



Palm Beach County
Department of Community Services
Community Action Program



American Recovery and Reinvestment Act

CSBG – ARRA
2009-2010

Channell Wilkins, Director
Department of Community Services

County Commissioners	Community Services	Programs	Services	Measurements	Results
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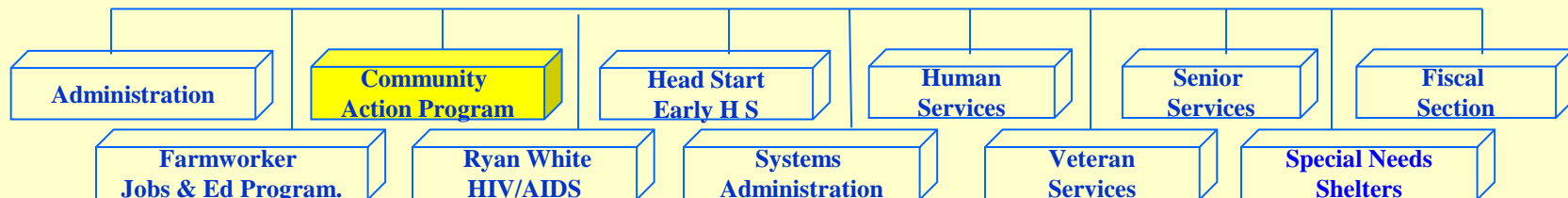
2010 Closeout Report



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(561) 355-4700 – FAX(561) 355-3863

Channell Wilkins, Director
James Green, CAP Coordinator
Roland Williams, QA/CSBG-ARRA Grant Mgr



Palm Beach County
Department of Community Services
Community Action Program



Channell Wilkins, Director

Department of Community Services director takes the helm with over 20 years of experience in the health care field. Mr. Channell Wilkins, MPA, CCAP, joined the New Jersey Community Action Association (NJCAA), in February 2003 as the Association's Executive Director. NJCAA is a private, non-profit association representing the State's local Community Action Agencies (CAAs). Mr. Wilkins has more than 20 years of experience in public administration and policy for State, local, Federal and non-profit organizations. In that position, Mr. Wilkins worked to establish NJCAA as the leading professional planning, policy and advocacy organization on behalf of the State's 23 local CAAs. He served as liaison between the CAAs and national, State and local government entities to address legislative issues affecting CAAs and their programs. Palm Beach County is extremely pleased to have Mr. Wilkins assume the responsibilities of the Department of Community Services. His experience will be invaluable in sustaining PBC's mission of supporting health and human services concerns. Mr. Wilkins' background includes policy development, program planning and implementation, and business operations planning for a variety of State, local and Federal organizations. Mr. Wilkins was most recently Program Manager, State and Local Solutions for Affiliated Computer Services, Washington, D.C. Among his former positions in New Jersey, he was a member of Senior Executive Services for the State of New Jersey, and was Chief, Mercer County Department of Human Services, Division of Senior and Community Services.

Message from the Director:

On February 13, 2009, Congress passed the American Recovery and Reinvestment Act (ARRA) at the urging of President Obama, as a direct response to the economic crisis. The Recovery Act has the following three immediate goals: create new jobs and save existing ones, spur economic activity and invest in long-term growth, and foster unprecedented levels of accountability and transparency in government spending (Recovery.gov, 2009).

One year later, the Palm Beach County Department of Community Services – Community Action Program began its journey toward building a better community through the pursuit of employment and education for its citizenry. Although it seemed the odds were against us from the beginning; a terrible economy, unemployment rates higher than normal and very limited funds available to make a difference in our community; we were determined to do something completely new, and we did.

The information contained in this document shows how we creatively used our American Recovery and Reinvestment Act funds.

Sincerely

Channell Wilkins
Director, Department of Community Services



**Department of
Community Services**

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**Palm Beach County
Board of County
Commissioners**

Burt Aaronson, Chair
Karen T. Marcus, Vice-Chair

Shelley Vana

Steven L. Abrams

Jess R. Santamaria

Priscilla A. Taylor

County Administrator
Robert Weisman

*"An Equal Opportunity
Affirmative Action Employer"*

,
October 19, 2010

Ms. Paula Lemmo
Division of Housing and Community Development
Community Assistance Section
2555 Shumard Oak Boulevard
Tallahassee, FL 32399-2100
Telephone: 850.922.1844 FAX: 850.488.2488

Re: CSBG-ARRA Closeout Report

Dear Ms. Lemmo

On behalf of the Palm Beach County Board of County Commissioners, the citizens of Palm Beach County and the Department of Community Services staff – Community Action Program, we are proud to present our closeout report for the CSBG-ARRA program.

The report contains the actions and activities conducted according to the Workplan and budget. We tripled our original Workplan forecast in many areas and more than doubled in many others.

We appreciate the time you and your staff have dedicated to us and the support you have personally given to help us realize our dream. If you should ever require the assistance of the Palm Beach County Department of Community Services – Community Service program, please feel free to give us a call.

Respectfully yours,

Channell Wilkins, Director
Department of Community Services

Community Action Program

CSBG-ARRA – Job Creation/Retention

We began our CSBG-ARRA program with a Quest for Quality

VISION

A *Quest for Quality* Strategies that challenges citizens towards world-class performance in a rapidly changing environment.



Objectives

Provide quality products and services while maximizing the CSBG-ARRA funds

Challenge citizens toward their full personal and professional potential

Develop a simple feedback loop to share successes

Follow-Up

Use surveys to collect and share “best practices” and highlight successes.

Quest for Quality Strategies

Redefine Customer Needs

Provide training, technical assistance and other support services. Show people what jobs will be available in the future.

Eliminate Defects

Look for ways to assess and fix any process defects – duplication of products and services. Provide a seamless system of services to maximize funds.

Cycle Time Reduction

Reduce the time from initiation to resolution of an event.

Increase Community Partners' Participation

Ensure all partners are involved – working as a team – perfecting things.

Supportive Measurements

Use every metric possible for support and removal of barriers.

Areas of Focus

Leadership Development
Citizens investing in their future

Shared Knowledge Across
the community

Successful Planning

Palm Beach County Board of County Commissioners



District 1
K. Marcus
Chair



District 3
S. Vana
Vice Chair



District 2
P. Burdick



District 4
S. Abrams



District 5
B. Anderson



District 6
J. Santamaria



District 7
P. Taylor



Robert Weisman

Palm Beach County - Mission:

To continually improve, in the most cost effective manner, the services to our customers; protection of the overall public good, as guided by the policies of the Board of County Commissioners; and to achieve a recognized high level of public satisfaction for costs and quality of service. We will accomplish our mission by taking a leadership role in developing and presenting sound policy alternatives to the Board of County Commissioners, focusing continually on our customers' needs and expectations, recognizing limitations in resources, exploring creative and equitable revenue alternatives, responding capably and swiftly to changing priorities, investing in the behavioral and intellectual enhancement of our work force, and providing appropriate acknowledgement and rewards for superior performance.

OUR GOALS

Customer Focus:

Solicit extensive, measurable and continual customer input. Record and track customer satisfaction trends. Modify systems to achieve customer-defined objectives. Apply knowledge gained to ensure the highest quality services and products.

Performance Measures:

Based on desired outcomes, define clear and quantifiable measures of performance that will provide baseline standards from which we may guide and verify our productivity and organizational improvement efforts.

Empowerment:

Encourage the highest level of employee involvement and initiative. Decentralizing authority and responsibility will maximize individual contributions and promote a vested interest in organizational performance.

Continuous Quality Improvement:

Nurture the quest to be the best. Never identify a problem without offering a solution. Acknowledge and reward superior performance. Provide meaningful training and development opportunities that will stimulate organizational excellence.

Cost-Efficiency:

Increase the efficiency and effectiveness of all County services, referencing benchmark and comparable data from the public and private sectors. When matching needs to resources, be mindful of budgetary limitations, customer expectations and changing priorities.

Vision:

Think strategically and anticipate the future. Ensure that the decisions we make today will have lasting value.

Palm Beach County is the largest county in the State covering 2,578 square miles.

The Community Action Program has locations throughout the county.

We fully utilized all of Community Action Program locations and offices of our Human Services and Senior Services Divisions as well as Farmworkers office, to ensure clients receive all possible services close to home. We “Income Qualified” all clients at 200% of the Federal Poverty Guidelines and sent them to our Sub-grantee – Gulfstream Goodwill, Inc for full services.



Department of Community Services

The Department of Community Services is comprised of three divisions and several independent programs. It provides staff and administrative support for various health and human service boards and community initiatives.

The Board of County Commissioners awards some local match and operating funds to support local non-profit agencies providing health and human services. The Department of Community Services monitors the use of these funds and provides technical assistance to the agencies.

Our Vision

Helping people build
better communities

Our Mission

To enhance and improve the health, welfare
and quality of life in Palm Beach County
by investing in the potentials
of families and individuals in need

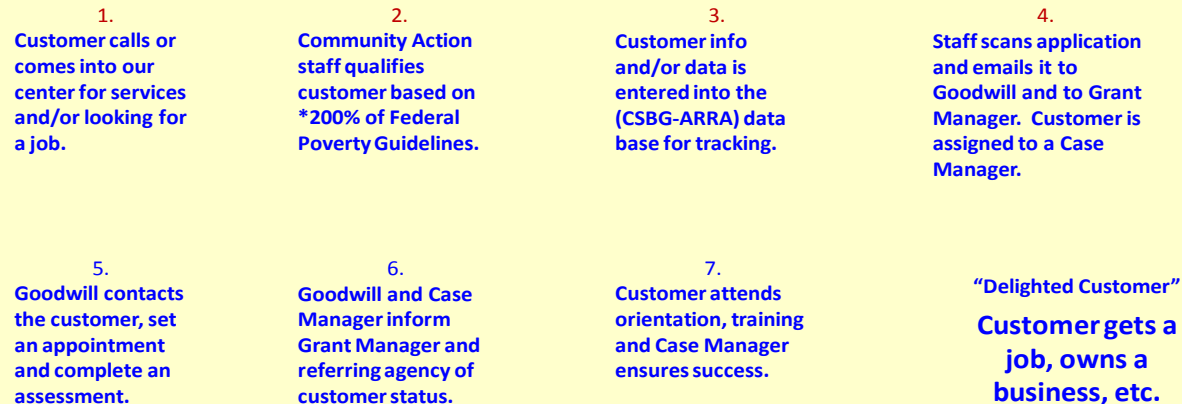
Total Grant	Grantee	Sub-Recipient
\$1,461,906	375,681	1,086,225
Modification 50,000	7,500	42,500
\$1,511,906	383,181	1,128,725

As a result of becoming a recipient of the CSBG-ARRA Block Grant, the Palm Beach County Department of Community Services and Gulfstream Goodwill Industries, Inc. a Sub-Grantee, partnered with over forty (40) companies to meet the goals of the American Recovery and Reinvestment Act. The Palm Beach County Department of Community Services received \$1,461,906 to help reduce poverty, revitalize low income communities, and empower low income families and individuals to become self-sufficient. We also received an additional \$50,000 to inform citizens about other benefits available. It was then decided that a venue should be created to help those citizens that were currently without unemployment, underemployed, or seeking to retain their current position; which in turn would help revitalize the community and empower the citizenry to become more self-sufficient, while reducing poverty. The funds were allocated between both partners with a focus on their administrative services and client assistance expense, as shown in the following charts and graphs.

