

# Instruction Guide

## CSBG MODEL ANNUAL REPORT

### General Explanations

Below is a model annual report that state CSBG programs can use to describe their accomplishments to the public as well as state executive and legislative branches of government. The report itself is in the first column, and accompanying explanations, comments and advice are shown in the second column.

Also included in the second column is a reference showing where the information can be found, which should make it easy for you to customize this report to your state. Unless otherwise indicated, the reference is to a question in the year 2000 Community Services Block Grant (CSBG) survey form. For example, the first reference in the second column below is shown as:

Reference: C1, 2

This means that the information about which office administers your state's CSBG programs can be found in the CSBG survey form, Section C, questions 1 and 2.

If there is more than one reference for a particular passage, semicolons (“;”) or periods are used to separate them. The references are always in the same order as the corresponding text in the first column. Some references are to textual information (as in the example above), and others are to data. In some cases, data items require a simple mathematical calculation involving more than one question in the survey, which is indicated by the appropriate symbol (+, -, X, or / for plus, minus, multiply, or divide).

To make the report as practical as possible, information from the 1998 Pennsylvania program is generally used as an example (although in some places national data are used). Brackets are used to indicate information specific to Pennsylvania or the nation (for example: [Office of Community Services]). Wherever brackets appear, it should be possible for a State to simply substitute its own information. However, because there is considerable variation in the programs and participants within CSBG programs, sometimes such simple substitutions aren't possible or don't make sense. Advice on how to deal with such situations can be found immediately to the right, in the second column.

Several charts are suggested below, with detailed advice on the most suitable type of chart. For all charts and tables, be sure to add up the subcategories. If these exceed the total (or exceed 100 percent in the case of percentage charts), add this type of note at the end of the chart or table: “Note: The individual categories exceed [the total] [100 percent] due to rounding.”

REPORT	EXPLANATIONS/COMMENTS
<p><i>CSBG programs</i> are a network of government and private sector agencies that assist low-income Americans. CSBG programs not only provide a wide variety of services, but also integrate and coordinate these services. This multi-faceted approach distinguishes CSBG programs from other anti-poverty efforts, and maximizes the likelihood that the individuals and families assisted will become self-sufficient.</p>	
<p>In [Pennsylvania], CSBG programs are administered by the [Office of Community Services, in the Department of Community and Economic Development]. <b>For information on contacting a local CSBG agency to obtain help, see p. [ ].</b></p>	<p>Information on how to get help should be prominently displayed, e.g., on the back cover of the Report, and also mentioned at the beginning of the Report, as is done here.</p> <p><b>Reference:</b> C1, 2 (2 may or may not be needed)</p>
<b>WHO WE ARE</b>	
<p>[Pennsylvania’s]CSBG programs help [nearly half a million] poor and low-income individuals and families annually. Such assistance is supplied through a comprehensive public and private sector-operated network of [44] agencies and programs that encompass the entire state.</p>	<p>If there is no private sector component to your CSBG programs, you should drop that phrase.</p> <p><b>References:</b> G3 + G4; B1i; B4a, b</p>
<p>[Pennsylvania’s]CSBG agencies have been assisting the poor and near-poor since [year]. Basic funding for the programs is provided through the federal Community Services Block Grant (CSBG), although, as described later, this funding is supplemented by state and private sector contributions.</p>	<p>The first Community Action Agencies were created as part of President Lyndon Johnson’s War on Poverty, through the 1964 Economic Opportunity Act. If you don’t know the exact year that your state began its programs, it may be simpler to refer to the decade it began or state that it has provided assistance for “more than x decades.”</p> <p>If your state’s program has a long history of accomplishments, you may want to highlight these in a text box here. Otherwise, note more recent accomplishments in the section below.</p>
<p>Public/private partnerships are central to the CSBG program network, and is reinforced by the statutory requirement that CSBG-funded agencies be governed by a board of directors consisting of elected local public officials, appointed leaders from the private sector, and representatives of the low-income community. This unique public/private sector partnership is one of the keys to the success of the effort. It is designed to tap the knowledge, experience and perspectives of all community stakeholders — including the poor themselves.</p>	

