

Community Needs Assessment (*Section 676(b)(11) of the CSBG Act*):

A Community Needs Assessment (CNA) is defined as a comprehensive assessment of community needs and resources as defined in the CSBG Act. Regular assessment of needs and resources at the community level is the foundation of Community Action and a vital management and leadership tool that is used across the organization and utilized by the community to set the course for both CSBG and all agency resources.

Note: See CSBG State Plan Section 13

1. Date of most-recent, board-approved Community Needs Assessment: October 2021
2. Does your agency use a third party to help create your Community Needs Assessment, or does your agency create the CNA internally? An outside agency, United Way, creates the Community Needs Assessment. OCCAA Program Director serves on the Steering Committee and is a co-chair for the Basic Needs Work Group.
3. As part of the CNA, please explain how the agency collected and included current data specific to the following for the service area? (Check all that apply) (*related to Org Std 3.2*)

Data on Poverty Data on Gender Data on Age Data on Race/Ethnicity

How did you collect this data?

Focus Groups Client Interviews Parent Surveys Questionnaires

Data Sources: Qualtrics, Census, ALICE Data

Other: Web-based meetings during COVID

4. Describe how your agency collected and analyzed both qualitative and quantitative data on the geographic service area(s) for the CNA? (*Related to Org Std 3.3*)

Program Director serves as co-chair of the Basic Needs Work Group of the 2021 Community Needs Assessment. OCCAA will be analyzing and compiling of Basic Needs data/results during Work Group sessions. The Work Group will analyze every question of the household survey to study the individual responses and the overall quality/reliability of the responses. The Work Group also will help determine the most accurate presentation of the data for the final published Community Assessment. A variety of informative charts, graphs, and spreadsheets will be used to convey this important information to the community. Also included were quotes/comments from actual program participants, and community members facing a variety of challenging individual and social difficulties that many of the local social service agencies seek to address.

As in past years, OCCAA will review and analyze the CNA data with the Advisory Board once this information becomes available.

5. From the community assessments, client and community needs studies currently being used by your agency for annual and long-range strategic planning describe, list, summarize and rank emerging needs your agency plans to address (directly or through coordination/linkages):

#	Needs from CNA	Program to Address Need	Summary of Program	If need is not addressed by your agency, select why:
1.	Utility Costs	OCCAA Utility Assistance Program	Provides utility payments and support to income-eligible Ottawa County resident	Other
2.	Free Tax Prep	Community Action House-VITA Program	Provides free tax preparation for income eligible residents.	Another agency providing Service
3.	Housing Assistance	Housing Programs at Good Samaritan	Provides rental assistance and housing search assistance in Ottawa County. OCCAA acts at the fiduciary to ensure these funds are distributed to the appropriate housing agencies in the county. Provides free tax prep to income-eligible, Ottawa County residents	Another agency providing Service

Service Delivery System: (Section 676(b)(5) of the CSBG Act)

Describe the overall Service Delivery System for services provided or coordinated with CSBG funds targeted to low-income families in the state. Please include specific examples.

Describe the agency's service delivery system for services provided with or coordinated with CSBG funds.

1. Where do clients enter your agency's system? (Check all that apply)

- Main Administrative Office
- Centralized Call Center
- Field Offices/Neighborhood Centers County(ies):
- Mobile Site
- Online Application
- 2-1-1 Referral
- Other: MIBridges, phone, and agency general email address

2. Describe the intake process utilized for clients seeking services and assistance.

OCCAA clients contact intake staff multiple ways. They can fill out a form online, send an email to our main email inbox, call or walk in. Clients are encouraged to fill out a pre-screening form to determine income eligibility before providing eligibility documentation.

In addition, individuals can also be referred through MIBridges or CALL 2-1-1 of the Lakeshore. Necessary documentation is collected via email, over the phone, or in person during an appointment to help determine eligibility following the pre-screening process. Assistance and approval is provided either through email or at an in-person appointment.

3. Identify which county(ies), if any, in the CSBG service area do not have a neighborhood (county) center and explain how services are delivered to residents of that/those county(ies):

N/A

4. How does your agency avoid duplication of services in your service area?

OCCAA actively participates in both Ottawa County case collaborators groups that meet regularly to share agency/program information. Participation in these groups allows OCCAA to stay up-to-date with new programs or changes in programs that may affect the population base that it serves. If there was potential for duplication to occur, OCCAA can initiate or participate in discussions to deal with this issue. Ottawa County has traditionally been a county where there is a high degree of communication and cooperation between its social service agencies.

5. Does your agency provide case management?

Yes No Other:

If yes, how is case management provided? For example, how does your agency define case management? How often does your agency follow up with clients? Etc.

OCCAA provides very short-term case management to clients that receive utility assistance and weatherization services. This service is often provided over the phone and email, and follow-up occurs as often as needed until the client's more emergent need is met. OCCAA would like to provide more long-term case management services that are not just crisis-based in nature, but there is limited funding to provided these resources. OCCAA focuses on referrals to the most appropriate short-term or long-term resources in the community to ensure continuity of care.