Department of Community Services

The Community Action Program hired 5 staff to help carry out the local, State and National objectives of the CSBG-ARRA program. Our staff: Jennifer Raymond, Stephanie Jones, Melissa Russell, Jodi Lemont and Winston Hudson. We also enlisted the services of Gulfstream Goodwill Industries, Inc. as a sub-grantee. A flow chart was developed to ensure our clients were properly served in an expedient manner. The CSBG-ARRA program staff begin in April about the same time as the (Goodwill Achievement Through Employment – GATE) Goodwill staff begin about the same time. We develop a joint plan of action. The following flow chart was used as our guide to ensure success.

Department of Community Services Community Action Program CSBG-ARRA



Federal Poverty Guidelines

Community Services Block Grant 200% of Poverty Guidelines July 1, 2009 – September 30, 2010		
Size of Family Unit or Number in Household	Monthly Income	Annual Income
1	\$1,805.00	\$21,660
2	\$2,428.33	\$29,140
3	\$3,051.66	\$36,620
4	\$3,675.00	\$44,100
5	\$4,298.33	\$51,580
6	\$4,921.66	\$59,060
7	\$5,545.00	\$66,540
8	\$6,168.33	\$74,020
For Family units with more than 8 members, add \$7,480 for each additional member. (The same increment applies to		

We went into the community and found 783 citizens willing to participate in the CSBG-ARRA program. They were “income qualified” 200% of the Federal Poverty Guidelines. They were turned over to the sub-grantee to create jobs, save jobs and help them to start a business. The following charts and graphs outlines our success.

Sub-Grantee – Gulfstream Goodwill, Inc.

The Goodwill Achievement Through Employment (**GATE**) program was officially started on November 16, 2009, when the Director of the program was hired.

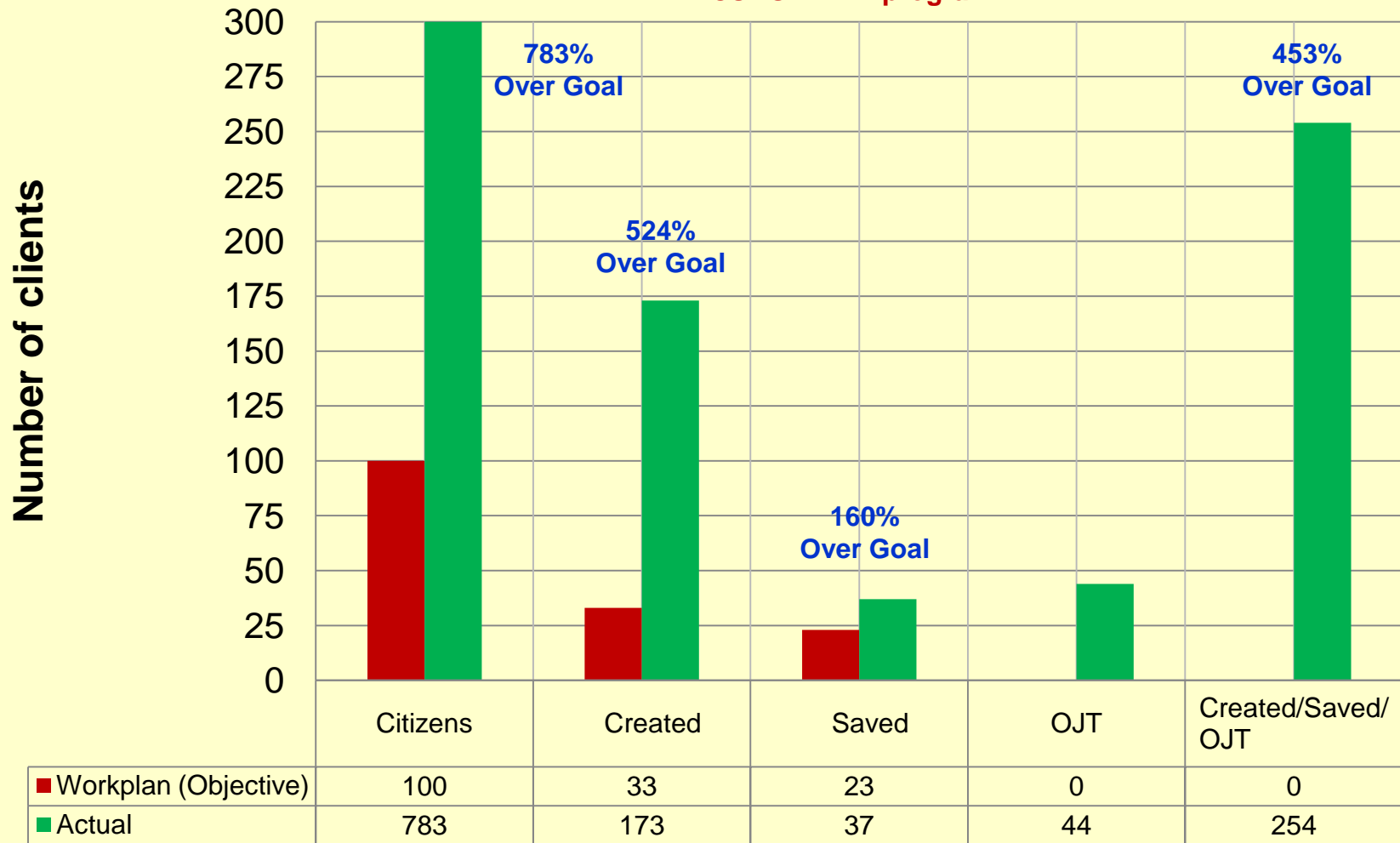
The hiring process for the rest of the staff was then set in motion with the first group coming on board December 14, 2009. During the month of January 2010, ninety eight (98) participants were referred by Community Action Program. Between January and April, things dramatically changed: The number of referrals jumped from 98 in January to 734 at the end of April, these numbers far exceeded the volume that the program was structured to serve. So the County acknowledged the sub-grantee's request to convert the two Follow Along Coaches/Job Coach positions to Liaison Case managers. The last of these new positions was filled on April 15, 2010. The staff was comprised of three (3) Employment Consultants, Elena Brownson, Lisa Lixie-Scharf and Margaret Brice; two (2) Liaison Case Manager Lynda Washington and Anna Balla; the IT trainer Jack Bennett; the Work Readiness trainer LaTasha Pierce and the Receptionist Anasteli Ferguson. The GATE program came to a close on September 30th. Set out below are the number of referrals to the program, and how the participants referred were served.

<u>Referrals: Contract goal, 100:</u> Results: A total of seven hundred and eighty three (783) participants were referred to the program by the County staff from the Community Action Program.	<u>Vocational Assessments: Contract goal, 100:</u> Results: Three hundred and ten (310) of the 783 completed the full battery of test administered by Goodwill Evaluation team. The 310 participants were assigned to the three (3) Employment Consultants (EC), for job placement and follow up activities.	<u>Computer Skills Training: Contract goal, 22:</u> Results: Forty four (44) completed classes in: Windows 7, Word, Excel and Outlook. All the participants were taught how to fill out an application "on line" and how to upload their résumé and attach it to an application.	<u>Job Readiness Training: Contract goal, 50:</u> Results: Two hundred (200) participants completed the Work Readiness training and were presented with certificates. This course included: <ul style="list-style-type: none">• how to complete an application• resume writing, interviewing• how to dress and present self• an e-mail address was established for those participants who did not have one. Job leads and other communication were sent to their e-mail address to get them familiar with sending and receiving e-mails.
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Total Jobs Created / Saved

September 30, 2010

Seven hundred and eighty three (783) citizens were “income qualified” for the CSBG-ARRA program



Florida Department of Community Affairs Workplan – objectives: Create 33 jobs and save 23.

The Grantee and sub-grantee were able to create/save 254 jobs as of September 30, 2010. There are approximately 55 additional jobs pending from citizens finding jobs due to our training them in the area of resume writing, interview and computer skills. This will push our number well over 300 + jobs. We also have a number of citizens that have received their CDL and will be working by the end of October.

Sub-Grantee – Gulfstream Goodwill, Inc.

Skills Training: Contract goal, 7:

Results: There were eighty nine (89) participants that attended training in various schools; training included, CDL, Security, Correction Office, Computer and the health care fields such as: Certified Nursing Assistant (CNAs), Patient Care Technician (PCT), Phlebotomy, EKG and Home Health Aide (HHA). Most of those who received training in the health care field were placed in training related jobs. Those who complete the CDL were also placed except for five (5) from the Belle Glade area, who refused truck driving jobs, preferring instead to wait on the sugar cane season which starts in mid October, where they are almost guaranteed a truck driving job hauling cane from the fields to the mills. Although this is a seasonal job these participants prefer to work in the Glades rather than leave home to travel “over the road”. There was moderate success in all the others, but the positive side is that the participants now have skills that they can market themselves, and soon will be gainfully employed.

