons live in poverty in Jefferson County. That represents nearly 13.6% of our service area. Fighting poverty is a community initiative. Dozens of service providers join efforts in a variety of forums to address the causes and conditions of poverty. LMCAP is a partner in this community initiative.

Many social service agencies work together in Louisville/Jefferson County in order to meet the high need for assistance and the address causes of poverty including financial insecurity, limited education/training, insufficient employment, inadequate housing, limited access to medical and behavioral healthcare, etc. While many agencies may address similar needs, each agency has a different model of service delivery and eligibility guidelines. This collaboration is made possible through umbrella organizations and task forces, such as the Association of Community Ministries, Metro United Way, the Coalition for the Homeless, Louisville Metro Re-entry Task Force, Neighborhood Place and others. LMCAP, as part of the Louisville Metro Department of Housing and Family Services, participates in many of these forums as an advocate for those living in poverty.

Areas addressed by such organizations include, but are not limited to, family support, health and nutritional needs, and income management. Services for eligible clients might include: case management, child care, transportation, family counseling, financial assistance, outreach, advocacy, information/referral and job retention services.

Service providers having a measurable and potentially major impact on the causes of poverty in the community:

1. Association of Community Ministries
2. Center for Accessible Living
3. Center for Women and Families
4. Community Coordinated Child Care (4Cs)
5. Dare to Care
6. Jefferson County Public Schools
7. KentuckianaWorks
8. Kentucky Cabinet for Health and Family Services
9. Kentucky Office for Employment and Training
10. Louisville Coalition for the Homeless member agencies
11. Louisville Metro Community Action Partnership
12. Louisville Metro Housing and Community Development
13. Louisville Metro Housing Authority
14. Louisville Metro Human Services
15. Louisville Urban League
16. Metro Human Needs Alliance member agencies
17. Metropolitan Housing Coalition member agencies
18. Metro United Way
19. New Directions Housing Corporation

20. Salvation Army
21. St. Vincent DePaul
22. Volunteers of America of Kentucky
23. Wayside Christian Mission
24. YouthBuild
25. Youth Opportunities Unlimited

ii) ACTIVITIES TO ASSIST THE POOR

**1) “To secure and retain meaningful employment”**

In Louisville Metro, an array of employment programs serves various populations: youth, seniors, persons with disability, recipients of public assistance, displaced workers, veterans, and refugees. The scope and availability of services for these populations also vary.

The list below is a breakdown of employment programs for low-income persons in restricted and non-restricted categories:

General Programs – No restrictions

- Jefferson County Public Schools Career Assessment Center
- Jefferson County Public Schools Workforce Services
- KentuckianaWorks
- Kentucky Office for Employment and Training
- Louisville Central Community Center, Inc. Self-Employment
- Louisville Metro Health Department
- Louisville Urban League Employment Services
- Metro United Way Special Outreach Services to the unemployed

Programs for Economically Disadvantaged

- Louisville Metro Community Action Partnership
  - Job Training
  - Job Readiness
  - Employment Counseling
- Career Resources Inc.
- Community Coordinated Child Care (4Cs)
- Jewish Family & Vocational Services
- Job Corps Employment Training Program
- KentuckianaWorks
- Louisville Education and Employment Partnership
- Louisville Youth Alliance
- Migration and Refugee Services, a Catholic Charities agency
- Kentucky Refugee Ministries
- Project One

- Wesley House Community Services Louisville Works

Programs for Persons with Disabilities

- Access Partnership
- Career Visions
- Center for Accessible Living Employment Program
- Goodwill Industries
- Harbor House
- Kentucky Department of Vocational Rehabilitation

Programs Specifically for Seniors

- Senior Community Service Employment Program

LMCAP Employment counselors provide employment services to clients on a referral and walk-in basis. In addition, employers are invited during the Low Income Energy Assistance Program to recruit qualified employees. In an effort to assist with attainable employment, LMCAP is partnering with 4Cs to assist job seekers with child care costs.

**2) “To attain an adequate education”**

Jefferson County Public Schools (JCPS) is responsible for providing the community’s children with a sound education. The school system continues to develop and offer education programs to ensure children and adults receive an adequate education.

JCPS offers educational services for children in Preschool, Head Start Program, Kindergarten, Elementary, Middle and High School, providing academic instruction that leads to earning a high school diploma. Alternative educational services are offered to students, ages 16 to adult, who choose to earn a high school diploma at their own pace. In addition, adult educational centers located throughout the county provide remedial and academic instruction in preparation for the General Education Development (GED) test.

Many students in Louisville Metro do not identify English as their primary language. Several community partners such as Catholic Charities, Americana, Kentucky Refugee Ministries, and Americana Community Center, exist to address this language barrier. JCPS has an extensive ESL (English as a Second Language) program and provides services targeted towards the growing LEP (Limited English Proficiency) population in Louisville.

LMCAP offers educational scholarships that provide funds for tuition, books and educational supplies for income-eligible individuals pursuing post-secondary educational opportunities. In 2009-2010, LMCAP has provided over \$35,000 in scholarships to 12 students thus far. The CAPital Investment Program provides low income high school seniors an opportunity for substantial funding for college scholarships and related expenses such as: room, board, books, and supplies. LMCAP collaborates with 4Cs in to provide child care for students.

