



Community Action Plan

January 1, 2025 through December 31, 2025

KI BOIS Community Action Foundation, Inc.

2025 Community Action Plan January 1, 2025 to December 31, 2025

Introduction

1. Executive Summary

The purpose of this Community Action Plan is to detail operational activities for the coming year and their expected outcomes. Activities in the Plan relate to both the Community Needs Assessment and the Strategic Plan. The Plan narratives are arranged to correlate with the processes of the Results Oriented Management and Accountability (ROMA) cycle.

2. Description of Agency

KI BOIS Community Action Foundation, Inc. is a private, non-profit corporation (501(c)3 status) organized in 1968 to eliminate the causes of poverty and improve the quality of life for persons residing in Haskell, Latimer, and LeFlore Counties. At a later date, Pittsburg County was added to the base service area. On January 1, 2011, KI BOIS Community Action began providing Community Action services in Sequoyah County. On February 1, 2018, the Agency began providing Community Action services in Muskogee County. These two counties are now considered to be part of the base service area for the Agency.

KI BOIS Community Action is administered by an eighteen member board of directors, a CEO/executive director, associate director/chief financial officer, associate director/chief operating officer, program directors and coordinators.

3. Community Action Plan Development Process

The Community Action Plan is developed through a process of questions, answers, discussions, and assessments. The Executive Leadership, Planning Department, Program Directors, and County Coordinators all play a role in informing the process.

The process begins with collection and review of current year data, progress, and outcomes. An analysis of the data is conducted, comparing it to last year and the current year projections. In some cases, further analytical research is conducted. At this point, the results of program evaluation and the community needs assessment are brought together for review to formulate programming recommendations. Using the reviews and analysis along with the program priorities set by the Board, work on the Community Action Plan moves into the planning stage. After a draft plan is developed, Executive Leadership and the Planning Department will review to ensure the plan is outcome based, anti-poverty focused and ties to the community needs assessment.

All these activities are completed while being mindful of the Agency's mission, strategic plan, and avoiding mission drift.

4. How the Process Addresses CSBG Mandates, Org Standards, and ROMA Framework

CSBG mandates the Plan be outcome based, anti-poverty focused and tied to the community needs assessment. As the Plan moves through development, it is reviewed to ensure all three elements are present. The information that feeds into the Plan and the Plan itself are used to meet many of the Organizational Standards.

The actual development process of the Community Action Plan begins in the middle of the ROMA cycle with Achievement of Results and then moves through the remaining processes.

5. References Agency's Mission Statement

The Agency's mission is to be a community based organization dedicated to eliminating the causes of poverty and bettering the economic, mental, physical and social well-being of all people, most importantly the disadvantaged, by utilizing effective coordination and administration of available resources and information. This is the guiding foundation for all administrative and programming decisions.

6. Local Theory of Change

KI BOIS Community Action does not utilize a local theory of change.

Assessment

1. Community That Was Assessed

The last assessment year for the Agency was 2024. The communities assessed included Haskell, Latimer, LeFlore, Muskogee, Pittsburg, and Sequoyah Counties. There were some surveys collected in other counties as well based on the specific program service area.

2. Assessment Process/Customer Satisfaction

The Agency's community needs assessment process utilized the standardized assessment survey, survey process, and template document developed by the Oklahoma workgroup. The assessment process followed the standardized process in addition to any requirements specified by other funding sources.

During the last survey period, 344 completed needs assessment surveys were returned. This was a combination of surveys distributed to and collected from each sector based on Survey Monkey calculations and included agency customers.

Information from the census was included in the Community Needs Assessment document. The document also includes demographic and socio-economic tables as well as housing tables.

The survey results, along with staff recommendations, were presented to the KI BOIS Community Action Foundation Board of Directors. Low-income representatives are a part of the Board and participate in the discussion of survey results and the setting of priorities for the next year.