<p>The [44] agencies and programs in the state’s CSBG network include community action agencies, LPAs , migrant or seasonal farmworker organizations, and other government and private agencies and organizations.</p>	<p>You may want to use a chart to depict the type of entities receiving funds. Some entities could be categorized in more than one category. If this is the case, do not use a pie chart (which should always total 100%), but rather use a bar chart, organized from the most to the least numerous entities. Even if no entities fall into more than one category, do not use a pie chart unless only two or fewer categories dominate (otherwise the pie chart will be too hard to read). If some entities fall into more than one category, put the following sentence at the end of the chart or list: “Note: The individual categories add up to more than the total, because some agencies/organizations fall into more than one category.”</p> <p>The categories shown are those from the CSBG survey, which are quite broad, so you may want to use state-specific information to establish categories that would be more meaningful in your state. Since the total number of entities funded is relatively few in most states, you may want to list these in an appendix, with brief descriptions, award amounts, addresses, and contact information.</p> <p><b>References:</b> B1i; B1a-g</p>
<p><b>WHO WE HELP</b></p>	<p>In addition to data singled out in this section, you may want to assemble all participant characteristic data in an appendix.</p>
<p>Despite improvements due to economic growth in the 1990s, poverty afflicts [1 of every 10 Pennsylvanians]. [The poverty rate in the late 1990s was 10.6 percent, slightly higher than the historic low for Pennsylvania a decade earlier.]</p>	<p>This type of analysis will differ for each state. The relevant data can be found in the sources below.</p> <p><b>References:</b> The official poverty statistics are issued by the U.S. Census Bureau (<a href="http://www.census.gov/hhes/www/poverty.html">http://www.census.gov/hhes/www/poverty.html</a>). Because the size of the relevant survey is too small to calculate reliable annual poverty for most individual states, the Census Bureau instead calculates a 3-year average (e.g., the average for 1997-9). The actual three year averages and historical trends can be found at <a href="http://www.census.gov/hhes/poverty/povanim/pvmaptxt.html">http://www.census.gov/hhes/poverty/povanim/pvmaptxt.html</a> (the latest data is shown below)</p> <p>Another useful source for state-level poverty and income analyses is the private Center on Budget and Policy Priorities (<a href="http://www.cbpp.org/pubs/povinc.htm">http://www.cbpp.org/pubs/povinc.htm</a>). Two recurring reports of interest are 1) “Analysis of Census Poverty and Income Data” (which includes some state-level information), and 2) “A State-by-State Analysis of Income Trends.”</p>