### 3) “Better use of available income”

Our community provides income management services to low-income persons in a variety of areas. The following agencies provide the services listed below:

- **Consumer Credit Counseling and Urban League**  
Agency provides free budget counseling and debt management assistance to help those with debt problems avoid bankruptcy; services include debt consolidation, developing repayment plans, and personal budget counseling to avoid future problems.
- **South East Associated Ministries: Life Skills Center**  
Services, which are provided to residents of the Hikes Point, Buechel and Newburg areas (40218 and 40220), are aimed at building skills through various activities including support groups, life skills workshops, training on job search and retention, job counseling, budget counseling and computer training. The agency also provides homeless prevention services and case management.
- **GuardiaCare: Payee and Guardianship Services**  
Agency provides daily money management services and court-appointed fiduciary services for individuals who are elderly, disabled, or homeless and cannot handle their own finances.
- **Internal Revenue Service: Volunteer Income Tax Assistance (VITA)**  
Agency trains volunteers, including retired and senior volunteers, to offer free tax preparation in neighborhood locations for low-income individuals.
- **Louisville Asset Building Coalition (LABC): VITA, Earned Income Tax Credit (EITC) and Financial Literacy**  
Coalition partners recruit volunteers to provide free tax preparation for low income individuals with the goals of increasing participation in EITC. In addition, LABC offers credit building, debt management and financial education.
- **Center for Women and Families: Individual Development Accounts (IDAs)**  
In addition to coordinating the Louisville Asset Building Coalition (LABC), the agency provides IDAs to community residents. The center provides \$2 for each \$1 the participant saves.
- **Project Warm: Weatherization and Training Supplies**  
Project Warm provides energy management services to low-income persons with the goal of lowering their heating costs. LMCAP partnered with Project WARM this year, providing weatherization training, energy conservation awareness and additional weatherization kits for LMCAP clients.

LMCAP offers Finance 4 U, which is a financial literacy program designed to teach participants basic money management skills in the areas of budgeting, banking, investing, spending wisely, and developing a savings plan. LMCAP direct services staff offer basic budgeting and income management services to each client participating in case management.

#### **4) “Obtain and maintain adequate housing”**

Louisville Metro Housing and Community Development is a division of the Department of Housing and Family Services. This agency provides home repair, weatherization, homeownership assistance, and home rehabilitation to eligible residents. LMCAP and Housing have developed an innovative partnership with our Community Action Coordinators. This partnership creates an opportunity for LMCAP to identify income-eligible families and individuals interested in home ownership and connect them to programs that provide the opportunity for ownership rather than subsidization.

Louisville Metro Housing and Community Development provides weatherization to clients. In addition, a partnership with Project Warm provided on-site weatherization training to LIHEAP clients as well as residents throughout the community. Once training is completed, trainees receive a free weatherization kit that includes items such as CFL light bulbs, window plastic and rope caulk.

Jefferson County is fortunate to have a large number of individuals and institutions concerned with the issue of affordable housing. LMCAP collaborates with community housing agencies to ensure the availability of and access to affordable housing in Louisville Metro. Agency resources include government funding, housing providers, and support services. Some of these agencies are Kentucky Housing Corporation, Louisville Metro Housing Authority, Metro Housing Coalition, and New Directions Housing Corporation.

The Metropolitan Housing Coalition has an organizational membership of over 200 housing advocates, banks, government entities and non-profit institutions (including LMCAP).

#### **5) “Obtain emergency services”**

There are numerous public and private institutions addressing the emergency needs of Louisville Metro residents. Within LMCAP, the LIHEAP subsidy and crisis programs provide emergency energy assistance to an estimated 20,000 households annually. During the 2009 LIHEAP Crisis season, LMCAP had the highest rate of new clients in the state of Kentucky. 62% of applicants that received assistance during this period of time had never received LMCAP services in prior years. In 2009-2010, LIHEAP served over 16,000 household providing over four million dollars in energy assistance through the Crisis program.

Emergency financial assistance is available through LMCAP, Louisville Metro Human Services, Neighborhood Place, and JCPS FRYSCs. Generally, clients are eligible for assistance one time annually and household income and documentation are generally part of the determination of eligibility. In response the record high unemployment rates in

Louisville Metro during 2009-2010, LMCAP increased our available funds for emergency assistance by 173%.

Fifteen community ministries serving Jefferson County provide emergency financial assistance to those in need of rental and utility payments, prescription drugs, and emergency food and clothing.

Emergency shelter is available through a network of agencies including Salvation Army, Wayside Christian Mission, Center for Women and Families, YMCA Safe Place, and St. Vincent DePaul, and the Home of the Innocents.

Salvation Army has 98 emergency beds. Wayside Christian Mission has 345 beds for single men, 106 beds for women, and 50 units for homeless families. The Center for Women and Families has 46 emergency beds in its shelter reserved for women and children, primarily those fleeing from domestic violence or other crisis situations. YMCA Safe Place can shelter 20 youths ages 12-17. The Society of St. Vincent DePaul has 41 emergency beds for single men. Children can receive emergency housing at the Home of the Innocents. The Healing Place for Men and the Healing Place for Women offer 32 and 12 emergency beds, respectively, in their shelter facility designed for those recovering from addiction.