Child Care: Twenty five (25)

Results: participants were given referrals for child care, serving a total of forty seven (47) children. Child care was given to those attending training or those that obtained employment. All the participants that retained their child care during the month of September were all working. Note: Only \$5,000.00 was set aside for child care in the original contract from the County. Goodwill signed a contract with Early Learning Coalition of Palm Beach County, Inc. for \$72,000.00 to provide child care services for the GATE participants

Apprenticeship or On-the Job Training: Contract goal, 27:

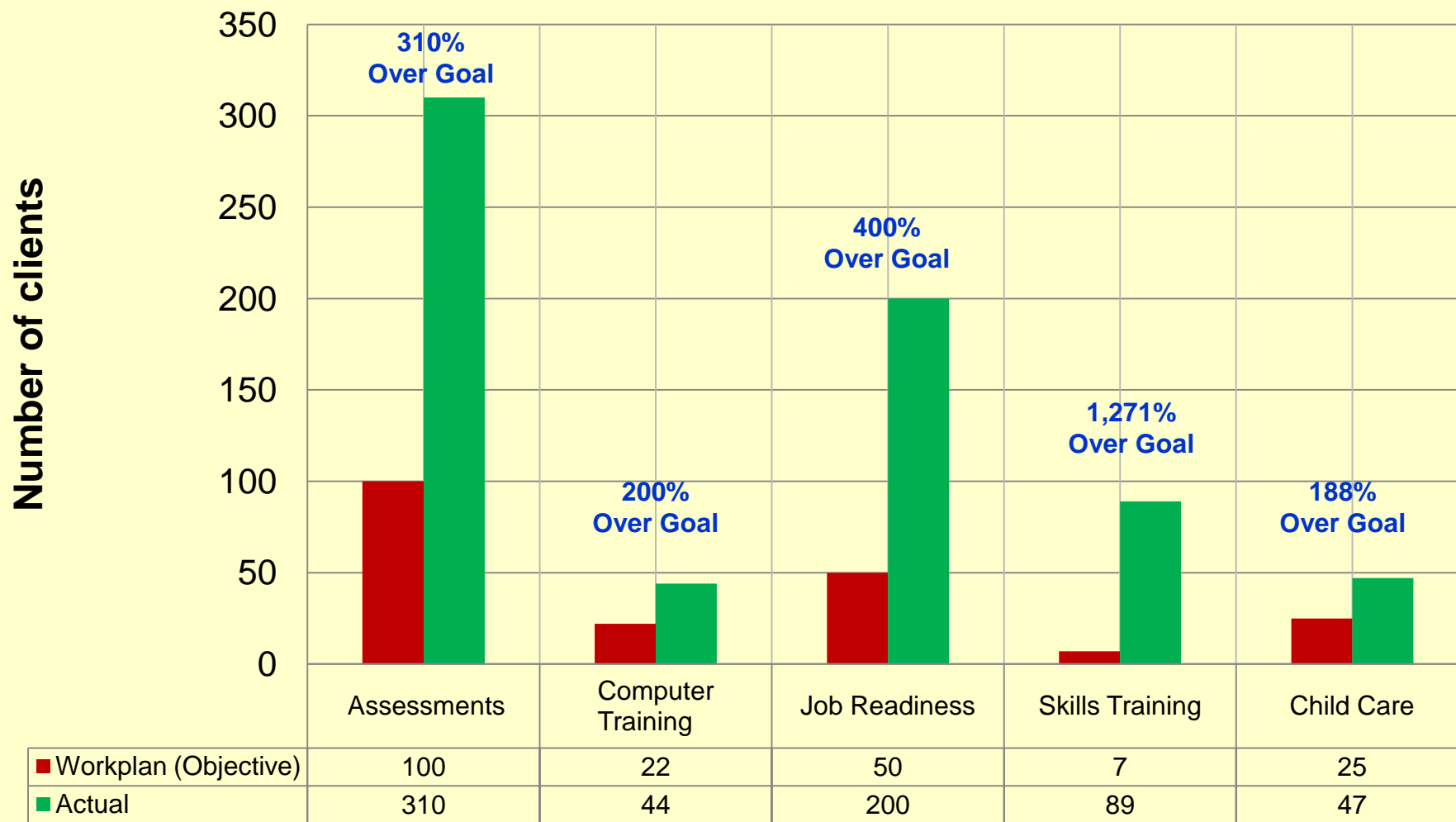
Results: Forty three (44) OJTs were developed, 23 of them were paid on the Goodwill payroll and 20 were paid directly by the employers and then reimbursed. The OJTs were for a period of eight (8) to twelve (12) weeks. Most of these OJTs resulted in full time employment with their employers. There were a few employers that took advantage of the extra help for the duration of the OJT, but in the end indicated that they could not continue their employment. The participants however gained work experience and can add these skills to their resume.

Placement: Contract goal, 20:

Results: There were a total of one hundred and fifty two (152) placements. In addition to a number of jobs saved in the child care field to bring the total to one hundred and eighty nine (189).

CSBG - ARRA

Goals and Achievements



The Original Workplan Objectives were suggested by a consultant and approved by the Department of Community Affairs, Tallahassee.

Results:

Three hundred and ten (310) of the 783 completed the full battery of test administered by the sub-grantee Evaluation team.

Results:

There were over 105 citizens expressed an interest in computer training. Forty four (44) Completed.

Results:

Two hundred (200) participants completed the Work Readiness training and received certificates.

Results:

There were eighty nine (89) citizens that attended training in various schools.

Results:

Twenty five (25) citizens were given referrals for child care. We served a total of forty seven 47 children.

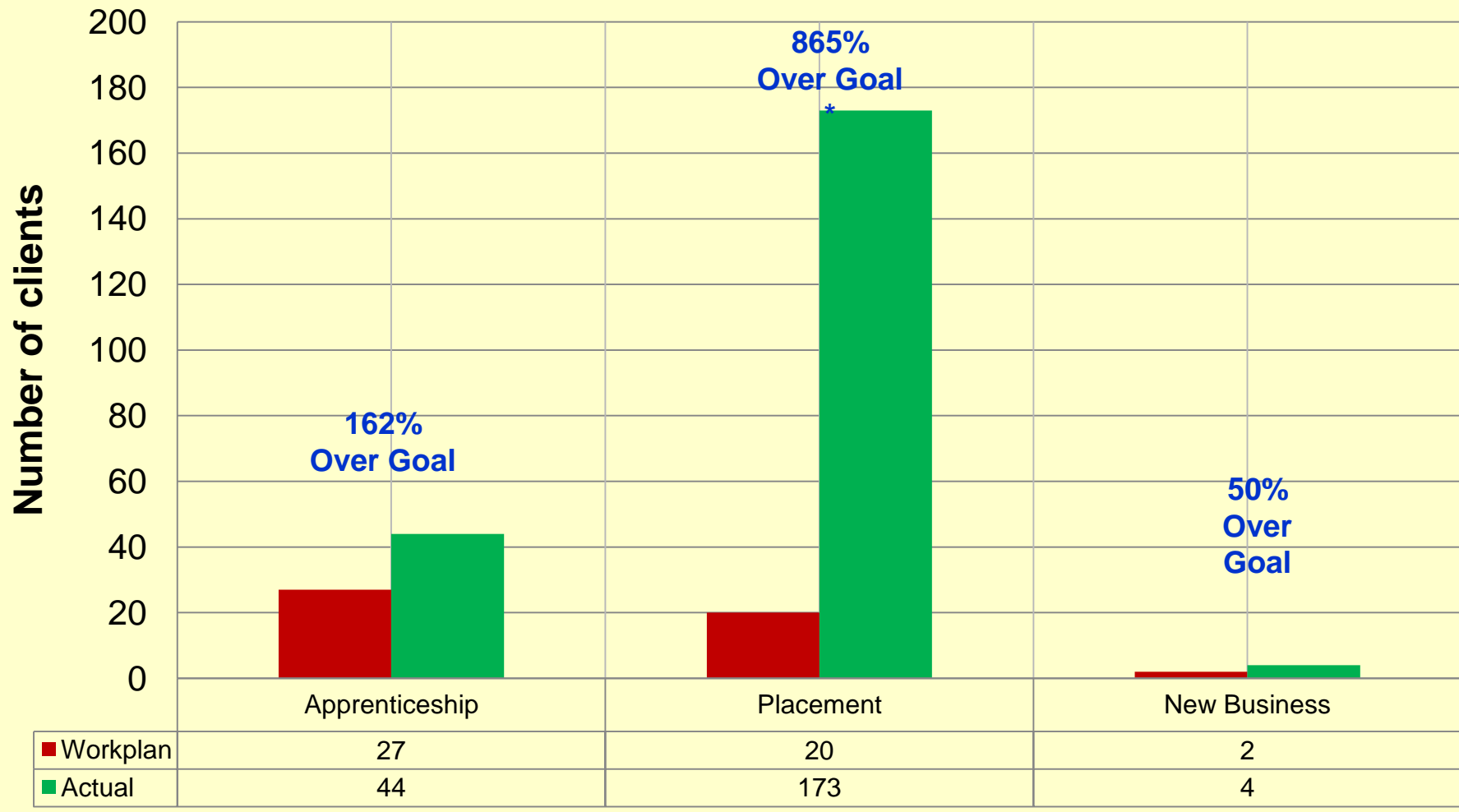
CSBG – ARRA

Sub-grantee Goals and Highlights

<p><u>Client Referrals: Contract goal, 100</u></p> <p>Results: A total of seven hundred and eighty three (783) participants were referred to the program by County staff from the Community Action Program.</p>	<p><u>Vocational Assessments: Contract goal, 100:</u></p> <p>Results: Three hundred and ten (310) of the 783 completed the full battery of test administered by Goodwill Evaluation team.</p>	<p><u>Computer Skills Training: Contract goal, 22:</u></p> <p>Results: There were over 105 customers who expressed an interest in computer training, many of whom did not follow through with their appointments. Forty four (44).</p>
<p><u>Job Readiness Training: Contract goal, 50:</u></p> <p>Results: Two hundred (200) participants completed the Work Readiness training and received certificates.</p>	<p><u>Skills Training: Contract goal, 7:</u></p> <p>Results: There were eighty nine (89) participants that attended training in various schools</p>	<p><u>Child Care:</u></p> <p>Results: Twenty five (25) participants were given referrals for child care, serving a total of forty seven (47) children.</p>
<p><u>Apprenticeship or On-the Job Training: Contract goal, 27:</u></p> <p>Results: Forty four (44) OJTs were developed, 23 of them were paid on the Goodwill payroll and 20 were paid directly by the employers and then reimbursed. The OJTs were for a period of eight (8) to twelve (12) weeks</p>	<p><u>Placement: Contract goal, 20:</u></p> <p>Results: There were a total of one hundred and seventy-three (173) placements in addition to a number of jobs saved (37) and OJT (44) – bringing our total to 254 jobs created or saved.</p>	<p><u>New Businesses: Contract goal, 2</u></p> <p>Results: E-Books: A model business Lisa's New York Hot Dogs: Restored a hot dog business. Revolutionized Fitness Jason Larimore was trained to become a certified personal trainer. Barber: Adrian Brown was trained to become a Barber. He started his own business and gave free haircuts at the August back to school event.</p>

CSBG - ARRA

Apprenticeship – Placement – New Business



Results:

Forty three (44) OJTs were developed, 23 of them were paid on the sub-grantee's payroll and 20 were paid directly by the employers and then reimbursed. The OJTs were for a period of eight (8) to twelve (12) weeks.

