

Community Action

Performance Measurement
Review

November 24, 2020



Presentation Overview



Alignment with Board Priorities



Department Strategic Goals



Key Performance Metrics



Significant Accomplishments



A Look Ahead

Performance Dashboard

goals are not meant to be exhaustive of the efforts that Kent County will engage in over the next five years. Instead, these are the priorities among dozens of others the County is and will be focused on in the months and years ahead. These items are included in the strategic plan because they are most directly tied to how the County will address public sentiment, remain competitive, and ensure it is a place where individuals and families can thrive, work, and play.

Strategic Alignment



On Track

Priority



High Quality of Life



Excellence in Service Delivery



Inclusive Participation



On Track

Effective Communications

Community Action 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.

Community Action Programmatic Composition



Senior Services

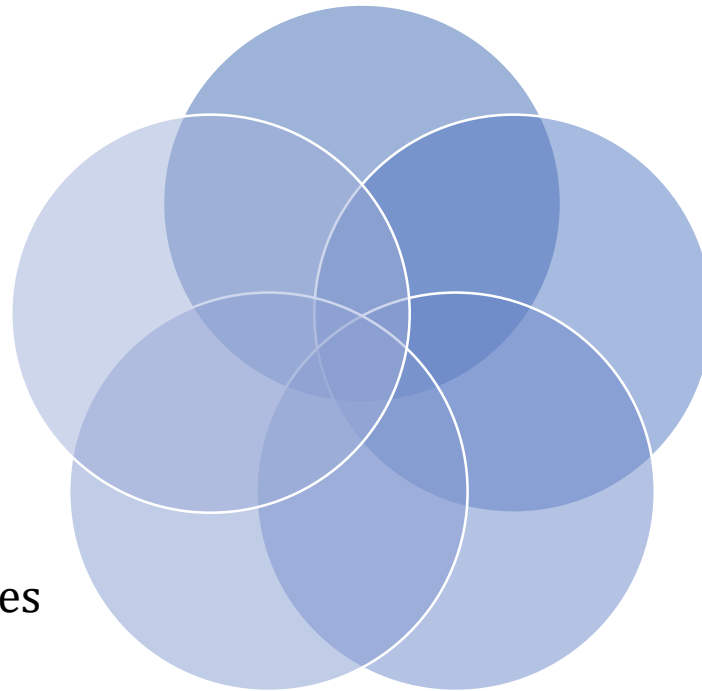
- Outreach & Assistance
- Transportation
- Meals

Housing Services

- Weatherization
- Housing Choice Vouchers

Emergency Services

- Homeless Prevention
- Utility Assistance
- Information & Referrals



Food Distribution Services

- CSFP
- TEFAP

Community Development Services

- HUD
- HOME

10/1 thru
9/30



Department Strategic Goals

Goal 1

- **To provide services efficiently respecting the guidance of the Community Action Promise, Code of Ethics, Strategies and Core Values of Kent County, and the agency mission.**

Goal 2

- **To ensure braiding of resources to provide innovative solutions while seeking systematic anti-poverty solutions.**

Goal 3

- **To allocate funds responsibly and fiscally prudent in order to be the best stewards of the funding resources to cover all expenses.**

Goal 4

- **To offer cross training opportunities for staff to enhance their skills, knowledge and service provision to clients.**

Goal 5

- **To ensure that KCCA has the human resources needed to accomplish its mission.**