Dare to Care Food Bank supplies emergency food boxes to area residents, feeding over 192,000 people last year through a network of 30 neighborhood distribution centers (one of which is operated by LMCAP). These food boxes supply enough nourishment for 4-7 days, depending on need; food is given to residents at no cost.

## **6) “Nutrition Services”**

In addition to providing emergency food, Dare to Care Food Bank operates 13 Kid’s Cafes, which provide over 98,000 evening meals per year to children in need. This organization distributes approximately 31.1 million pounds of food to residents each year, working in partnership with 320 local agencies, including LMCAP. Over 192,000 people per year are provided with food from Dare to Care Food Bank.

Meals on Wheels and the Senior Congregate Meal Program serve homebound and active seniors respectively. During February 2010, a total of 1183 meals were served at congregated sites and 7075 hot meals were delivered to homebound seniors.

LMCAP’s Summer Food Service for Children Program is federally funded by the USDA, and is a pass-through grant from the Kentucky Department of Education. This program provides breakfast, lunch, snack, and/or supper to low-income children throughout the county at 183 different locations. The program begins during the first week of June and generally runs through late July or early August.

Activities in this area focus on achieving ROMA Goal 6: Low income people, especially vulnerable populations, achieve their potential by strengthening family and other supportive systems. Seniors participating in the Meals on Wheels and Senior Congregate Programs are able to remain independent through participation in these supportive systems. Families of

the youth participating in the Summer Food Service Program have nutritional needs met throughout the summer months which lessens the stress of food insecurity when school lunches are unavailable.

#### **7) “Achieve greater participation in the affairs of the community”**

Our *CAP on the Move* initiative started in 2008 has made it possible for LMCAP to achieve greater participation in the affairs of the community. During 2009-2010, LMCAP collaborated with over 200 agencies and organizations to serve clients, build better communities, and advocate for those in need.

This commitment to collaboration is most evident in the following partnerships and programs: Neighborhood Place, Louisville Metro Housing and Community Development, Louisville Metro Department of Corrections, Foster Grandparents, Winter Help Board, Louisville Metro Emergency Medical Services and Bank On Initiative.

Neighborhood Places are “one-stop” centers in eight areas throughout Louisville Metro with high rates of poverty. The centers provide residents access to health, education, workforce services and human services in one location. Partnering agencies include Kentucky Cabinet for Health and Family Services, Louisville Metro Department of Housing and Family Services, Jefferson County Public Schools, and Seven Counties Services, Inc. LMCAP has a Community Action Coordinator assigned to each Neighborhood Place to provide access for referral and information.

Our Community Action Coordinators are working closely with our Louisville Metro Housing and Community Development division to identify opportunities to enhance housing options through the ARRA-funded Neighborhood Stabilization Program and other community investment programs including home-ownership counseling. Community Action Coordinators seek to increase partnerships among supporters and providers of services to low-income people, the basis of ROMA Goal 4.

ARRA funds provided the support to expand our Pathways in Action program in 2009-2010. Pathways in Action is an innovative initiative to provide intensive case management services to participants who are incarcerated in the Louisville Metro Department of Corrections or have been formerly incarcerated.

Our LMCAP Foster Grandparents Program places nearly 100 income-eligible seniors in volunteer roles throughout our community. The majority of our grandparents are critical volunteers in Jefferson County Public Schools.

LMCAP’s participation in our community’s Winter Help Board along with our Community-area Ministries network ensure that keeping our neighbors warm is a community priority. Our involvement provides essential outreach for our LIHEAP program.

## **8) “To remove obstacles and solve problems affecting self-sufficiency”**

A new LMCAP case management team, called Team Hope, was formed to provide case management services to clients who may be vulnerable in multiple CSBG service categories. An assessment is conducted with clients receiving services through the Education, Training and Employment division, and the results of this assessment may result in a referral to a case manager in Team Hope. Clients participating in job training, financial literacy courses or receiving educational scholarships are enrolled in the Support Services program and are provided case management services. Clients may receive supports to remove barriers to employment and education through child care assistance, transportation assistance, housing or medical needs.

The division of Louisville Metro Human Services, under the Department of Housing and Family Services, works to empower families and individuals in the community to achieve self-sufficiency by providing information and referral, crisis intervention, and direct services to those in need. The purpose of this agency is to help families combat the multiple problems they face by assessing their situations as a whole, then linking the family to available community resources.

The Family Assessment and Support Program provide case management services for at-risk families who experience problems such as truancy, parent/child conflicts, or homelessness. Operation Self-Help is a self-sufficiency program providing intensive case management services to residents living in public or Section 8 housing. Under a contract with the Louisville Metro Housing Authority, Family Services staff member’s work with families to accomplish long-term goals and to develop knowledge about income management, homeownership, job skills, and parenting skills. LMCAP has expanded financial literacy opportunities to individuals most in need of these services.

## **9) “Emergency provision of goods and services – health care”**

Access to affordable, quality healthcare is a challenge for our community. Louisville Metro has several programs to ensure the provision of emergent and preventive healthcare including Family Health Centers, Inc., Passport insurance, Phoenix Health Centers, CAP Cares and our Summer Heat Relief program.

Family Health Centers, Inc. (FHC) is a non-profit healthcare organization created to ensure that all families in Jefferson County have access to medical treatment, whether or not they have the ability to pay for services. Services are available, during the regular hours of operation, for anyone in need of care.