Results:

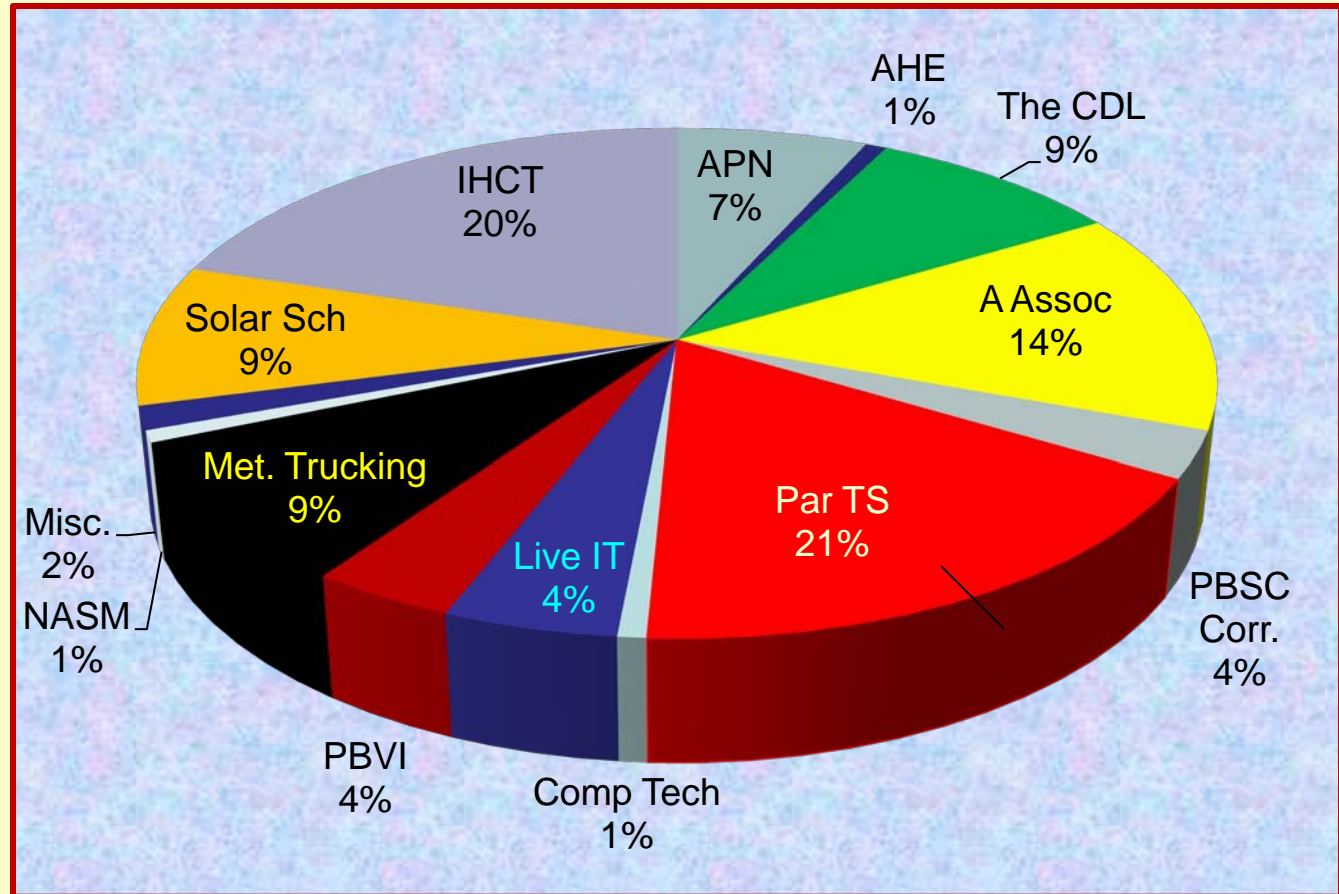
* Consultants estimated that we would place 10 people in jobs given the "bad economy". We doubled that estimate and created 173 new jobs, saved 37 jobs and placed 44 citizens on OJT – a total of 254 jobs created/saved.

Results:

E-Books: A model business
Lisa's New York Hot Dogs:
Revolutionized Fitness Jason Larimore was trained to become a certified personal trainer.
Barber: Adrian Brown was trained to become a Barber.

School and Education Programs

Our goal was to prepare people for a job if they did not have the current education or skills. We found jobs and gave people the education and training necessary to gain the employment opportunity. This graph shows the diversity of schools and educational programs that our citizens attended and received license and or certification.

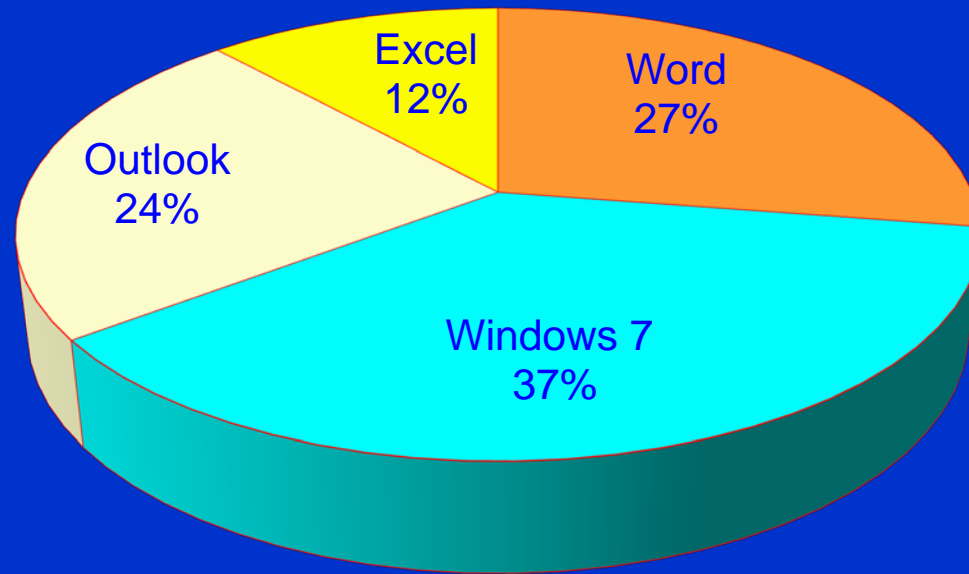


APN – Academy for Practical Nursing	9	Live IT – Computer	6
AHE –Academy for Healthcare	1	PBVI – Palm Beach Vocational Institute	5
The CDL – T he CDL Driving School	12	Met – Metropolitan Trucking	12
A & Assoc – Security Training	12	NASM – Security Training	1
PBSC – Palm Beach State College	4	Misc- Miscellaneous - More than one job	2
Par TS – Paramount Healthcare	24	Solar Sch. – Solar Panel Installation Sch.	11
Comp. Tech – Computer Technician	1	IHCT – In House Computer Training	27
Other (two jobs within the grant cycle)	2		

See file documentation for client name/school and fees.

Computer Training

Forty-four (44) Participants



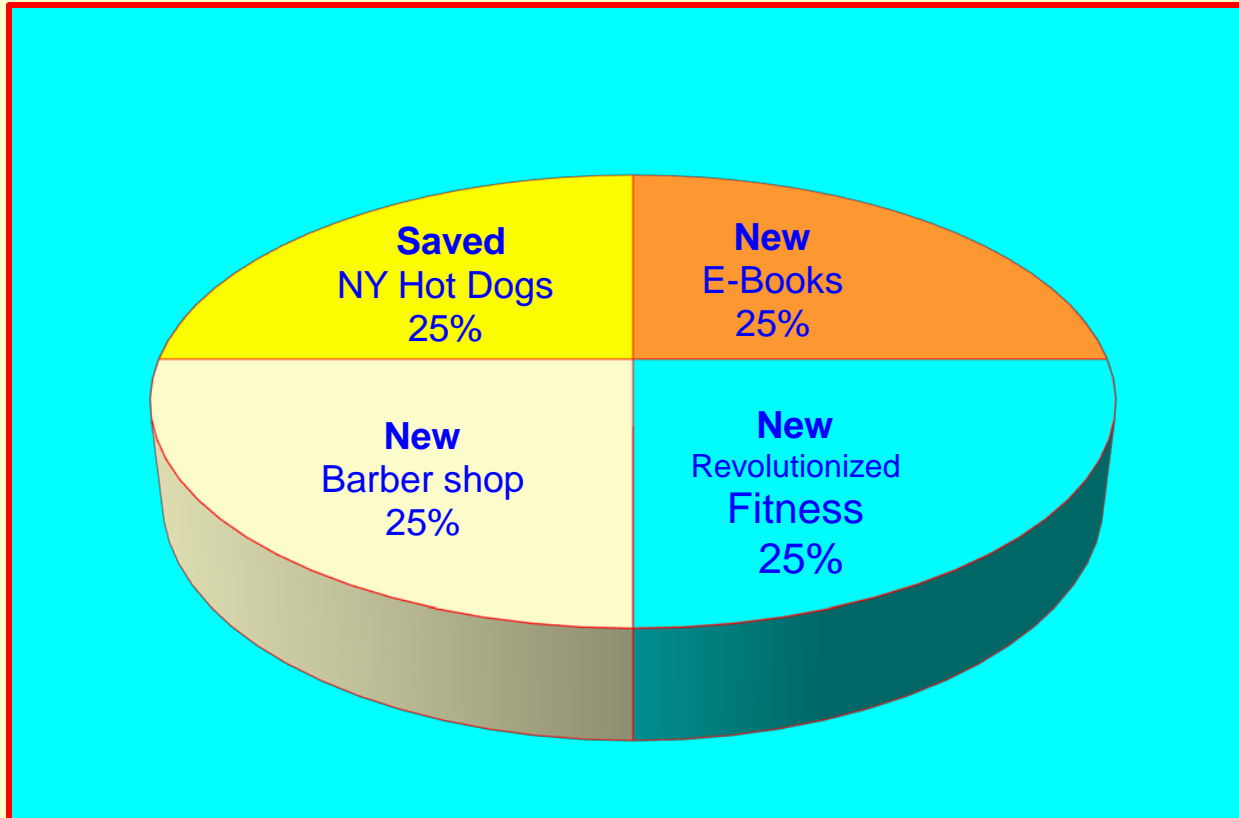
Our goal was to train people on the computer skills necessary to attain a job.

Windows 7	38
Word	28
Outlook	24
Excel	12

See file documentation for client name and location of training.

Starting or Saving a Business

Our goal was to help start or save a business that will be beneficial to the individual, and citizens of Palm Beach County; one that would generate immediate income and on-going returns on investment.



Saved	1
New	3
Total	4

See file documentation for client name and location.

Sub-Grantee – Gulfstream Goodwill, Industries Inc. – New Businesses: goal, 2

E-Books was by far the most successful business launched. All the employees including the manager are former CSBG-ARRA/GATE participants. This business has generated a profit of **\$14,959.19 during the Month of August**. The plan is to expand the current business and duplicate the business in other locations. This is truly a national model. See the Diversified Business section for a complete explanation.



Lisa's New York Hot Dogs:

The program restored a hot dog business, after the owner, who was a participant referred by Community Action, ask for help, because all her vendor license and insurance had expired due to prolonged illness. She employed her youngest daughter to help when she had to cater at any large events.

