

# Kent County Community Action

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## Mission

*We work to eliminate the causes and circumstances of poverty by investing in individuals and families with lower incomes. Through dedicated staff and community partnerships we provide services, resources, education and advocacy to improve the quality of life for all residents of Kent County.*

## Promise

*Community Action changes people's lives, embodies the spirit of hope, improves communities, and makes America a better place to live. We care about the entire community, and we are dedicated to helping people help themselves and each other.*

## Overview

Kent County Community Action is a federally designated entity being signed into legislation on August 20, 1964 by Lyndon Johnson in the Economic Opportunity Act of 1964, informally known as "The War on Poverty". Being designated a Community Action Agency brings great responsibility. On a national level, there are approximately 1,000 agencies that embody our nation's spirit of hope, change people's lives, and improve communities. All Community Action Agencies adhere to the Community Action Promise, Code of Ethics, Organizational Standards and Community Service Block Grant (CSBG) regulations. In Michigan, there are 28 Community Action Agencies covering all 83 counties that are locally focused to bring about greater opportunities to alleviate poverty in their communities.

On October 1, 2017, ACSET CAA transitioned with the Department of Community Development of Kent County to become Kent County Community Action. The transition was proposed to improve services to clients, maintain federal funding, address regionalization concerns, and confront administrative realities. Additionally, the combined budget and staffing model were to demonstrate cost effectiveness. Lastly, the location of the department at 121 Franklin SE was to benefit clients in that there would be easier services access, fewer parking concerns, and co-location with other agencies such as the Department of Health and Human Services, Kent County Health Department and MiWorks!.

Kent County Community Action receives federal, state, and local funds to provide services to individuals and families with low income. While assisting to alleviate the causes of poverty, KCCA concentrates its services in the areas of housing, senior services, self-sufficiency, and food and nutrition.

## Significant Accomplishments

- Kent County Community Action (KCCA) completed its transition from part of ACSET to Kent County. Former ACSET personnel, contracts, and services were successfully transitioned and integrated into Kent County's infrastructure. Furthermore, the Community Development Block Grant program and Housing Commission program relocated their staff and operations to KCCA.
- The Community Development Block Grant (CDBG) program successfully met the 1.5 spending threshold by collaboratively working with local units of government to streamline and simplify the program
- KCCA updated several policies and procedures to ensure the highest quality of service provision, accurate and consistent information, and alignment with the transitioned department.

## Strategic Goals

- To provide services efficiently respecting the guidance of the Community Action Promise, Code of Ethics, Core Values of Kent County and the agency mission. (Efficient Use of Resources)
- To ensure braiding of resources to provide innovative solutions while seeking systematic anti-poverty solutions. (Stable Revenues, Proactive & Innovative Government)
- To offer cross training opportunities for staff to enhance their skills, knowledge and service provision to clients. (Efficient Use of Resources)
- To allocate funds responsibly and fiscally prudent in order to be the best stewards of the funding resources to cover all expenses. (Stable Revenues)
- To ensure that KCCA has the human resources needed to accomplish its mission. (Efficient Use of Resources)



## **DEPARTMENT: KENT COUNTY COMMUNITY ACTION**

### **Department Mission Statement:**

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### **Promise Statement:**

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### **Service Area: Housing**

### **Service Area Mission Statement:**

*To provide a full continuum of housing services to address homelessness through homeownership in all eligible locations of Kent County.*

### **Goals**

- To prevent homelessness by providing financial assistance to households of low-income for utility shut-offs, rental arrearages and mortgage payments.
- To ensure full utilization of Housing Choice Vouchers and designated funding to foster affordable rental housing opportunities for individuals and families with low-income.
- To promote the rehabilitation, sustainability and development of permanent housing for Kent County homeowners with low to moderate income.
- To serve and partner with local agencies and units of government to award funds for specialized services and community enhancing projects.