Passport insurance is the state-funded insurance providers for children under 18 to ensure access to medical care.

Phoenix Health Center is a non-profit medical facility that provides medical treatment and prescription assistance to individuals who are homeless.

CAP Cares is a new initiative created in response to community request for assistance with health-related costs that gone unaddressed create barriers to employment. LMCAP operates a Summer Heat Relief program which provides air conditioners to income-eligible individuals whose health would deteriorate without air conditioning. WLKY-TV (Channel 32), through its “Fan Club,” works with LMCAP to solicit the public for donations of fans for the program.

### iii) COORDINATION AND LINKAGES WITH GOVERNMENT AND OTHER SOCIAL PROGRAMS

LMCAP’s coordination and linkages with government and other social programs ensure the effective delivery and reduced risk of duplication of services to income-eligible clients. LMCAP collaborates with the following agencies and/or forums:

- Jefferson County Public Schools Early Childhood Education (Head Start) Board
- Jefferson County Public Schools, Adult Education and Lifelong Learning
- Jefferson Community and Technical College
- Louisville Free Public Library, educational outreach services
- Louisville Metro Solid Waste Management Systems, neighborhood clean-up initiatives
- MetroCall, various programs
- Operation Brightside, assist with neighborhood clean-up and intergeneration garden project
- Louisville Metro Department of Corrections, Pathways to Action program
- As a public non-profit agency, LMCAP is a member of the Department of Housing and Family Services, which is comprised of 3 of Louisville Metro’s human service agencies: Louisville Metro Human Services (includes the Office of Aging and Disabled Citizens, Office of Women, Office of Homelessness), Housing and Community Development and LMCAP.
- Metro Parks
- Transit Authority of River City, emergency transportation
- Urban and suburban Louisville Metro Fire Departments, delivers food to Meals on Wheels in emergent situations as needed
- Louisville Metro Police Department, delivers emergency items as needed
- Louisville Metro Health and Wellness, EMT training
- Louisville Metro Re-Entry Task Force
- Goodwill Industries
- University of Louisville
- Dare-to-Care

#### iv) COLLABORATION WITH PRIVATE SECTOR

The Louisville Metro Community Action Partnership actively encourages entities in the private sector of the community to engage in efforts to ameliorate poverty. The following is a partial listing of such partners:

- E-On (formerly LG & E)
- Dare to Care
- MPC Promotions
- WLKY
- Papa Johns
- Norton Healthcare
- Mastersons
- Housing Partnership Inc.
- Home Instead Senior Care
- Louisville Urban League
- Legal Aid Society
- Community Coordinated Child Care
- LifeLine Screening
- American Red Cross
- Shaheens
- Truck America Training
- Dental Careers of Southern Indiana

The LMCAP Summer Food Service program also works in collaboration with over **180** organizations in the private sector, such as churches, summer camps, and daycares to provide meals for low-income youth. Cooperation between LMCAP and these private sector agencies makes this program possible.

Greater Louisville Inc., the Louisville Metro Chamber of Commerce, works to attract, provide services for, and expand businesses in Jefferson County. As local business expands, the number of employment opportunities available to residents of the community is increased. Part of Greater Louisville Inc.'s mission is to support minority owned businesses, and to increase the standard of living for all Louisvillians.

#### v) ECONOMIC DEVELOPMENT

LMCAP is committed to Economic Development in the Louisville Metro area. Primary activities in this category include job creation; job training and placement; outreach and technical assistance to develop micro-enterprises, and micro-enterprise loans.

Micro-enterprise development is a beneficial strategy to an individual entrepreneur as well as the community in which it resides as it promotes economic development and employment opportunities in low-income areas.

CAP is the lead agency for micro-enterprise development activities. CAP will conduct outreach to identify potential micro-enterprise participants; provide them with technical

assistance to create business plans, assist in the selection of an appropriate business site, expose participants to financing options and requirements, walk them through the permitting and approval process and assist them in finding micro-enterprise loans. Loans will be made when a relatively small investment of CDBG (Community Development Block Grant) funds will: 1) leverage other resources; 2) provide gap financing that keeps a project moving forward; 3) support local business ownership; 4) revitalize neighborhoods; or 5) create, retain or expand micro-enterprise or small businesses to increase tax revenue and sustain local services. CAP will be the lead in micro-enterprise recruitment and technical assistance by means of the eight Community Action Coordinators.

vi) EQUAL OPPORTUNITY EDUCATION

LMCAP will not discriminate on the basis of age, religion, color, disability, national origin, race, sex, veteran status, sexual orientation, gender identity, or political opinion in its employment practices, educational programs, services, or activities. Equal opportunities are promoted as an integral part of policy and practice. Louisville Metro Community Action Partnership will comply with nondiscrimination policies as written in the Louisville Metro Personnel Policies handbook.

In Metro Louisville, many organizations help to educate the public on equal opportunity matters and enforcement of Equal Opportunity regulations. Some of these organizations include: Louisville Metro Human Relations Commission, Louisville Metro Department of Human Resources, Legal Aid, the Louisville Urban League, and the Kentucky Commission on Human Rights. In addition, numerous groups advocate on behalf of the disabled, immigrants and refugees, the elderly, children, and gays and lesbians in Jefferson County.