Revolutionized Fitness:

Was started by Jason Larimore a participant from Belle Glade. He is a certified personal trainer, the program paid for his certification and he launched his business on August 10, 2010 with a two day fitness camp in Belle Glade. He has secured several contracts in the Glade and is working with both high schools in the Glades communities, to teach student athletes how to prevent injuries.



Barber: The program paid for Adrian Brown to be trained as a Barber to start up his own business. He participated in the August back to school event in the Glades, giving free haircuts. Unfortunately, he was shot and killed in a hold up. He was a promising young man with high hopes of owning his own barber shop, but did not live to realize his dreams.

Diversified Businesses

Created / Saved



New – E-Books was by far the most successful business launched; all the employees including the manager are former GATE participants. At the peak of the program, there were 8 participants employed, 4 pre-scanners, 3 shipper/receivers and the manager. Goodwill used the donated books to their stores to build an on line business, using a special software that was purchased especially for the purpose, to assist in grading and setting the price accordingly. The books are posted and sold through on line companies such as Amazon and E-Bay



New – Revolutionized Fitness was started by Jason Larimore a participant. He is a certified personal trainer, the program paid for his certification and he launched his business on August 10, 2010 with a two day fitness camp in Belle Glade. He has secured several contracts in the Glades teaching groups and individuals. He is also working with both high schools to teach student athletes how to prevent injuries.

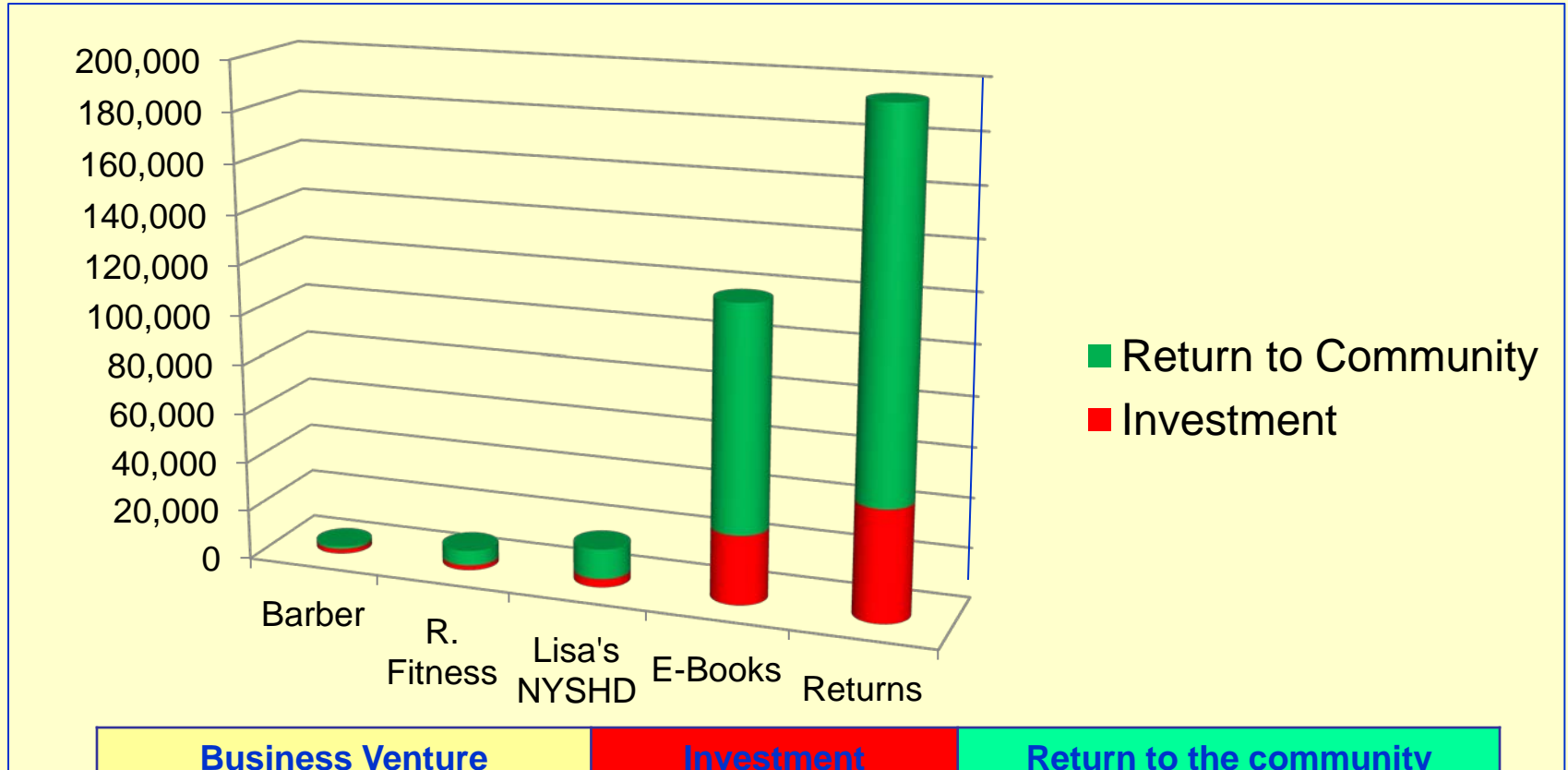


New – Barber: The program paid for Adrian Brown to be trained as a Barber. He was to start up his own business. He participated in the August back to school event in the Glades, giving free haircuts. Unfortunately, he was shot and killed in a hold up. He was a promising young man with high hopes of owning his own barber shop, but did not live to realize his dreams.



Saved – Lisa's New York Style Hot Dog: The program restored a hot dog business, after the owner, who was a participant referred by Community Action, ask for help, because all her vendor license and insurance had expired due to prolonged illness. The program paid for her licenses for a year. She was happy to be back in business, and has employed her youngest daughter part time to help when she has to cater at large events.

Diversified Businesses Created / Saved



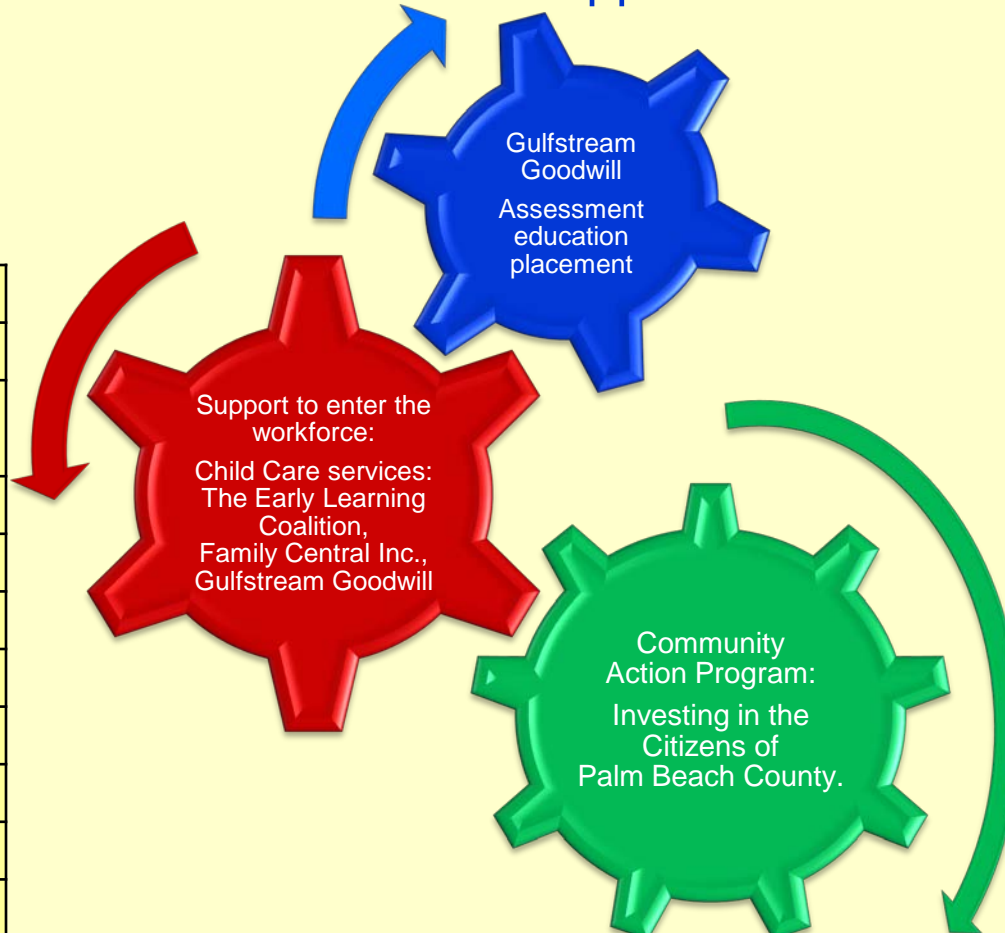
Business Venture	Investment	Return to the community
E-Books	\$27,979	(Aug) \$14,959.19
Lisa's NYSHD (New York Style Hot Dogs)	1,199	Personal ownership, service and returns to the community
Personal Fitness	2,398	Free workshops for athletics on how not to get injured on the field
Barber school	2,366	Free hair cuts to children returning to school

Our Workplan – Objective called for the start of two(2) businesses. We were able to start three(3) businesses and save one. Our investment and immediate returns are shown above.

