NEW - Proposed Individual and Family Services List

This **New Proposed Individual and Family Services list** will aid in local and state analysis of the relationship between people, services, and outcomes. Listed below are services commonly provided by Community Action Agencies to individuals and families with low incomes so that they become stable and economically secure. Agencies will report unduplicated counts of individuals receiving each service on the New Proposed Individual and Family Services Report.

**NATIONAL GOAL 1:** Individuals and Families with low incomes are stable and achieve economic security.

**Employment**
- Apprenticeships/Internships
  - Youth Summer Work Placements
- Skills Training
  - Vocational Training Classes
  - On-the-Job Skills Training Sessions
  - Self-Employment Skills Training Sessions
  - Soft-skills Training Classes (Communication, Problem-solving, Teamwork, etc.)
  - Dress-for-Success Classes
- Career Counseling
  - Workshops
  - Coaching Sessions
  - Transitional Employment Placements
- Job Search
  - Resume Development Sessions
  - Interview Skills Training Sessions
  - Job Referrals
  - Job Placements
- Employment Supplies
**Education and Cognitive Development**

- Child/Young Adult Education Programs
  - Early Head Start Program Sessions
  - Other Early-Childhood (0-5 yr. old) Education Program Sessions
  - Head Start Program Sessions
  - K-12 Education Program Sessions
  - 0-5 Literacy Classes
  - K-12 Literacy Classes
  - College-Readiness Classes

- School Supplies

- Extra-curricular School Programs
  - Before-and-After-School Activities
  - Summer Youth Recreational Activities
  - Summer Education Programs
  - Safety Classes for Schools and Agencies
  - Dress-for-Success Classes

- Adult Education Programs
  - Basic Education Classes
  - Adult Literacy Classes
  - GED Classes
  - English Language Classes
  - Post-Secondary Education Supports (College applications, text books, computers, etc.)
  - Leadership Training Sessions

- Financial Aid Assistance
  - Scholarships

- Home Visits

**Income and Asset Building**

- Training and Counseling Services
  - Financial Capability Skills Training
  - Financial Coaching/Counseling Sessions
  - Budgeting Classes
  - Credit Counseling Sessions
  - Credit Repair Counseling
  - First-time Homebuyer Counseling Sessions/Classes
  - Foreclosure Prevention Counseling Sessions/Classes
  - Small Business Start-Up and Development Counseling Sessions/Classes
• Benefit Coordination and Advocacy
  ✓ Child Support Payments
  ✓ Social Security/SSI Payments
  ✓ Veteran's Benefits
  ✓ TANF Benefits
  ✓ SNAP Benefits

• Asset Building
  ✓ Savings accounts
  ✓ IDAs
  ✓ Other financial products (IRA accounts, MyRA, other retirement accounts, etc.)
  ✓ VITA, EITC, or Other Tax Preparations

• Loans And Grants
  ✓ Micro-loans
  ✓ Business incubator/business development loans

Housing
• Housing Payment Assistance
  ✓ Financial Capability Skill Training
  ✓ Financial Coaching/Counseling Sessions
  ✓ Rent Payments (includes Emergency Rent Payments)
  ✓ Deposit Payments
  ✓ Mortgage Payments (includes Emergency Mortgage Payments)

• Eviction Prevention Services
  ✓ Eviction Counseling Sessions
  ✓ Landlord/Tenant Mediations
  ✓ Landlord/Tenant Rights Education Sessions

• Utility Payment Assistance
  ✓ Utility Payments (LIHEAP) (includes Emergency Utility Payments)
  ✓ Utility Deposits
  ✓ Utility Arrears Payments
  ✓ Level Billing Assistance

• Housing Placements/Rapid Re-housing
  ✓ Temporary Housing Placements (includes Emergency Shelters)
  ✓ Transitional Housing Placements
  ✓ Permanent Housing Placements
  ✓ Rental Counseling Sessions
• Housing Maintenance & Improvements
  ✓ Home Repairs (i.e. structural, appliance, heating systems, etc.) (Includes Emergency Home Repairs)
  ✓ Weatherization Services
  ✓ Independent-living Home Improvements (e.g. ramps, tub and shower grab bars, handicap accessible modifications, etc.)
  ✓ Healthy Homes Services