LMCAP staff is knowledgeable about the community resources stated above, and will refer customers as needed. Equal opportunity legislation and regulations are posted at each of our locations. Participants in our employment training programs are informed of their rights under the law and printed information on the issue is made available at our service locations.

d) PRIORITIZING CSBG SERVICE AREAS FOR 2010-2011 AND DETAILED SERVICE ACTIVITIES

LMCAP's Administering Board met on February 18, 2010 and received an overview of the agency's needs assessment survey results and a list of proposed priorities for FY 10-11. The board members unanimously adopted the order of ranking for the nine service areas, in the following order: Employment, Emergency Services, Education, Nutrition, Linkages, Health, Income Management, Housing, and Self-Sufficiency. Through board participation and investment, the agency increases its capacity to achieve results (ROMA Goal 5).

The rankings support Community Action Partnership's mission and vision statements as well as LMCAP's best use of resources. The top priorities in the needs assessment surveys, the clients' services to be obtained through information and referral, and the strengthening of our partnerships and collaborations with other human services organizations were used to determine the order of service categories. The new rankings for the Service Areas are as follows:

1. Employment
2. Emergency Services
3. Education
4. Nutrition
5. Linkages
6. Health
7. Income Management
8. Housing
9. Self-Sufficiency

### **Procedures for Direct Provision of Service or Information Referral**

#### **1. Employment**

Louisville Metro Community Action Partnership partners with local training providers to deliver customized job training to clients interested in obtaining increased job skills. The provision of ARRA dollars in 2009-2010 allowed the agency to expand its training classes to provide a greater number of Certified Nurse Assistant (CNA) courses for those interested in pursuing a career in nursing. In addition, the agency identified other lower cost, high demand job training programs and recruited partners, through a bid process, to provide the hard skills training for participants. Included in these training programs are Commercial Driver's License, Dental Assisting, Spanish Child Caretakers, and Emergency Medical Technician (EMT) training. The agency will continue its partnerships with local training providers in the 2010-2011 program year, and as ARRA dollars are depleted, will determine which training programs yield the best results for employment placement and retention and incorporate these trainings into the regular CSBG allocation.

All participants in a job training program also attend six (6) self development courses taught by a team of LMCAP staff. The courses provide training participants with information on interviewing, budgeting, workplace conduct and a variety of other topics, designed to give the students the tools to succeed in the workplace. In addition, all participants are eligible to receive assistance with transportation, childcare, uniforms or other incentives to enhance the job training experience and remove barriers to initial employment. Each participant is assigned to a staff person who provides support services during the training course and until the client is able to successfully obtain employment and/or all supports have been exhausted. Programs in this area focus on ROMA Goal 1: Low income people become more self-sufficient. Through job training and the enhancement of soft skills, participants develop the tools necessary for career attainment, sustainability and personal growth.

Residents may seek employment services by contacting 3-1-1, Louisville's centralized call center for government services. Other needs may be addressed by telephone or by walking

in LMCAP's district offices. If the service is provided by the agency, staff follows intake procedures and directs the client to the appropriate internal referral source. The staff person determines eligibility for services, and if appropriate, provides the service.

Education, Training and Employment staff work with unemployed or underemployed citizens who need assistance with web-based job searching, resume writing tips, interview skills and other skills necessary to obtain and retain employment. Job seekers may receive TARC tickets while they are participating in job search activities. All employment participants complete an individual or family assessment and develop an employment plan with a staff person who keeps track of progress towards their desired goals. Participants showing commitment and follow-through on active job search are also eligible for support services during job search or upon initial employment to assist with removing employment barriers.

## 2. Emergency Services

Louisville Metro Community Action Partnership provides emergency assistance, throughout the year, utilizing an innovative and efficient service delivery system. Extensive partnerships with other government agencies and local non-profits allow for clients with emergent needs to maximize upon resources available. The agency is able to fill the gaps in the provision of emergency assistance with guidelines that are stringent yet flexible enough to truly meet the needs of citizens.

Emergency assistance programs include, but are not limited to: disaster relief, emergency food boxes provided through Dare to Care, emergency assistance (rent, water, utility), heater assistance program, Summer Heat Relief program (fans) and the LIHEAP Crisis program. The LIHEAP programs are operated in accordance with regulations issued by Community Action Kentucky (CAK) and are offered through site visits at all LMCAP locations.

The provision of emergency services continues to be a high priority for the agency; as tough economic times continue to leave many citizens in vulnerable circumstances. Citizens may walk in to any LMCAP office to request emergency services. Staff follows intake procedures, assesses eligibility and if appropriate, provides the service. Internal or external referrals may be provided for additional services on an as needed basis.

## 3. Education

Information and referral activity in this category are also similar to those in employment. Through its Education in Action Scholarship program, LMCAP offers funds towards college tuition to low income residents who are attending a post secondary learning institution. Scholarships are available two or three times per year, as funds are available. If recipients meet the eligibility criteria, they may reapply for the scholarship at the beginning of each semester. The scholarship program provides significant assistance to several students each year to reach their post secondary educational goals, with no maximum dollar amount placed on annual awards. Recipients complete an application process and are required to check in with a staff person each month. In addition, recipients may be required to provide LMCAP with forty hours of volunteer service throughout the year, as opportunities are available.