CSBG-ARRA

Childcare - Support Services

Whiz Kidz
Planet Kids III
Precious Promise Christian Academy
Benoist Farms Elem
Fannie Mae Tots
McKenzie, Georgia
McCray Alexandra
Dawson, Lawshawn
Kiddie Land Learning
Salvation Army N.W.
Providence Pre-Sch

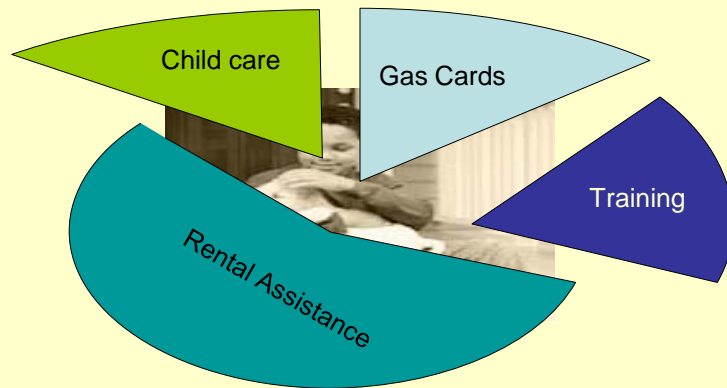


Blutcher, Judy
Kings Kids Early Ln
The duo center,
Small World Presch
Home Away From Home
Apostolic Child Dev
Jones Beautiful Beginning
Stepping Stones Learning Ctr
Howard Felicia
Kindercare Learning

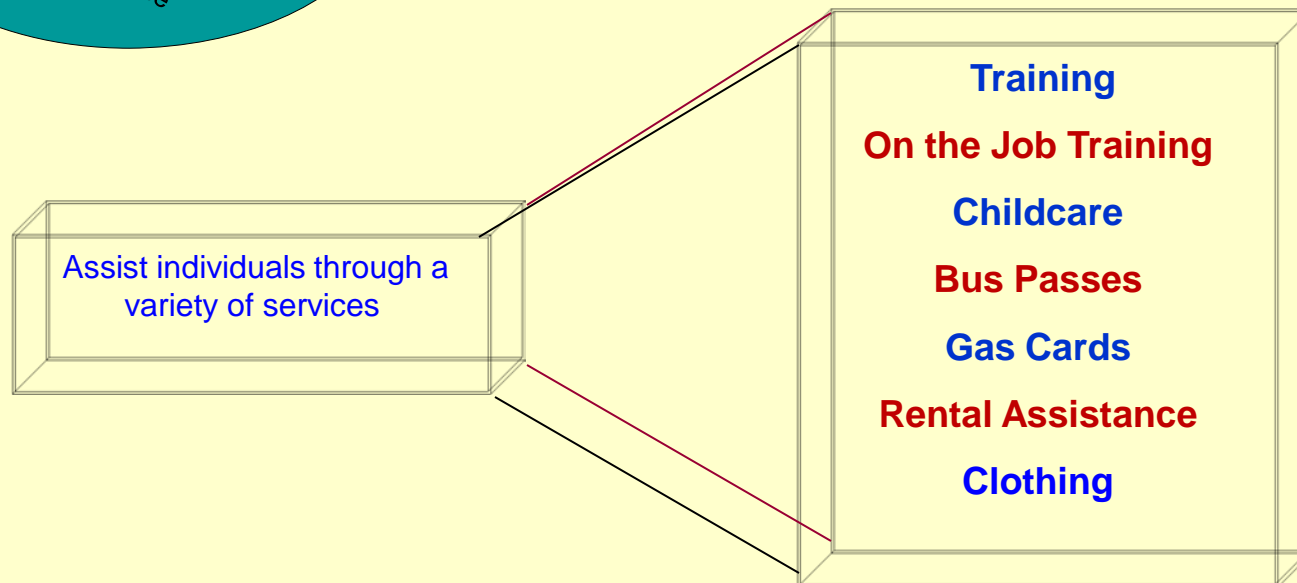
Child Care Resources	Providers	Providers	Providers
Gulfstream Goodwill, Inc.	Tiny Tikes Academy	Treehouse Learning Center	Tyson's Tiny Tots
The Early Learning Coalition	Lil Kings & Queens Academy	Planet Kids Learning Center	Thelma B Pittman
Family Central	YMCA of Boca Raton	Kids R Kids Learning Ctr	Bentleys
	Kendrick, Claty	Luma, Patricia	Kidworks Academy
	Academy for little people WPB	Teddy Bear Day Care, inc	Foster, Carletah
	Academy of little Learners	Achievement Centers	Kidworks Academy

Removing Barriers

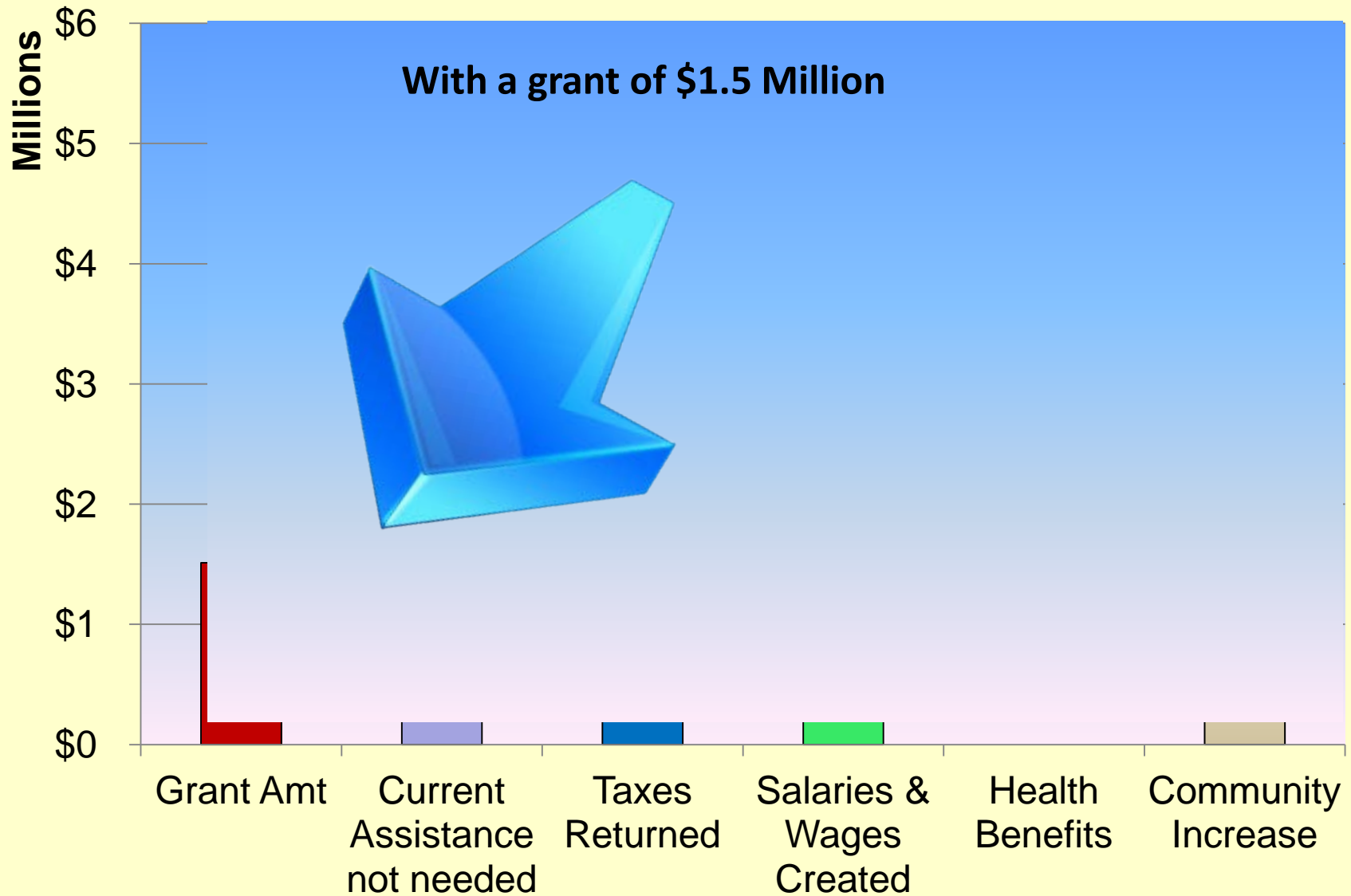
Removing barriers to job creation and retention



Services include:

