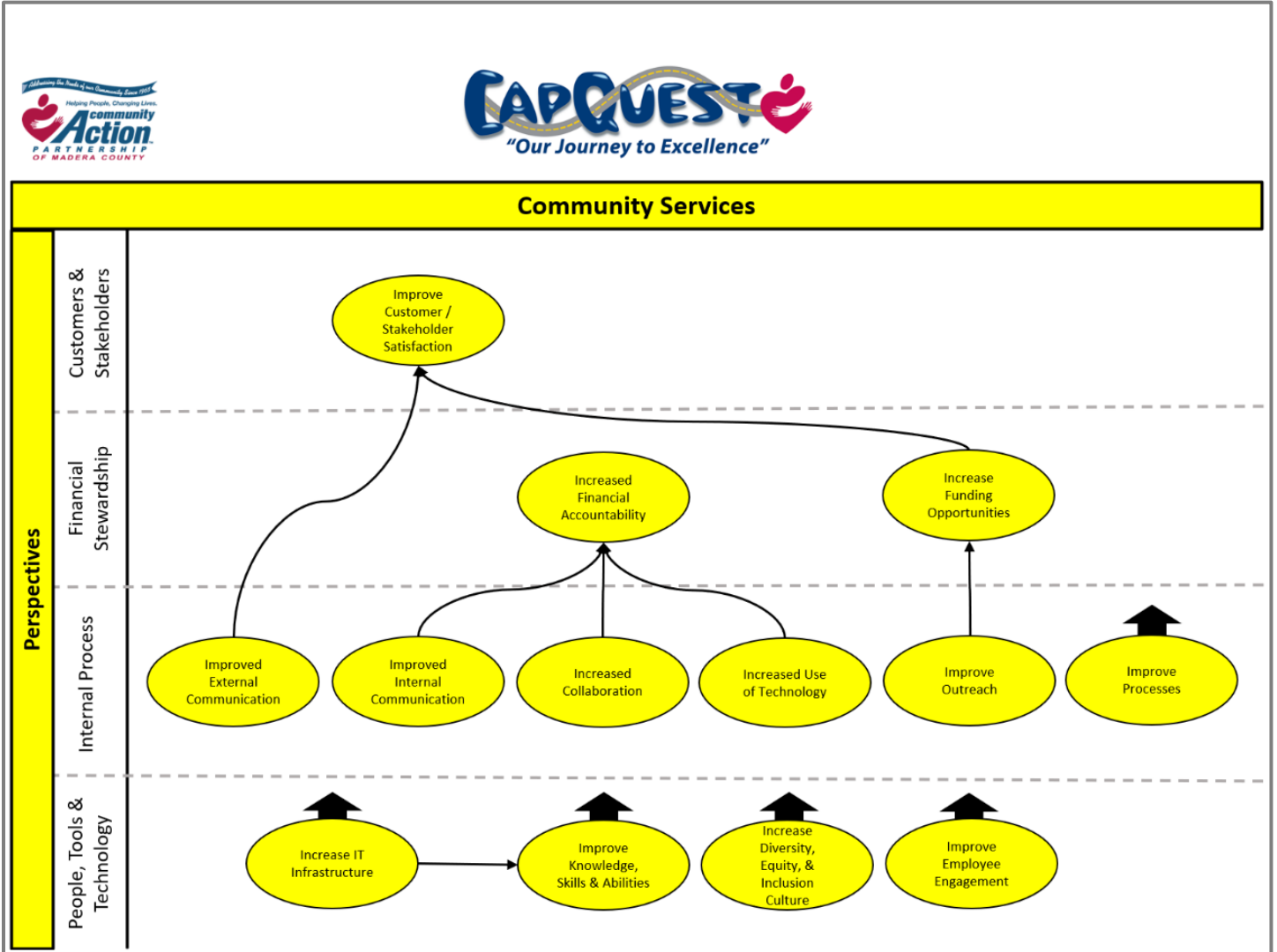











Community Services Program Objectives



Community Services Goals, Initiatives and Measures

<u>OBJECTIVE COMMENTARY</u>	<u>OWNER</u>	<u>INITIATIVES</u>	<u>MEASURES</u>	<u>2024 STATUS</u>
<p>Address the sustainability of HELP Center by increasing ongoing funding.</p>	<p>Community Services</p>	<p>Networking</p> <p>Identify funding opportunities</p> <p>Submit new funding applications</p>	<p>Create and maintain a directory of agencies similar to HELP Center by 2026.</p> <p>HELP Center remain operational through the development of departmental procedures, plans, organizational structure, and process improvement.</p> <p>Update:</p> <p>Access Site flyer Housing Provider Manual Homeless Services Brochure</p> <p>Staff have updated the program guidelines and procedures keeping it up to date as changes occur or are implemented. The last update was done to the document was May 2024, this is an ongoing process.</p> <p>Staff have submitted funding applications such Coordinated Entry System (CES), Food Insecurity Grant, as well as Kaiser, to name a few.</p>	<p style="text-align: center;"></p> <p style="text-align: center;"></p>

<u>OBJECTIVE COMMENTARY</u>	<u>OWNER</u>	<u>INITIATIVES</u>	<u>MEASURES</u>	<u>2024 STATUS</u>
<p>Improving employee proficiency with HMIS will improve data entry and reporting which will support grant compliance.</p>	<p>Community Services – HELP Center</p>	<p>Access to ongoing training</p> <p>Stay updated with system changes and reporting requirements through attending meetings</p> <p>Run report for errors to identify the need for improvement</p>	<p>Error rates have decreased</p> <p>Monthly Progress Report</p> <p>Annual Performance Report</p> <p>By 2025</p> <p>Update:</p> <p>All HELP Center staff is constantly attending trainings that pertain to their job duties. Staff must complete annual trainings in order to receive their certifications.</p> <p>Housing Coordinator meets with the data analyst quarterly, doing so has significantly improved the data collection. These meetings initiated in October 2023 and since the error rate has decreased by 24%. Some of the errors may be because an individual does not have a social security number and there is not much to do about that due to the individual being undocumented.</p>	<p></p> <p></p> <p></p>

<u>OBJECTIVE COMMENTARY</u>	<u>OWNER</u>	<u>INITIATIVES</u>	<u>MEASURES</u>	<u>2024 STATUS</u>
<p>Expand outreach to Native American communities for LIHEAP services by implementing culturally informed engagement strategies, ensuring equitable access to energy assistance, and addressing specific socio-economic challenges within these communities.</p>	<p>Community Services</p>	<p>Implement a culturally sensitive Native Outreach Initiative to strengthen relationships, foster collaboration, and address community needs through targeted engagement with Native American leaders, organizations, and individuals.</p>	<p>Run monthly Servtraq and CORE reports to assess demographic information.</p> <p>Prioritize outreach efforts to Tribal Organizations in order to assist more Native American individuals who are in need of LIHEAP assistance.</p> <p>Assist with completing LIHEAP applications.</p> <p>Improve the process of awareness for the Native American community by expanding outreach areas.</p> <p>By 2025</p> <p>Update:</p> <p>LIHEAP staff have reached out to Tribal Organizations in Eastern Madera County, but because they provide the same or similar services as we do, we do not receive a large number of Native American applicants.</p> <p>The following amount of identified Native American households have been assisted with the last four contracts:</p>	<p></p> <p></p> <p></p> <p></p>

			2024 LIHEAP – 24HH 2023 LIHEAP – 23HH 2023 ESLIHEAP – 18HH 2023 SLIHEAP – 1HH	
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Community Services Organizational Chart