In the 2010-2011 year, an emphasis will be placed upon recruitment of individuals seeking vocational training in addition to a traditional two or four year program. Through a nomination process, in partnership with Jefferson County Public Schools, a scholarship opportunity will be provided to students completing their GED who are transitioning into the local community college.

LMCAP devotes resources to provide low income children with educational opportunities and supports to both the youth and family on an on-going basis. This service is a part of the CAPital Investment Journey program. Students may be referred into the program through JCPS teachers and counselors. In the 2010-2011 year, the program will be expanded to serve youth in middle school, in addition to continued support for the elementary age children currently enrolled in the program. This program seeks to provide opportunities -- educational, cultural, and recreational to enhance the child's academic and social success. As a part of the CAPital Investment Scholarship program, freshmen in college may apply to receive assistance with the payment of tuition for their first year in a post secondary institution. In addition, recipients of the scholarship are supplied with a "freshman survival kit" which includes small appliances, bedding, and miscellaneous items needed for success in the transition to college life. The eligibility process is similar to the Education in Action Scholarship.

LMCAP also provides school supplies, at the beginning of each school year, for low income children. In addition to school supplies, children may be eligible for school clothing, including uniforms and shoes. This service is provided to youth on a first come, first served basis.

#### 4. Nutrition

Information and referral activities in this category are similar to those in emergency services. Through a contract with the state Department of Education, LMCAP's Summer Food Service for Children provides thousands of meals to over 7,000 children and youth during the summer months at community and faith-based sites throughout the county (122 sites last year). Sites have to meet strict program guidelines to participate. Program staff monitors the sites frequently to insure regulations are adhered to and are in force. Boxed meals, prepared by a qualified sub-contractor, may include breakfast, lunch and/or dinner.

In addition to the Summer Food Service program, LMCAP distributes commodities to area residents on a monthly basis. Non-emergency food items such as bread and other perishables are also offered weekly, staff follows agency direct service provision procedures similar to those in emergency services.

#### 5. Linkages

Every year the agency conducts a survey to determine the needs of our constituents. Providing clients an opportunity to express their views and influence LMCAP program operation is a vital part of this organization. In addition, opportunities to volunteer are offered for all LMCAP sites. Duties may include clerical tasks, training, general office maintenance, etc. Volunteers are provided with orientation, direction and supervision by agency staff. Our Foster Grandparent Program makes volunteering possible for seniors living in poverty by offering a stipend and travel reimbursement to participants who give

time to local causes. Many of the participants work with children in JCPS on reading skills. Through a partnership with Louisville Metro Government, LMCAP enjoys the benefits of the new Volunteer Center developed by Louisville Metro Government. The agency values capacity building as an essential part of its mission through the utilization of volunteers, embodied in ROMA Goal 3: Low income people own a stake in their community.

In addition to serving the community, volunteers are educated about the state and effects of poverty as well as LMCAP's services. When appropriate, staff may write letters of reference verifying the volunteer's performance. The "CAP on the Move" initiative promotes volunteerism, poverty awareness and assists residents that would otherwise be unable to receive services.

In 2009, LMCAP partnered with the University of Louisville, Raymond A. Kent School of Social Work to become a practicum site for students working toward degrees in social work.

#### 6. Health

LMCAP has developed partnerships with local dental, vision and hearing health providers through a program called "CAP Cares". Eligible residents may receive assistance with health services in each of these areas, on a first come, first served basis. This program may also provide self-help equipment and information to clients in an effort to reduce co-pays and doctors visits. The agency will pay for services, or will provide a supplement to a co-pay, as applicable. In addition, LMCAP has increased its ability to provide personal hygiene items and cleaning products to clients to assist in maintaining a safe and healthy living environment.

The Summer Heat Relief program provides air conditioners or fans to income-eligible residents to proactively prevent deterioration of health. Applicants must complete an application demonstrating need. Air conditioners are delivered by a local vendor and fans are given directly to the client by staff, direct service provision procedures are followed.

#### 7. Income Management

Financial literacy courses are offered to income-eligible clients and cover topics including: budgeting, banking, spending wisely and developing a savings plan. Clients are referred by case managers, or may receive the information from the LMCAP website, promotional mailings or postings, or transition from one LMCAP program to another as a part of their achievement plan. Clients must commit to attend at least 6 to 9 sessions, meet program requirements, and are required to follow up with a case manager for 3 months to determine progress towards goals.

The local utility company graciously provides the agency "first line" weatherization kits consisting of plastic wrap for windows, tape, caulking, weather stripping etc. These kits are provided to customers, in concert with a weatherization training course, equitably, until the supply is exhausted.

LIHEAP customers are also automatically considered for ASAP, a program that subsidizes a percentage of a LIHEAP eligible client's utility bills for a 12 month period. This program is

operated by a community partner. LMCAP also keeps a supply of clothing and various donated household goods on hand so that they may be distributed to clients as needed.

#### 8. Housing

A neighborhood clean-up campaign is held in low-income neighborhoods to promote community involvement, home beautification and safety. Neighborhoods are chosen based upon their percentage of residents in poverty or social factors directly relating to the negative effects of poverty.

A rental or foreclosure assistance program will assist low income residents in an effort to reduce homelessness. Residents who are in danger of losing their homes, eviction or other vulnerable living conditions are provided information and referral to locate resources.