Health and Social/Behavioral Development
• Health Services, Screenings and Assessments
  ✓ Immunizations
  ✓ Physicals
  ✓ Developmental Delay Screening
  ✓ Prescription Payments
  ✓ Doctor Visit Payments
  ✓ Maternal/Child Health
  ✓ Nursing Care Sessions
  ✓ In-Home Affordable Seniors/Disabled Care Sessions (Nursing, Chores, Personal Care Services)

• Reproductive Health Services
  ✓ Coaching Sessions
  ✓ Family Planning Classes
  ✓ Contraceptives
  ✓ STI/HIV Prevention Counseling Sessions
  ✓ STI/HIV Screenings
  ✓ Health Insurance Options Counseling

• Wellness Education
  ✓ Wellness Classes (stress reduction, medication management, mindfulness, etc.)
  ✓ Exercise/Fitness Classes

• Mental/Behavioral Health
  ✓ Detoxification Sessions
  ✓ Substance Abuse Screenings
  ✓ Substance Abuse Counseling Sessions
  ✓ Mental Health Assessments
  ✓ Mental Health Counseling Sessions
  ✓ Crisis Response/Call-In Responses
- Support Groups
  ✓ Alcoholics Anonymous Meetings
  ✓ Substance Abuse Support Group Meetings
  ✓ Domestic Violence Support Group Meetings
  ✓ Mental Health Support Group Meetings
- Dental Services, Screenings and Exams
  ✓ Adult Dental Screenings/Exams
  ✓ Adult Dental Services (includes Emergency Dental Procedures)
  ✓ Child Dental Screenings/Exams
  ✓ Child Dental Services (includes Emergency Dental Procedures)
- Nutrition and Food/Meals
  ✓ Classes (Gardening, Cooking, Nutrition)
  ✓ Community Gardening Plot Allotments
  ✓ Incentives (i.e., gift card for food preparation, rewards for participation, etc.)
  ✓ Prepared Meals
  ✓ Food Distribution (food bags/boxes, Food Share Program, Bags of Groceries)
- Family Skills Development Programs
  ✓ Family Mentoring Sessions
  ✓ Life Skills Coaching Sessions
  ✓ Parenting Classes
- Emergency Hygiene Assistance
  ✓ Kits/boxes
  ✓ Facilities such as showers, toilets, sinks

Support Services
Services provided to support agency efforts in the employment, education, income/asset building, housing and health domains. These are services that support efforts/activities in multiple domains.
- Case Management
- Eligibility Determinations
- Referrals (To be specified by each agency. Some examples are listed below.)
  ✓ Temporary Housing
  ✓ Transitional Housing
  ✓ Permanent Housing
  ✓ Medicaid
  ✓ Medicare
  ✓ Medical Providers
  ✓ Respite Care
  ✓ Child Care Provider
- Transportation Services (i.e. bus passes, bus transport, support for auto purchase or repair)
  ✓ Transportation Services (includes emergency services)
• Childcare
  ✓ Child Care subsidies
  ✓ Child Care payments
• Eldercare
  ✓ Day Centers
• Identification Documents
  ✓ Birth Certificate
  ✓ Social Security Card
  ✓ Driver’s License
• Re-Entry Services
  ✓ Criminal Record Expungements
• Immigration Support Services (relocations, food, clothing)
• Legal Assistance (includes emergency legal assistance)
  ✓ Legal Assistance Interventions (Restraining orders, eviction or mortgage deferment)
• Emergency Clothing Assistance
• Mediation/Customer Advocacy Interventions (debt forgiveness, negotiations or issues with landlords, talking with other services or government)

Civic Engagement and Community Involvement

• Voter Education and Access
• Leadership Training
• Tri-Partite Board Membership
• Citizenship Classes
• Getting Ahead Classes