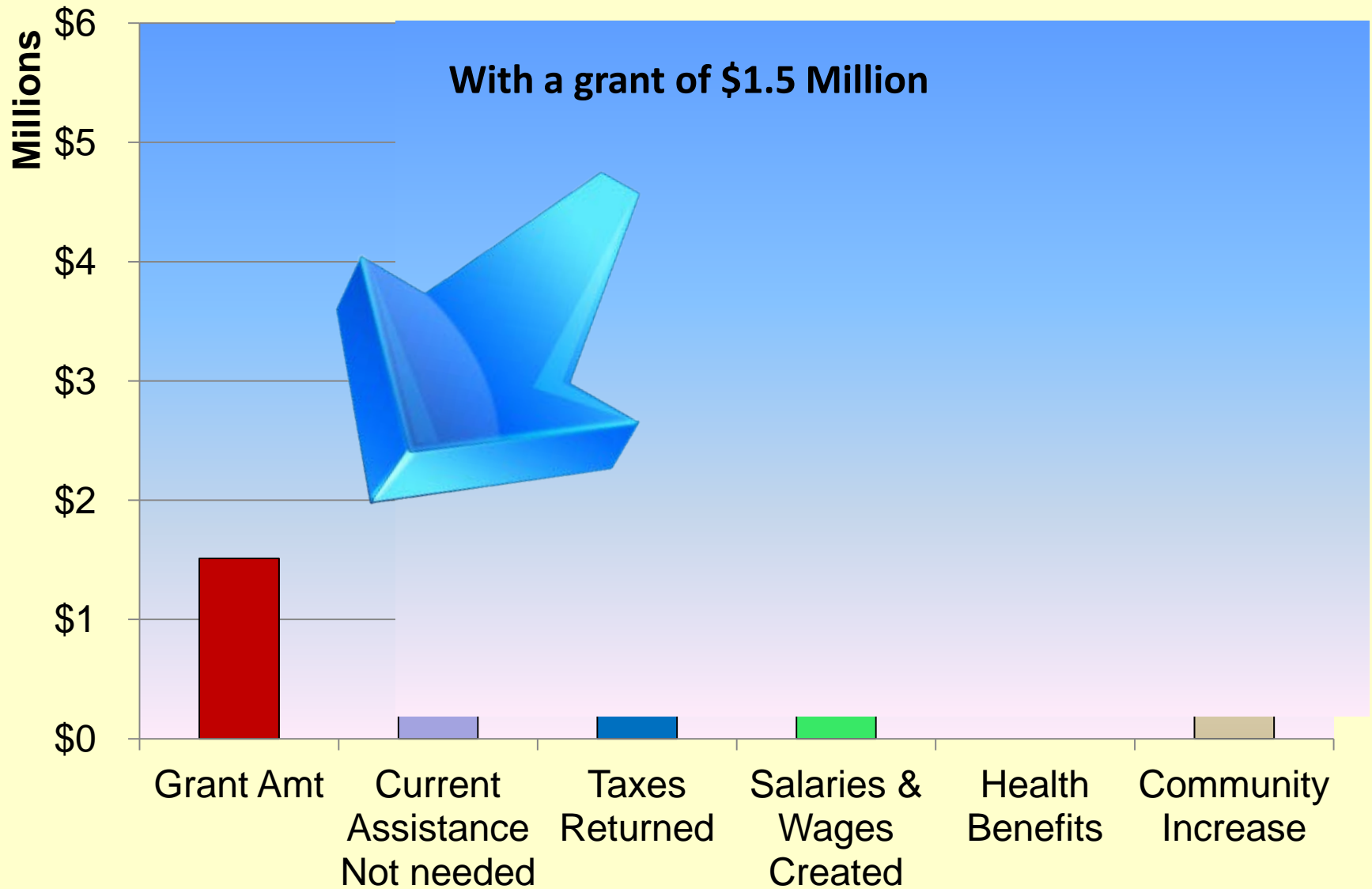


ARRA-CSBG Grant



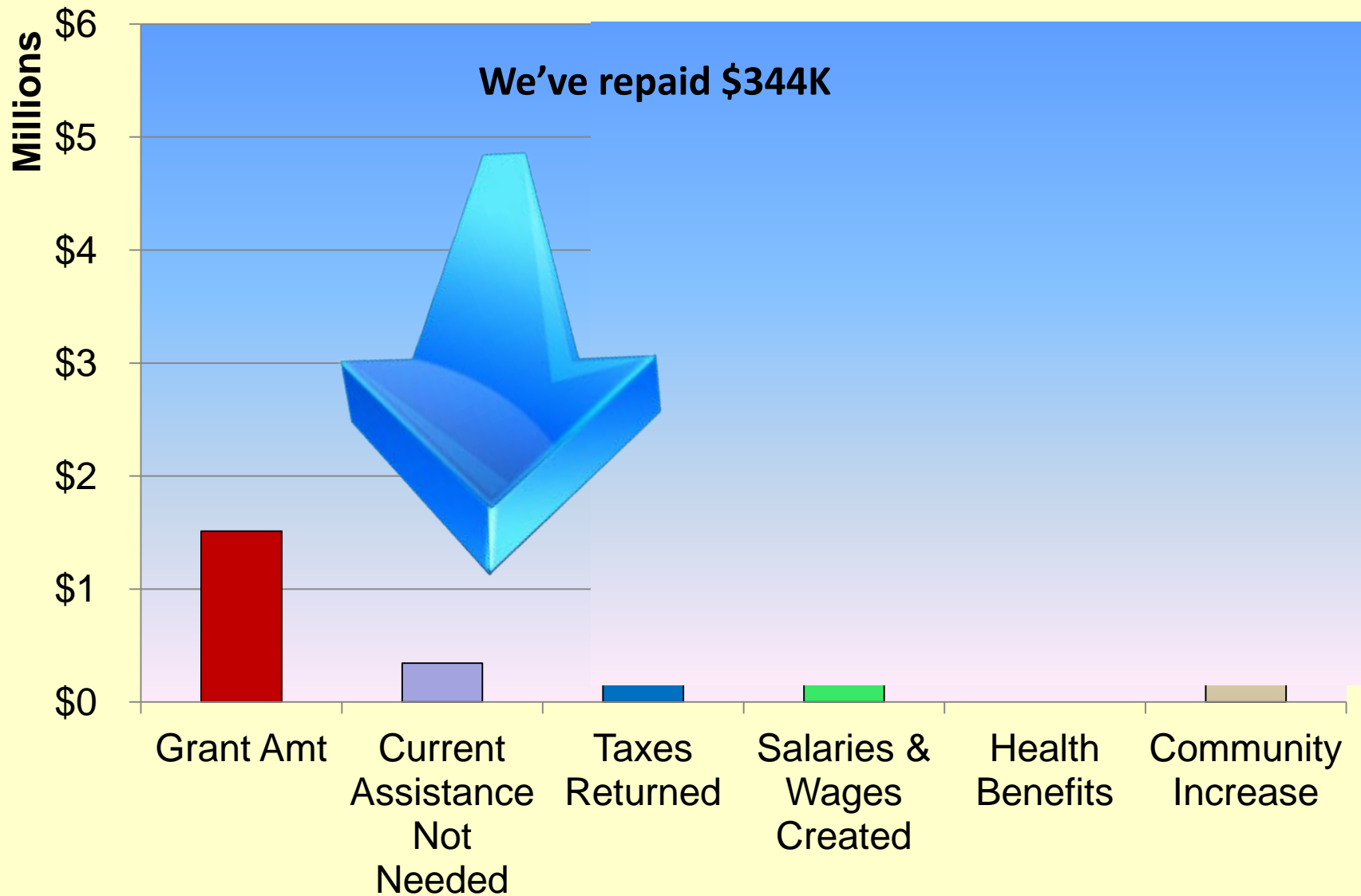
CSBG-ARRA grant: 1,461,906. Additional 50K to inform clients about other benefits.
(1,511,906)

ARRA-CSBG Grant



CSBG-ARRA grant from Department of Community Affairs, Tallahassee.

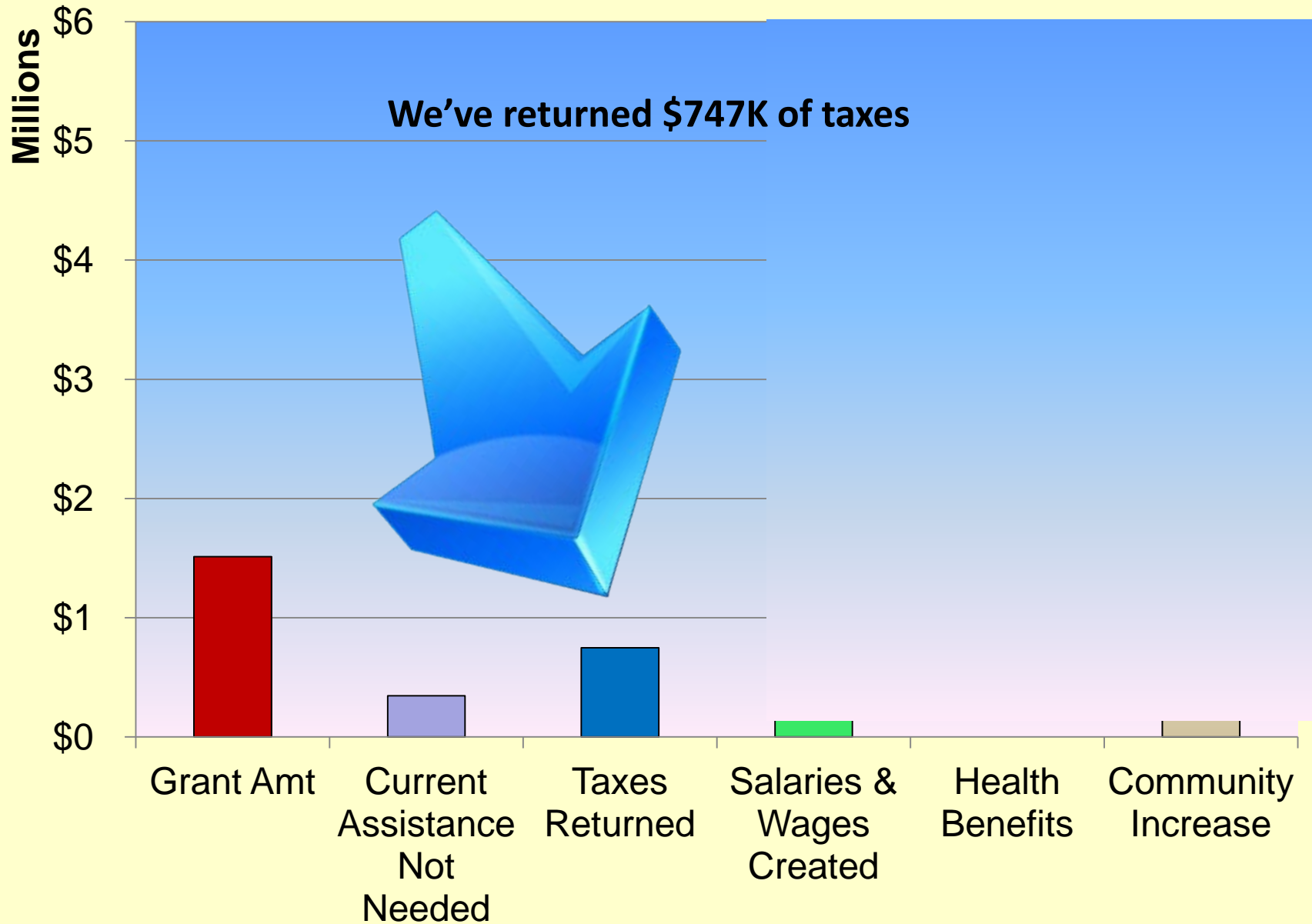
ARRA-CSBG Grant



Assistance no longer needed from the community

Based upon 254 Jobs created/saved
for citizens of Palm Beach County

ARRA-CSBG Grant



Taxes paid as a result of receiving a job

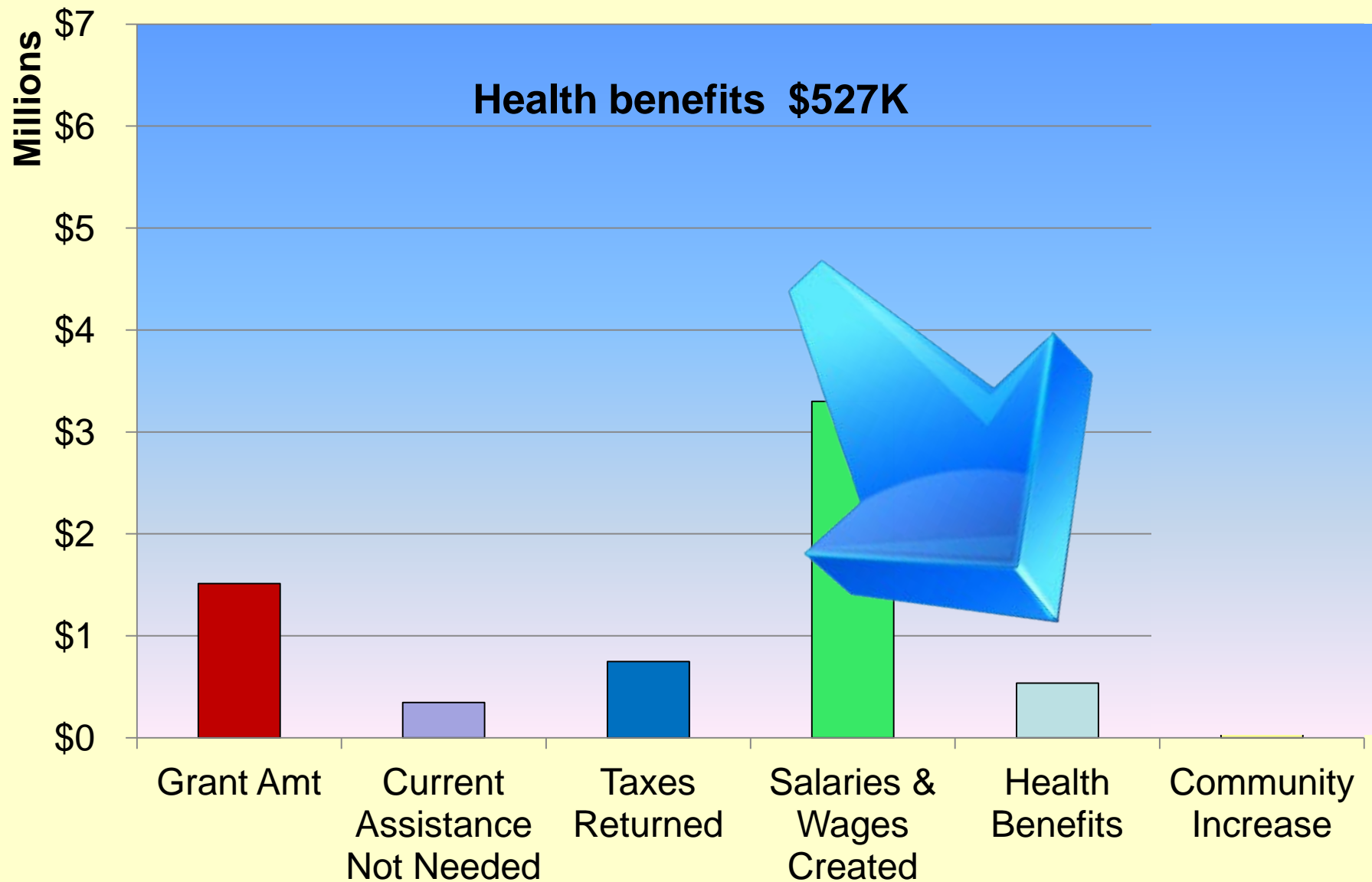
Based upon 254 Jobs created/saved
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ARRA-CSBG Grant