LMCAP is partnering with the Housing Department to assist in the Neighborhood Stabilization Project (NSP). The Neighborhood Stabilization Program (NSP) was established for the purpose of stabilizing communities that have suffered from foreclosures and abandonment. Through the purchase and redevelopment of foreclosed and abandoned homes and residential properties, the goal of the program is being realized to revitalize Louisville communities.

LMCAP participates in the selection of NSP appropriate properties throughout the Louisville Metro area. Community Action Coordinators are assisting in the identification of eligible and appropriate property candidates through site visits and research. Community Action Coordinators are charged with the mission of making NSP acquisition recommendations for property redevelopment based on their assessments. In addition, CAP provides outreach efforts for the home-ownership project of NSP by identifying potential home buyers.

#### 9. Self Sufficiency

LMCAP's mission is to help families and individuals move toward self-sufficiency. Self-sufficiency is a goal best created by the client and the case manager.

LMCAP has designed several programs to assist clients in their goal of self-sufficiency. Our Support Services program is offered to each client with barriers in at least one service category. Services in the program include weekly or biweekly client appointments, budgeting, work supports, identification of income-stretching resources, and the development of an action plan.

Knowing that many of LMCAP clients have barriers in multiple service areas, Team HOPE was created to provide intensive case management. Case managers will assist in locating resources for the most basic of needs including housing.

LMCAP's Aging in Place program provides financial assistance to income-eligible seniors for minor home modifications to allow them to remain in their home as long as is safe.

e) ALLOCATION OF FUNDS TARGETED TO NEED

The following information was obtained and/or evaluated in an effort avoid duplication, maximize resources, illustrate community partnerships and enhance accountability for the purpose of allocating funds:

- Needs assessment results (clients and service providers)
- Client interviews/discussions
- Service area rankings (Administering Board and LMCAP staff)
- Existing and potential partnerships

Rank	Service Area	FY 10-11 Base Budget
1	Employment	\$266,200
2	Emergency Services	\$224,500
3	Education	\$280,000
4	Nutrition	\$158,100
5	Linkages	\$ 89,900
6	Health	\$103,000
7	Income Management	\$ 65,500
8	Housing	\$ 22,000
9	Self-Sufficiency	\$160,863

The service area categories, as listed above, have been ranked based on the priorities as identified in the needs assessment process. Monetary allocations on its face do not appear to reflect the order of agency rankings. However, the following explanations, for the applicable service area categories, serve to explain the rationale for the respective allocations:

- **Employment** is justly ranked as the number one priority for LMCAP. Funding is providing services for the specialized programs which are not provided by other entities. Traditional employment services and expertise are effectively provided by partnering agencies; CSBG funding will serve to leverage unmet and specialized employment needs of the community, with a focus of removing barriers. LMCAP's Certified Nursing Assistant, Emergency Medical Technician, Commercial Drivers' License and Dental Assistant training programs are designed specifically for the low

income clients served by the agency. LMCAP provides support during each program and has obtained partnerships which promote employment attainment.

- **Emergency Services** Although this service area is significantly leveraged through other funding sources, the current state of the economy has generated a substantial increase in demand. During this program year, LMCAP has served a significant number of first time clients. To address the increased demand for emergency assistance, LMCAP has allocated additional funding for emergency assistance to low-income families impacted by the downturn in the economy.
- **Education** allocations are significant because the majority of these dollars are used to support educational costs (tuition, books, and supplies). The spirit of this program is to remove financial barriers to those pursuing their post secondary education training. The allocation appears unbalanced in the prioritization of services areas, but accurately reflects the limited number of clients served with high dollar educational benefits.
- **Health** allocations include funding for the CAP Cares program which is designed to assist our clients with medical services including but not limited to vision, dental and hearing care, prescription assistance, mental health counseling assistance and preventive medicine events. Request for assistance occurs most frequently with clients who do not have medical coverage or who are in need of assistance with co-pays.
- **Self-Sufficiency** allocations reflect the amount of personnel time required to provide continuous and intensive case management for the elimination of barriers, as defined by the clients. Many individuals come to us with a myriad of barriers to job readiness. The population to be served includes the formerly incarcerated and the homeless.

f) KENTUCKY LAW ON MANDATED PROGRAMS AND SERVICES

The programs and services proposed for FY 2010-2011 are mandated by the Commonwealth of Kentucky under KRS.273.441 – 273.443 and by the Federal government under P.L. 99-425. Use of Federal Funds relating to LMCAP include:

- A. A range of services and activities having measurable and potentially major impact on causes of poverty in the community where poverty is a particularly acute problem.
- B. Activities designed to assist low-income participants.

g) KENTUCKY ADMINISTERED AND FUNDED PROGRAMS AND SERVICES RELATED TO CSBG

The programs and services proposed in the 2010-2011 CSBG service plan are currently funded and administered through the Kentucky Cabinet for Health and Family Services (CHFS) and provided by the Kentucky Association of Community Action Agencies (KACA). CSBG funds will be utilized to include services and activities as outlined in KRS 273.443 (use of federal funds).

h) COORDINATION AND NON-DUPLICATION

i) As mentioned throughout the FY11 CSBG Plan, LMCAP participates in many local forums in an effort to effectively promote programs, develop partnerships, and to minimize the risk of duplication of services throughout Louisville Metro.