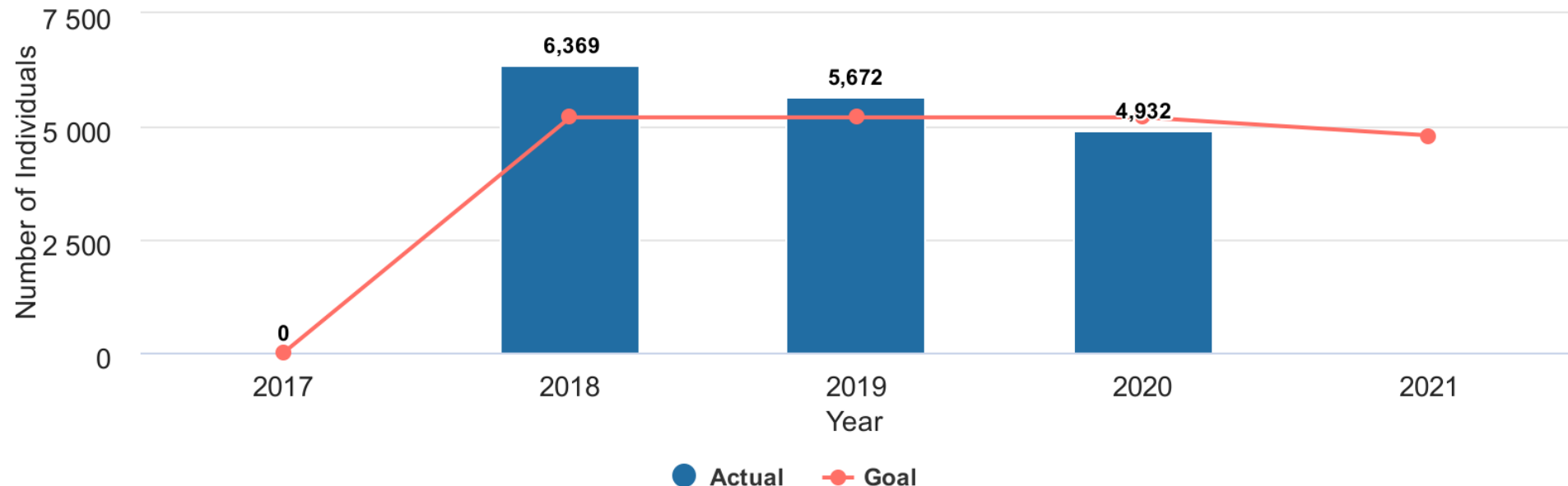
Key Performance Metrics

Strategic Plan Priority: Excellence in Service Delivery

Strategic Plan Goal: To provide services efficiently respecting the guidance of the Community Action Promise, Code of Ethics, Strategies and Core Values of Kent County, and the agency mission.

Objective: To provide Kent County residents with access to essential services through the community.

Number of Individuals with Low Income Receiving Services from KCCA





Key Performance Metrics

Department Goal: To provide services efficiently respecting the guidance of the Community Action Promise, Code of Ethics, Strategies and Core Values of Kent County, and the agency mission.

Objective: To receive a customer satisfaction rating of 92% or better from customers receiving services

98% Customer Satisfaction

"Was treated fairly with respect. Staff was professional, helpful, and knowledgeable. Overall great experience thanks for your help."

"Very kind and efficient. Thank you"

"Keep doing what you're doing"

"Keep doing what you do. And thank you"

"I received seamless services from the time I contacted KCCA until my LL received payment preventing me from eviction"

"Everyone was very helpful all along the way and my assistance was completed timely."

"I have never received assistance from someone like my intake person who was so compassionate and caring. She offered me many resources and she followed up with me to make sure that I was satisfied with the outcome I received."

"I look around my new home and say this is all mine and it was worth it. God will open doors; you just have to stay the course"

"Thank you for all that you have done. If it wasn't for you, I wouldn't have my own place again"

2019 Significant Accomplishments

275 Seniors received nutritious meals in order to meet their dietary needs with Latin American cuisine

164 Seniors received Outreach and Assistance services in order to maintain their independent living situation

20,670 trips were provided to Seniors in order to attend their medical, dental or social appointments.

2019 Significant Accomplishments

441 households received assistance with their utilities so that they could remain in their dwelling and stay out of homelessness

383 households were provided with homeless prevention funding to avoid eviction and remain in their housing

9 households were assisted with foreclosure prevention allowing them to maintain their homeownership

88 homes were weatherized which improved their energy efficiency and reduced their energy burden while also increasing their usable income for living expenses because of their lower energy bills

2019 Significant Accomplishments

1,118 households had their taxes prepared and realized over \$2 million in credits and refunds

19,368 referrals were supplied to customers which resulted in an enhancement of needs being met

272 Veterans were provided services by staff which impacted their lives positively

A Look Ahead

Approval and
implementation of our
2020 Strategic Plan

Continuing to respond to
those most vulnerable in
the pandemic with over
\$8 million in funding
specifically designated
for the mitigation of
COVID



Thank you