<p>[Pennsylvania's] CSBG programs assisted [nearly half a million individuals (477,000) in 1998]. The characteristics of these individuals reflects an emphasis on helping those who need it.</p>	<p>You may want to present some of the data below in a chart. If so, a vertical bar chart would be most suitable. Organize the bar <i>generally</i> from the highest to the lowest percentages, <i>however</i>, group the data into categories where appropriate, using boldface subheadings for topics such as public assistance income, age, health-related problem, education, race/ethnicity, and housing. Given the large number of topics, do not include all of these, which would defeat the purpose of the chart. <b>Reference:</b> G3 + G4</p>
<ul style="list-style-type: none"> <li>• Virtually all ([98] percent) are poor or near-poor (with household incomes of less than 1.5 times the poverty line).</li> </ul>	<p>This broad conclusion should apply to virtually all states. Most states will have a significantly poorer clientele than Pennsylvania, since nationally more than 75% of participants are below the poverty line. States with a significant share of their clientele below the poverty line or even poorer (below 75% of the poverty line) should emphasize this. <b>Reference:</b> (Sum of G15a + G15b + G15c + G15d+G15e) divided by G15 total. Multiply result by 100 to calculate the percentage. 15a, 15b and 15c are the three poorest groups: 15a + 15b+15c equals the total poverty population for program participants.</p>
<ul style="list-style-type: none"> <li>• Most participants receive public assistance [76] percent receive food stamps; [23] percent receive Temporary Assistance for Needy Families; [18] percent receive Supplemental Security Income; and [6] percent receive General Assistance.</li> </ul>	<p>“Public assistance” is used here as a synonym for “welfare.” Pennsylvania’s various income categories add up to more than the total number of recipients. Because most families rely on multiple income sources, such double-counting probably exists for most state reports. Unless your state report describes all sources of income in G14, this issue can be ignored for this item. However, if all sources are described in the main body of the report or in an appendix, put the following sentence at the end of the chart or list: “Note: The individual categories add up to more than the total, because some individuals report more than one category.” <b>References:</b> G14b/k; G14c/k; G14f/k. In each case, multiply by 100 to calculate percentage.</p>
<ul style="list-style-type: none"> <li>• [Nearly two-thirds (64 percent)] of families are headed by a single parent.</li> </ul>	<p><b>Reference:</b> (G12a+b), then divide by sum of (G12a+b+c+e). Multiply by 100 to calculate percentage. Note: calculation excludes single persons (which the U.S. Census Bureau does not consider as family households) and “other” category (since the meaning of other is unclear).</p>
<ul style="list-style-type: none"> <li>• [Two-fifths (38 percent)] of participants are children.</li> </ul>	<p><b>Reference:</b> (G8a+b+c), then divide sum by G8 total. Multiply by 100 to calculate percentage.</p>
<ul style="list-style-type: none"> <li>• [16] percent of participants are age 55 or older.</li> </ul>	<p><b>Reference:</b> (G8g+h), then divide sum by G8 total. Multiply by 100 to calculate percentage.</p>
<ul style="list-style-type: none"> <li>• [More than half (56 percent)] of participants did not complete high school, and only [8 percent] enrolled in postsecondary education.</li> </ul>	<p><b>References:</b> (G10a+b)/total; (G10d+e)/total. In each case, multiply by 100 to calculate percentage.</p>
<ul style="list-style-type: none"> <li>• [Nearly half (45 percent)] of participants lack health insurance, and [nearly 1 in 5 (19 percent)] are disabled.</li> </ul>	<p><b>References:</b> G11a no/( G11a yes + no); G11b yes/(G11b yes + no). In each case, multiply by 100 to calculate percentage.</p>

<ul style="list-style-type: none"> <li>• [9 percent] of participants are homeless, and only [20 percent] own their own homes.</li> </ul>	<p><b>Reference:</b> G16c/(G16a+b+c); G16a/(G16a+b+c). In each case, multiply by 100 to calculate percentage. Note: calculation excludes “other” category (since the meaning of other is unclear).</p>
<ul style="list-style-type: none"> <li>• [29 percent] are minorities.</li> </ul>	<p><b>Reference:</b> (G9b)/G9 total, then multiply by 100 to calculate percentage. Then subtract result from 100, to obtain percentage who are non-white.</p>
	<p><b>Note:</b> Pennsylvania has an insignificant proportion of Native Americans or migrant or seasonal farmworkers. States with a significant number of such participants or programs for them should note it here.</p> <p><b>References:</b> Native Americans, G9d, B5a; Migrant or seasonal farmworkers, B5b</p>
<p><b>HOW WE HELP</b></p>	<p>In addition to data singled out in this section, you may want to include additional revenue and expenditure data in an appendix. You should also insert a text box near the beginning of this section, explaining how to contact a CSBG program for assistance (see above as well).</p>
<p>Over the course of a lifetime, poverty strikes a surprisingly high proportion of Americans. Illness, disability, unemployment, family break-up, or childbirth can impoverish a family. Regardless of the cause, most families struggle against their predicament.</p> <p>CSBG programs provide an arsenal to wage this fight, and help families emerge from poverty. These local programs create, coordinate and deliver essential services to poor and near-poor Americans.</p>	<p>This passage has been adapted from <i>Community Services Network: The Community Services Block Grant in Action</i>, p. 5.</p>