Each program has its own process for collection of customer satisfaction data. CARF certified programs have a more formalized process than other programs. The Domestic Violence Program gives residents multiple opportunities to give feedback. These include house meetings, a suggestion box, exit surveys, and anonymous surveys. The KI BOIS Area Transit System has an 800 number posted on their vehicles for the public to use. The Agency, as a whole, has different methods for customers to report their satisfaction or lack thereof. The Agency website has a feedback button. Customers can leave anonymous feedback. If they choose, they can leave contact information. Customers also send messages via the Agency Facebook page. The Agency has multiple toll-free numbers for public use. Customer feedback submitted via electronic means is shared with the appropriate program director and the Chief Operating Officer. Customer satisfaction data for programs is compiled and reported to the Board at the end of the fiscal year. General agency feedback is also reported to the Board on an annual basis.

3. Family, Community, and Agency Level Needs

Family, Community, and Agency level needs, as determined by the Community Needs Assessment, are as follows:

Current CNA Rank

- Family – #1 Decent Affordable Houses to Rent (#2 Prior CNA)
- #2 Higher Paying Jobs/Jobs with Benefits (#1 Prior CNA)
- #3 Decent Affordable Houses to Buy (#9 Prior CNA)
- #4 Mental Health Services (# Prior CNA)
- #5 Substance Abuse Counseling/Treatment (#10 Prior CNA)
- #6 Utility Assistance (#4 Prior CNA)
- #7 Rental Assistance (#6 Prior CNA)
- #8 Affordable Health Care (#4 Prior CNA)
- #9 Home Repair (#8 Prior CNA)
- #10 Elder Care (#11 Prior CNA)
- Community - #4 Mental Health Services (#5 Prior CNA)
- #5 Substance Abuse Counseling/Treatment (#10 Prior CNA)
- #8 Affordable Health Care (#4 Prior CNA)
- #13 Affordable Dental Care (#7 Prior CNA)
- Agency - Increase Available Programming in Muskogee County

4. Connect the Top 3-5 Prioritized Needs

Staff reviews the CNA including top ten greatest and top ten some needs from the survey responses to determine what needs the Agency is currently addressing and what needs the Agency can reasonably address. Staff then present this same information to the Board along with staff recommendations that include prioritization of the identified needs. Prioritization generally follows the rank of the need in the survey results. The Board reviews the information and takes into consideration the staff recommendations. The Board then votes on the priorities for the coming year.

5. Changes Within the Last Year

There have not been significant changes within the service area in the last year that have affected the needs from previous years. The price of rent and groceries continues to cost a disproportionate amount of monthly income for households with low incomes. This is resulting in increased food instability and first-time homeless households.

6. Process for Selecting Programs

The planning committee reviews the needs assessment along with survey results and other data as pertinent to formulate staff recommendations to the Board for the coming year's priorities. This information is presented to the KI BOIS Community Action Board of Directors. They review the information and recommendations of staff concerning existing programs and priorities, as well as priorities for the coming year. The Board then votes on the priorities for the coming year.

7. Resources identified in CNA

The Agency compiles a resource guide annually for the six base counties and some additional counties served by agency programs. This resource guide is posted on the agency website and is updated continually throughout the year. As programs are developed and services provided, resources along with gaps in resources are noted. Changes and/or additions to community resources are also noted. All new or changed resource information is provided to the Administrative Office for inclusion or update in the resource guide. Gaps and potential solutions are discussed with agency staff and in public venues, such as coalition meetings or resource fairs. Notable resources in the area include four federally qualified health centers: The Health and Wellness Center, Caring Hands, Muskogee Health Center, and NeoHealth. The Health and Wellness Center has clinics in five of the six counties in the service area. Also, of note are the Work Ready Oklahoma sites in McAlester, Muskogee, and Eufaula. The Eufaula site is not in the Agency service area but serves Haskell County in addition to their home McIntosh County. KI BOIS Community Action now operates a Work Ready Oklahoma site in Poteau, LeFlore County.

Planning

1. Strategic Planning Process

KI BOIS Community Action completed their strategic planning process in the summer of 2021. A nationally certified ROMA implementer in conjunction with the Director of Planning and Development chaired a kick-off meeting of the planning group. The planning group included representatives from the KI BOIS Community Action Board of Directors, agency administrators, program directors, and mid-level and outreach staff. The group reviewed the data from the CNA, as well as, other pertinent data including customer satisfaction, services provided and/or requested and established a strategic direction for the agency for the coming period. The planning group first reviewed and listed the agency's strengths, challenges, and opportunities as a basis for tackling the identified needs. The group then identified their vision for overcoming barriers and addressing the said needs. After the meeting, the NCRI and Director of Planning provided meeting notes and a draft planning document. The Director of Planning disseminated the information to the planning group participants and requested feedback. Each time the document was refined, the planning group had an opportunity to review and provide feedback. The final strategic plan document was reviewed by the NCRI then presented to the Board in July 2021. The approved plan is for 2021 through 2026.