LMCAP is committed to transitioning as a community leader through poverty advocacy and education. In March 2009, LMCAP hosted a housing counseling training course for other CAA in Kentucky. Every May, LMCAP develops a month of programming and outreach throughout the Metro area to raise awareness of poverty-related issues and the mission of Community Action. Hosting a poverty summit is an agency priority for FY11.

LMCAP certifies that it will share necessary client information and records within legal limitations. LMCAP worked with a local non-profit agency to identify eligible participants in an All Seasons Assurance Plan (ASAP), an innovative energy subsidy program for low-income Metro Louisville residents.

Under the Department of Housing and Family Services, LMCAP is housed with Housing and Community Development and Human Services; therefore duplication of social services has diminished within Metro Government. The main tenet of this departmental grouping has been to avoid duplication of services. Intra-departmental communications have greatly increased within this department structure.

The Departmental Administrative team communicates regularly and discusses programs and services to increase coordination. LMCAP staff shares data and outcomes with its departmental partners. LMCAP also has continuous involvement in a number of coalitions and boards in the community.

In an effort to avoid duplication of services, LMCAP actively researches and visits service providers throughout the service area. Many of these meetings have led to formal/informal partnerships and educational opportunities for the staff.

ii) As mentioned in an above section, LMCAP works with multiple faith-based organizations. As part of the Summer Food Service Program it provides for low-income youths in Jefferson County. Coordination is required between LMCAP and these faith-based organizations to ensure the daily delivery of meals. Along with LMCAP, the community ministries are members of the Metro Human Needs Alliance.

iii) A representative of the local Department for Community Based Services (DCBS) office serves on LMCAP's Administering Board. The agency has a current Memo of Understanding outlining the relationship between LMCAP and the local DCBS office. Agency staff is aware of services offered through DCBS and efforts are made to avoid duplication of services on a case-by-case basis. The Regional Administrator is a member of the Neighborhood Place Operations Committee.

i) NEEDS OF LOW-INCOME YOUTH

JCPS released an alarming statistic in the fall of 2009, nearly 9000 students in JCPS were homeless. Research available the University of Kentucky Center on Poverty Research explains that engaging preschool age children living in poverty provides the greatest opportunity for breaking the cycle of generational poverty. LMCAP remains committed to our initiatives focused on the needs of low-income youth.

The Capital Investment Internship program promotes poverty awareness as well as job readiness skills. High school students work in a professional work environment performing duties such as food pantry distribution, homebound senior meal deliveries, database entry, and filing. In addition to these duties, each student is required to read the newspaper each week and report on an issue which impacts poverty. The proposed poverty prevention and elimination programs the interns recommend have been both innovative and refreshing to our agency.

The nutritional needs of low-income youth are met through the Summer Food Service Program and our food pantry. Information about the Education in Action Scholarship program and CAPital Investment scholarship program is made available to high school seniors.

LMCAP Staff attends the annual Youth Opportunity showcase to provide community teenagers with information about seasonal employment opportunities, the Louisville Metro AmeriCorps program, volunteer opportunities, and education and training opportunities. In addition, LMCAP is providing the CAPital Investment Journey, which requires a 7 – 12 year commitment from participants with a focus on educational investments and removal of barriers. Many of these initiatives focus on youths in Louisville Metro's areas with the highest crime rates.

In addition, LMCAP provides the T.A.L.K (Talk, Articulate, Listen, "K"onnnect) program to low income girls, ages 13 to 17. The agency is a subgrantee of a Healthy Marriage grant awarded to Community Action Kentucky. This course focuses on teaching adolescent girls about positive relationships, healthy communication skills, self esteem and other personal development topics. The agency partners with Louisville Metro Parks or Jefferson County Public Schools to provide this curriculum to teens living in low income, high poverty areas. This curriculum and program basics will be incorporated into the CAPital Investment Journey program at the end of the grant cycle in the upcoming program year.

Family Intervention Services, provided by Louisville Metro Human Services Senior Social Workers in Neighborhood Place locations, offers programs for families that focus on parent-child conflict. Families are linked with community resources and are provided with counseling and guidance. These programs strive to prevent delinquency and reduce youth crime. LMCAP staff is knowledgeable about these services and provide referrals as needed.

Throughout the year, LMCAP may seek out agencies with which to collaborate and/or partners to provide services such as: youth employment, educational tutoring, unmet child care needs, and drug and alcohol education.

j) COORDINATION AND LINKAGES OF OTHER COMMUNITY SERVICES

LMCAP recognizes and respects the importance of providing linkages for our customers to other community organizations. The agency strives to impact not only individual customers, but also the community-at-large with the services provided. An example of this is the Foster Grandparent Program (FGP), offered by LMCAP, which provides support to the community through the donation of the time and talents of participants.

LMCAP staff is dedicated to participating in local community groups, boards, and organizations that support the mission of the agency and its objectives. We are committed to advocating on behalf of the economically disadvantaged residents of Jefferson County, Kentucky. In addition, we are open to the formation of new partnerships and alliances with groups sharing in our vision and mission. The Executive Director will lead the agency in the pursuit of activities that foster economic empowerment and family stability. Activities identified under Title XXVI (Low Income Home Energy Assistance Program) will be supported by all staff and coordinated by administrative leadership.