<p><b>Types of assistance</b></p>	
<p>In order to flexibly tailor the remedy to the problem, CSBG programs offer an extremely wide variety of services. They coordinate emergency assistance, operate senior centers, sponsor youth programs, supply transportation in rural areas, and help families weatherize their dwellings. They provide linkages to employment and training programs, high school equivalency courses, and vocational education. The programs provide a range of other services to combat poverty, including:</p> <ul style="list-style-type: none"> <li>• income management, credit counseling, entrepreneurial training and small business incubators;</li> <li>• domestic violence crisis assistance, parenting classes, and family development programs; and</li> <li>• food pantries, emergency shelters, low-income housing development, and community revitalization projects.</li> </ul> <p>In general, the programs emphasize both preventive aid as well as extended assistance when necessary to enable individuals to become economically self-sufficient. Emergency help is sometimes essential, but the programs use this opportunity to begin moving individuals away from the need for stop-gap aid.</p>	<p>This passage has been adapted from <i>Community Services Network: The Community Services Block Grant in Action</i>, p. 18. Tailor text to reflect the specific mix of services offered through CSBG agencies in your state.</p>
<p>Although CSBG programs provide diverse services to meet participants' varying needs, the single largest investment ([39] percent of expenditures) is for self-sufficiency efforts, including employment and training, education, and other self-sufficiency services.</p> <p><i>Insert vertical bar chart showing all expenditures by category.</i></p>	<p>Of the 10 service categories in the CSBG survey, 3 have been combined here into a broad self-sufficiency grouping: employment, education, and self-sufficiency (to avoid confusion, you may want to refer to this as “miscellaneous” or “other” self-sufficiency services). The national average for this category is 40 percent, so for most states this would be the single largest category, but check your state’s figures.</p> <p>A vertical bar chart would be most suitable. Organize the bar <i>generally</i> from the highest to the lowest percentages, <i>however</i>, group the data into categories where appropriate, using boldface subheadings for two broader topics — self-sufficiency (as described above), and “health-related,” including health and nutrition.</p> <p><b>Reference:</b> E Table 1. For each of the 10 service categories, calculate the total by adding CSBG + state + local + private funds. Then add these 10 service categories to determine the grand total for all of Table 1 expenditures. To calculate the percentage share for each service category, divide the total for each category by the grand total for Table 1. Then multiply the result by 100 to obtain the percentage.</p>

<p>Examples of CSBG assistance provide the best means of understanding how the programs help individuals and families in need.</p>	<p>Obviously your state’s report should supply its own examples. Key points to keep in mind include:</p> <ul style="list-style-type: none"> <li>• The examples should focus on how an individual, family, neighborhood or community was helped. The problem that prompted the intervention should be simply and briefly described.</li> <li>• Bureaucratic details should be avoided — the kind of help, and how it was provided should be simple and clear to the ordinary reader.</li> <li>• There should be no more than 3 or 4 examples, and each one should be no more than a paragraph in length. Readers will gloss over or ignore examples that are lengthy and/or numerous.</li> <li>• The examples should each demonstrate a different facet of the program, or a different type of client. At least one example should pertain to “linkages” assistance, a type of assistance that would not be understood by readers without an example.</li> </ul>
<ul style="list-style-type: none"> <li>• S is a single mother, with three school-aged boys, on welfare as a result of her divorce from an abusive husband. When referred to the CSBG program, she was about to drop out of nursing school to keep her family economically afloat in the short-term. The program helped her to get the federal and state educational aid, for which she was eligible. When her car broke down, and the college insisted she quit her part-time job to attend the full-time clinical experience position required for her degree, the program persuaded a local church to pay part of her rent, and convinced another church to pay for her car repairs. As a result, she finished school and now makes more than \$30,000 in salary at a local hospital. She no longer receives any form of government assistance. This example is a good illustration of CSBG “linkages” assistance, in which an agency assembles a package of assistance from different sources to help those in need.</li> </ul>	<p>This passage has been adapted from <i>Community Services Network: The Community Services Block Grant in Action</i>, p. 21. Use an actual example from your state.</p>
<ul style="list-style-type: none"> <li>• Six months shy of paying off her mortgage, a 77 year-old widow’s home was destroyed in a flood. The CSBG agency located new housing for her, obtained Federal Emergency Management Assistance funds to buy basic furnishings, procured clothing from local charities, and referred her to stress counseling. With agency help, she got a new start on life in another home on drier ground.</li> </ul>	<p>This passage has been adapted from <i>Community Services Network: The Community Services Block Grant in Action</i>, p. 22. Use an actual example from your state.</p>