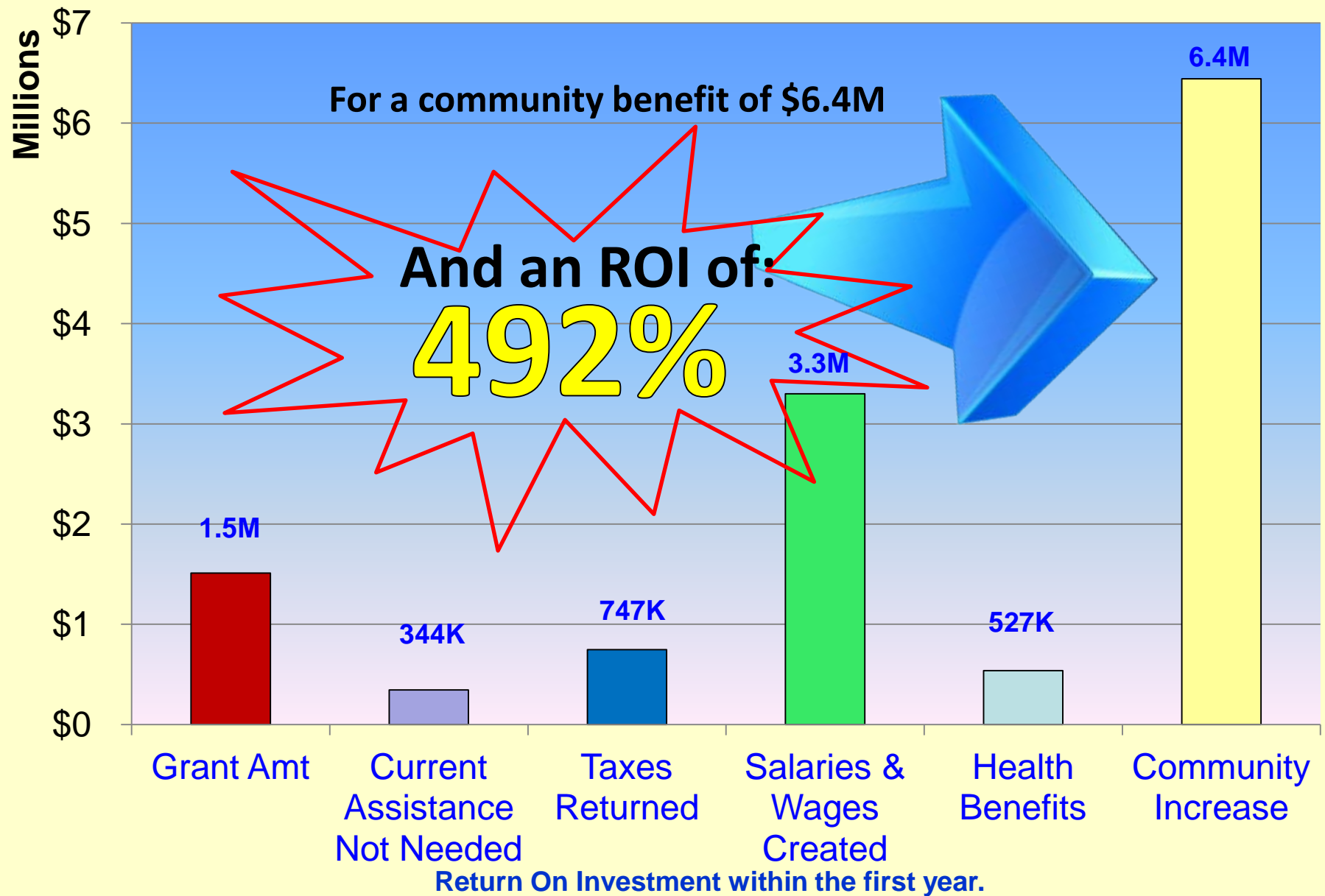
**\$3.3M in wages created to go
back into the community.**

ARRA-CSBG Grant



Health benefits bases on
126 clients @ 355.00 each x 1 year

ARRA-CSBG Grant



Based upon 254 Jobs created/saved
for citizens of Palm Beach County

Benefits Enrollment Activities

1) Brief description of each project or initiative including:

a. What was done, how and by whom?

All staff in the GATE (Goodwill's Achievement Through Employment) Program were trained and certified as ACCESS Community Partners in order to provide benefits information and enrollment. They contacted program participants and informed them of available benefits and enrolled people as appropriate. In addition we printed ACCESS benefits fliers (copies attached) in order to inform the public about benefits information.

b. If there were subcontractors or other partners, name them and describe their participation. We partnered with C.R.O.S. Ministries. They had staff with ACCESS certification in Riviera Beach, Delray Beach and in the Glades who could provide outreach, bilingual services and benefits education and enrollment.



2) Goals of the project or initiative:

a. What was the goal(s) of this project or initiative?

Train staff in how to utilize the Florida ACCESS system. Expand our website connection to Florida ACCESS by having it installed on staff computers. Provide outreach through personal contact, manned stations at the Future Careers Expo and printed materials to inform persons of available benefits.

Enroll eligible persons for appropriate benefits.

b. How does the goal(s) of this project tie to the six national goals of CSBG?

By making sure that persons were enrolled for benefits that they are eligible for, low income people become more self-sufficient, their living conditions are improved and their families are strengthened. By working together with the Florida ACCESS system and C.R.O.S. Ministries a news partnership was formed which increased our capacity to achieve results.

c. How did these goals meet the intent of this funding to identify and enroll eligible individuals and families in Federal, State and local benefit programs?

All of the goals were developed to meet this intent.

Benefits Enrollment Activities

3) Outcomes

a. What were the outcomes of the project or initiative?

212 GATE program participants were contacted to discuss available benefit programs.

All GATE staff became certified as Florida ACCESS Community partners.

318 persons were enrolled for benefits.

4000 fliers and brochures were printed to inform persons of benefits programs.

b. How were the outcomes measured and reported in the CSBG-ARRA IS Survey?

Persons served were tracked. (list of names attached)

c. How many people and households were assisted with benefits enrollment?

318 persons

d. Optional – If the information is available, what was the monetary results of the project or initiative. How much money do you project the participants will receive in the next year based on their enrollment?

Based on \$250 (average food stamp benefit per month in the state of Florida) X 12 months X 318 persons the estimate of benefits received would be \$954,000 in one year.

Benefits



Enrolled in Program

318

Average Benefits

\$250 Per month

Total Benefits for 1 year

\$954,000

Benefits Enrollment Activities

Fiscal Reporting

1) For the purpose of this supplemental report, please state how much was allocated to your agency for Benefits Enrollment, how much was expended, and the balance. Any funds allocated for this project, that were not expended by September 30, 2010, must be returned to DCA with your CSBG-ARRA closeout.

\$42,500 was allotted to the sub grantee and \$7,500 to the grantee for administrative expenses. All funds were expended.

2) Provide a detail accounting of how the funds were expended. Include the amount and a clear description of the items or services purchased. If funds were provided to a subcontractor or vendor, provide details of their expenditures as well. Clearly identify what was purchased. For example, the description – Provided assistance to customers in applying for Food Stamps – does not clearly state what was purchased. Did you pay an intake worker's salary to help the person complete an on-line application? Pay for a computer dedicated to on-line applications?

\$26,795 was spent for GATE staff salaries and their fringe benefits.

\$12,765 was paid to the sub contractor C.R.O.S. Ministries for their expenses. (Detailed invoice attached).

\$2,940 was spent for of 4000 ACCESS brochures and fliers (Invoice attached).

Benefits Enrollment Grant and Expenditures

Grant	\$50,000
Grantee - Admin	7,500
Sub-grantee staff	26,795
C.R.O.S. Partner	12,765
Materials- ACCESS	2,940

3) If salaries were paid, give the job title, hours worked on the project and hourly rate plus any benefits that apply.

GATE staff (Director @ \$21.63/hr., 3 Employment Consultants @ \$13.95/hr., 2 Case Manager Liaisons @ \$13.26/hr., 2 Trainers @ \$15.38 & \$16.83/hr., and Administrative Assistant @ \$10/hr.) devoted half of their time (20 hours per week) towards this project during August and September.

(P & L with wages and benefits is attached).

4) If any equipment or other durable goods with a life expectancy beyond September 30, 2010, were purchased with these funds, account for how these items will be used to continue the intent of the funding by the CSBG entity. NA

Future Careers Expo

Investing in the future

VISION

A *Quest for Quality* Strategies that challenges citizens towards world-class performance in a rapidly changing environment.



Objectives

Provide quality products and services while maximizing the CSBG-ARRA funds

Challenge citizens toward their full personal and professional potential

Develop a simple feedback loop to share successes

Follow-Up

Use surveys to collect and share “best practices” and highlight successes.

Quest for Quality Strategies

Redefine Customer Needs

Provide training, technical assistance, support services Expo- Opportunity to see the future

Eliminate Defects

Look for ways to assess and fix any process defects – duplication of products and services and provide a seamless system of services to maximize funds.

Cycle Time Reduction

Reduce the time from initiation to resolution of an event.

Increase Community Partners Participation

Ensure all partners are involved in the solution perfecting things

Supportive Measurements

Access to a diversity of services and remove barriers to job training, retain or create jobs.

Areas of Focus

Leadership Development

Citizens investing in their future

Shared Knowledge Across the community

Successful Planning

Quest for Quality Strategies ensures world-class performance