Agency Name: **Ottawa County Community Action Agency**
Mailing Address: **12251 James Street Suite 300**
Holland, MI 49424

Grant Number: **CS25-2025-ENTER AGENCY NUMBER**
Grant Amount: **\$377,197**
Grant Period: **October 1, 2024 through September 30, 2026**

CSBG EXPENDITURE PLAN - SUMMARY

LINE ITEM	TOTAL	ADMIN	DIRECT PROGRAM	
SALARIES	\$ 101,214	\$ 11,300	\$ 89,914	
FRINGE BENEFITS	\$ 45,726	\$ 5,477	\$ 40,249	
OCCUPANCY	\$ 6,243	\$ 936	\$ 5,307	
COMMUNICATION	\$ 8,837	\$ 1,326	\$ 7,511	
SUPPLIES	\$ 13,600	\$ 2,890	\$ 10,710	
EQUIPMENT	\$ 53	\$ 53	\$ -	
TRANSPORTATION	\$ 7,500	\$ 3,250	\$ 4,250	
CONTRACTED SERVICES	\$ 500	\$ 500	\$ -	
SPECIFIC ASSISTANCE TO INDIVIDUALS	\$ -		\$ -	
MISCELLANEOUS	\$ 193,524	\$ 191,874	\$ 1,650	
TOTALS:	\$ 377,197	\$ 217,606	\$ 159,591	

Authority: P.A. 230 of 1981, as amended
Completion: Mandatory
Penalty: No Funds Released

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Programs and Funding

Agency Name:

Ottawa County Community Action Agency

Program or Service	Funder (as listed on annual report)	Name of Program (in empowOR)	Comments
<i>ex1: Home Repair</i>	<i>CDBG</i>	<i>CDBG Home Repair</i>	
<i>ex2: Emergency Solutions Grant</i>	<i>HUD</i>	<i>ESG</i>	<i>Housing Assistance</i>
Community Services Block Grant	DHHS-BCAEO	None	"flexible" funding support
DOE Weatherization Program	DHHS-BCAEO	Weatherization Assist. Prog.	Weatherization
LIHEAP Weatherization Program	DHHS-BCAEO	Weatherization Assist. Prog.	Weatherization
BIL Weatherization Program	DHHS-BCAEO	Weatherization Assist. Prog.	Weatherization
MI Energy Assistance Program	MCA-MPSC & LIHEAP	Util. Assist. - MEAP	Utility Assistance
Water Affordability Grant	DHHS-BCAEO	Water Affordability Program	Utility Assistance
Local Water Utility Affordability	DHHS-BCAEO	Local Water Utility Affordability	Utility Assistance
Walk For Warmth	Local private funds	Util. Assist. - Walk for Warmth	Utility Assistance
Zeeland BPW "grant"	Local private funds	Util. Assist. - Zeeland BPW	Utility Assistance
Holland BPW "grant"	Local private funds	Util. Assist. - Holland BPW	Utility Assistance
Holland BPW C.A.P. "grant"	Local private funds	Holland BPW Cust. Assist.Prog	Utility Assistance
CDBG- Program Income "grant"	HUD, but local hold	Home Rehabilitation (Prog. Inc.)	Emerg. or general rehab
Commodity Supp. Food Prog.(CSFP)	MDE/USDA	Food Sec./Nutri.-CSFP-elderly	Commodity food for seniors
The Emergency Food Prog. (TEFAP)	MDE/USDA	Food Security -TEFAP-all ages	Commodity food for public
Reach and Resiliency Grant	MDE/USDA	Food Security -TEFAP-all ages	Commodity food for public
The Emerg. Sol. Grant - fiduciary	MSHDA/HUD	N/A	Homeless services (OCCAA-fi
Emergency Housing Voucher	MSHDA/HUD	N/A	Homeless services (OCCAA-fi
HQS inspections for CMH	CMH/HUD	CMH-HQS Inspections	rental unit inspections
HQS inspections for Resilience	Resilience/HUD	Resilience Inspections	rental unit inspections
Holland Energy Fund: Home Energy 1	Local private funds	Home Energy 101	residential energy audits
Energy Optimization	private/util. provider f	N/A	install energy saving items
Older Amer. Grant (pass through)	Local County funds	N/A	Services for Seniors
Information & Referral	CSBG	Information & Referral	internal & external referrals
Energy Educ. for WAP recipients	DHHS-BCAEO &WAP-L	WX - Energy Education	Energy ed for WAP clients
Energy Saver bags - Holland BPW	Local private funds	Energy Saver Bags - HBPW	energy items for HBPW custom
SEMCO Full Pay	SEMCO	SEMCO Full Pay	Full payment of furnaces
Wx Deferral	DHHS-BCAEO	Weatherization Assist. Prog.	Weatherization Deferral
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