<ul style="list-style-type: none"> <li>CSBG programs also address needs that affect entire communities. For example, alarmed by juvenile crime rates, one agency piloted an alternative to detention institutions for some young offenders. Collaborating closely with court and law enforcement representatives, the project hired a combination of professionals and volunteer mentors to work with the youths. Besides designing and implementing a personalized plan for each youth offender, the program developed preventive strategies for reducing the level of community violence. Role models and mentors respected in the community were enlisted to help demonstrate alternatives to violence.</li> </ul>	<p>This passage has been adapted from <i>Community Services Network: The Community Services Block Grant in Action</i>, p. 26. Use an actual example from your state.</p>
<ul style="list-style-type: none"> <li>Alarmed because fewer doctors were willing to accept Medicaid patients, one CSBG agency established an alternative health center. Working with a local hospital and health department, the agency raised seed money created a primary health services center in an underserved poverty area. The project has been so successful that it set up two other centers, and now serves more than 9,000 patients.</li> </ul>	<p>This passage has been adapted from <i>Community Services Network: The Community Services Block Grant in Action</i>, p. 27. Use an actual example from your state.</p>
<p>These examples demonstrate the multi-faceted approach that distinguishes CSBG programs from other anti-poverty efforts. No other program supplies the coordinated, comprehensive approach and long-term perspective of CSBG programs. The “community action approach”:</p> <ul style="list-style-type: none"> <li>prioritizes prevention;</li> <li>addresses the causes of poverty;</li> <li>creates opportunity;</li> <li>involves — and improves — the community;</li> <li>is flexible and coordinates local resources; and</li> <li>seeks long-term solutions for clients.</li> </ul>	<p>This passage has been adapted from <i>Community Services Network: The Community Services Block Grant in Action</i>, p. 20.</p>
<b>Maximizing the public’s investment</b>	
<p>The foundation of the CSBG network is the Federal appropriation received through the CSBG. [Pennsylvania] maximizes the federal contribution in two ways: 1) adding [\$3] for every \$1 of CSBG funds, and 2) minimizing administrative overhead.</p>	<p><b>Reference:</b> E Table 1 totals for state + local + private funds. Divide this sum by E Table 1 total for CSBG funds. The resulting number is the amount of the state’s contribution for every dollar of CSBG funds.</p>
<p><i>Insert pie chart showing CSBG, state, local, and private expenditures</i></p>	<p>To highlight the non-federal investment, you may want to construct the pie chart to pull out the pie slice for CSBG funds — this should be easy to do with commercially available chart software programs.</p> <p><b>Reference:</b> E Table 1 totals for CSBG, state, local, and private funds.</p>
<p>Of the total CSBG fund, only [5] percent is spent on administrative costs. [Pennsylvania] also worked to enhance the efficiency of CSBG by investing [\$275,000] in training and technical assistance for local programs.</p>	<p><b>References:</b> A2c; B5b3</p>

<b>WHAT WE ACCOMPLISH</b>	
<p>The federal government has established two sets of statutory benchmarks for CSBG programs. The federal CSBG statute outlined the following 8 broad program goals.</p> <ol style="list-style-type: none"> <li>1. Securing and maintaining employment</li> <li>2. Securing adequate education</li> <li>3. Better income management</li> <li>4. Securing adequate housing</li> <li>5. Providing emergency services</li> <li>6. Improving nutrition</li> <li>7. Creating linkages among anti-poverty programs</li> <li>8. Achieving self-sufficiency</li> </ol>	
<p>Second, the 1993 Government Results and Performance Act (GPRA) directed all federal programs to move toward results-oriented management. The U.S. Department of Health and Human Services has issued six broad Results-Oriented Management and Accountability (ROMA) goals necessary to meet GPRA's requirements. Within these 6 goals, the states have complete discretion to choose the performance targets most relevant to program participants.</p> <ol style="list-style-type: none"> <li>1. <b>SELF-SUFFICIENCY:</b> Low-income people become more self-sufficient.</li> <li>2. <b>COMMUNITY REVITALIZATION:</b> The conditions in which low-income people live are improved.</li> <li>3. <b>COMMUNITY REVITALIZATION:</b> Low-income people own a stake in their community.</li> <li>4. Partnerships among supporters and providers of services to low-income people are achieved.</li> <li>5. Agencies increase their capacity to achieve results.</li> <li>6. <b>FAMILY STABILITY:</b> Low-income people, especially vulnerable populations, achieve their potential by strengthening family and other supportive systems.</li> </ol>	
<b>ROMA accomplishments</b>	
<p>[Pennsylvania's] CSBG programs record of accomplishments was extremely impressive in [1998]. At least a [50 percent] success rate was attained for [almost every] goal, and in most areas the success rate was considerably higher, as shown below.</p> <p><b>Insert ROMA table (shown below)</b></p>	<p>If the goals are simple, it may be possible to substitute a chart for a table. But if the goals are similar to those recommended by HHS, the text will be too lengthy for a chart. In either case, the goal should be summarized and described in simple language. If this results in the elimination of some important material, use an appendix to list (and if necessary describe) the complete, detailed goals.</p> <p><b>Reference:</b> Part II: Section B, 1-6. For each goal, divide the last column (# of units achieving this result) by the second-to-the-last column (# of such units). In each case, multiply the resulting number by 100 to calculate the percentage.</p>