### **Objectives**

- Expend all funding resources dedicated to ending homelessness to 1,011 households.
  - Engage homeowners and housing developers to utilize CDBG and HOME dollars to rehabilitate and develop affordable, decent housing.
  - Support the integration of specialized services and projects throughout Kent County.
  - Effectively manage the 529 Housing Choice Vouchers and 191 supportive rental housing units.
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<b>Indicators</b>	<b>2016 Actual</b>	<b>2017 Expected/ Actual</b>	<b>2018 Expected/ Actual</b>	<b>2019 Expected/ Actual</b>
<b>Outcomes</b>				
Number of households receiving assistance to prevent homelessness.	NA	NA	1,011/ 1,415	473
Number of opportunities to provide affordable rental housing.	NA	NA	720/ 723	720
Number of homeownership units receiving funds to rehabilitate the dwelling.	NA	NA	101/ 107	115
Number of housing units developed.	NA	NA	7/ 2	5
Number of services provided to Kent County residents.	NA	NA	10,792/ 6,369	10,792
Number of community enhancement projects developed.	NA	NA	8/ 7	3

## Service Area: Self-Sufficiency

### Service Area Mission Statement:

*To provide services that promote self-sufficiency and empower Kent County residents.*

### Goals

- To enable Family Self-Sufficiency participants to increase their earned income and decrease their dependency on government subsidies.
- To prepare tax returns for income-eligible individuals and families who need assistance in preparing their own returns.
- To install energy efficiency measures into units of households with low income to decrease their energy consumption, educate them regarding energy saving practices and realize a savings of \$268 each year.

### Objectives

- Guide FSS participants over five years to increase their wages and decrease their government subsidies.
- Prepare and submit tax returns for families and individuals with low income in Kent County.
- Complete 95 units with Weatherization measures in order to decrease energy consumption for households with low income in Kent County.

<b>Indicators</b>	<b>2016 Actual</b>	<b>2017 Expected/ Actual</b>	<b>2018 Expected/ Actual</b>	<b>2019 Expected/ Actual</b>
<b>Outcomes</b>				
Number of tax returns prepared for Kent County individuals or families.	NA	NA	2,225/ 2,353	2,000
Numbers of homes receiving WX services to realize a decrease in energy consumption.	NA	NA	95/ 99	98
Number of FSS participants who successfully graduated by increasing their wage and/or decreasing their dependence on government subsidies.	NA	NA	6/ 6	4

**Service Area: Senior Services**

**Service Area Mission Statement:**

*To deliver quality, life enhancing services to Kent County residents 60 years or older.*

**Goals**

- To offer seniors 60 or older case management in order to maintain independence, obtain resources to assist in continued independence, and to fully comprehend their situation.
  
- To provide transportation opportunities to seniors and/or persons with disabilities in order to meet their medical, dental and social needs.
  
- To prepare nutritionally balanced, Latin American cuisine to decrease isolation, increase socialization, maintain independence, and ensure for healthy living through nutrition.

**Objectives**

- Assist seniors to address all of their needs.
- Transport seniors and/or persons with disabilities to their desired locations.
- Prepare home delivered meals in order for seniors to remain in their homes and serve congregate meals so that seniors may have socialization opportunities.

<b>Indicators</b>	<b>2016 Actual</b>	<b>2017 Expected/ Actual</b>	<b>2018 Expected/ Actual</b>	<b>2019 Expected/ Actual</b>
<b>Outcomes</b>				
Number of trips driven on behalf of seniors and/or persons with disabilities.	NA	NA	15,222/ 14,507	15,227
Number of Home Delivered Meals prepared for seniors in order to remain independent in their current living situation.	NA	NA	9,637/ 10,248	9,212
Number of Congregate Meals prepared for seniors sustaining themselves through socialization thereby reducing isolation.	NA	NA	8,827/ 8,244	9,272
Number of Outreach and Assistance units provided.	NA	NA	2,692/ 2,824	2,682

**Service Area: Food and Nutrition**

**Service Area Mission Statement:**

*To provide USDA foods to eligible seniors and households in order to increase their supply of nutritious foods while decreasing their food expenditures.*

**Goals**

- To provide seniors 60 or older with monthly, nutritious USDA foods.
- To provide Kent County residents with low-income quarterly emergency food assistance.

**Objectives**

- Distribute 1,450 USDA food boxes monthly to eligible seniors 60 or older in Kent County.
- Distribute USDA food to 17,000 Kent County households quarterly.

<b>Indicators</b>	<b>2016 Actual</b>	<b>2017 Expected/ Actual</b>	<b>2018 Expected/ Actual</b>	<b>2019 Expected/ Actual</b>
<b>Outcomes</b>				
Number of food boxes distributed annually to senior households on a monthly basis.	NA	NA	16,494/ 14,714	17,400
Number of Kent County households receiving USDA food annually.	NA	NA	41,872/ 45,132	41,872