<b>Add narrative for several accomplishments.</b>	You should single out the programs' most impressive accomplishments and briefly describe them. For example, you might want to single out the unique role of CAAs in helping TANF recipients, in community development efforts, energy assistance, etc.
<b>Other accomplishments</b>	
CSBG programs tap into the best spirit of American volunteerism and public-private sector cooperation. [More than one-fourth (28 percent)] of [Pennsylvania's] CSBG program budget comes from private sector contributions, including foundation grants, the United Way, cash and in-kind services donated by businesses, and donations and volunteer work by ordinary Americans. Volunteers donated nearly a million hours of their time. This is the equivalent of almost 500 full-time, year-round employees, or — put another way — a nearly \$5 million contribution if their time is valued at no more than the federal minimum wage.	<b>References:</b> E Table 1 totals for CSBG, state, local, and private funds. F Subsection IV. To convert F Subsection IVg to the full-time, year-round equivalent, divide by 2000 (the approximate number of yearly hours for a full-time job). To convert F Subsection IVg to a dollar value equivalent, multiply by \$5.15 (or a higher figure if the hourly minimum wage rises).

<b>Results-Oriented Management and Accountability Goal</b>	<b>Goal attained (%)</b>
<b>1. Self-sufficiency</b>	
1.1 Unemployed participant obtains job	56.9
1.2 Unemployed participant obtains job for at least 3 months	49.4
1.3 Employed participant increases pay, benefits, working hours or obtains promotion	79.4
<b>2. Community revitalization: improving low-income conditions</b>	
2.1 Communities that raise assessed home values as a result of rehabilitation efforts.	47.7
2.2 Communities that increase low-income participants' access to community services and resources.	95.7
<b>3. Community revitalization: improving low-income participation</b>	
3.1 Communities where low-income individuals demonstrated positive, constructive activities in a wide range of projects.	60.0
3.2 Communities where low-income individuals increase their participation in organizations that serve those with incomes no more than 25 percent above the poverty line.	95.7
<b>4. Partnerships/coordination</b>	
4.1 Official partnership agreements established with other agencies that target participants whose income is no more than 25 percent above the poverty line, where the result is self-sufficiency for the participant.	95.3
4.2 Official partnership agreements established with other agencies that target participants whose income is no more than 25 percent above the poverty line.	96.3
<b>5. Increasing agency capacity</b>	
5.1 Programs that implement measures to ameliorate the problems of minority participants whose income is no more than 25 percent above the poverty line.	56.3
<b>6. Family stability</b>	
6.1 Threat to individual/family stability is overcome.	94.7
6.2 Homeless and those with uncertain housing attain permanent housing accommodations.	87.2
6.3 Goals achieved in instructional programs.	93.7
6.4 Older participants remain in their residence of choice for at least 3 months.	99.0
6.5 Health impairment is ameliorated, kept from deteriorating, or actively prevented.	98.2

## **Appendices**

Client characteristics

Expenditures

List of entities receiving CSBG funds (including address, phone number and other contact information)

Detailed explanation of ROMA goals

List of relevant federal and state programs, with brief descriptions and connection to CSBG

List of acronyms