2. Connection Between the Community Action Plan and the Strategic Plan

The activities in this Community Action Plan tie directly to the five Strategic Plan goals of jobs, affordable housing, utility assistance, youth activities, and food assistance. The top three greatest needs of the assessment survey changed slightly seeing Affordable Houses to Rent and Jobs switch places at #1 and #2 but were separated by only one response. Affordable Houses to Buy moved up to #3 from #11 in the last survey. This Plan will address these needs, as well as other expressed needs, which directly relate to the five goals detailed in the Strategic Plan through existing programs and services.

3. Final Logic Models with Actual Results for 2024.

Results are listed below. Completed logic models are attached.

Developmental Disabilities Program

Services to be Implemented and/or Continued: 92 Individuals with developmental disabilities will receive staff support to live in the community and maintain their independence outside an institutional setting.

Outcome to be Achieved: Individuals with developmental disabilities will live in the community with staff support to maintain their independence outside an institutional setting.

Outcome Indicator: 92 individuals with a developmental disability will live in the community with staff support to maintain their independence outside an institutional setting during the PY 2024.

Results: 92 or 100% Developmentally disabled individuals obtained and maintained independent living during the PY 2024.

Permanent Supportive Housing - Rapid Rehousing Program

Services to be Implemented and/or Continued: 15 disabled victims of domestic violence will receive supportive case management services and temporary financial assistance to become stable in their own permanent home during the PY 2024

Outcome to be Achieved: Disabled victims of domestic violence and their families will be stable in their own permanent housing.

Outcome Indicator: 15 disabled victims of domestic violence will receive supportive case management services and temporary financial assistance to become stable in their own permanent home for the PY 2024.

Results: 18 or 120% of disabled victims of domestic violence and their families received supportive case management services, temporary financial assistance and obtained stable permanent housing during the PY 2024.

Food Pantry Program

Services to be Implemented and/or Continued: Nutritious food boxes will be provided at agency locations to 1750 individuals and families (households).

Outcome to be Achieved: Individuals and families have an adequate supply of nutritional food to prevent hunger on a temporary basis.

Outcome Indicator: 1750 individuals and families requesting food during the calendar year 2024 will receive a nutritious food box.

The target population to be served includes individuals and families with low-income and the communities in which they live.

Results: 1758 or 100.5% of individuals and families (households) with low incomes received a minimum of at least one box of nutritious food during the calendar 2024.

4. 2025 Logic Models

Weatherization Program

Services to be Implemented and/or Continued: 20 households will receive weatherization services resulting in a more energy efficient and safer, healthier home.

Outcome to be Achieved: Persons with low-incomes will receive services to increase the energy efficiency of their homes and reduce energy costs while also improving their health and safety.

Outcome Indicator: 20 of 20 or 100% of low-income households deemed eligible will receive services to increase the energy efficiency of their homes and reduce energy costs while also improving their health and safety in the home by December 31, 2025.

Work Ready Oklahoma

Services to be Implemented and/or Continued: 160 individuals with low-incomes will receive job readiness training and assistance with job search.

Outcome to be Achieved: Persons with low incomes will receive job readiness training and assistance with job searches.

Outcome Indicator: 150 or 94% of individuals with low-incomes will receive job readiness training and assistance with job search during the PY 2025.

Community Care

Services to be Implemented and/or Continued: 490 Medicaid eligible individuals considered frail elderly or adults with physical disabilities will receive community-based services that enable them to stay in their own home.

Outcome to be Achieved: Medicaid eligible individuals considered frail elderly or adults with physical disabilities will be able to stay in their own home.

Outcome Indicator: 490 or 100% of Medicaid eligible individuals considered frail elderly or adults with physical disabilities will receive community-based services during the PY 2025 that enable them to stay in their own home.

5. Ensure Logic Models Include Clear Outcomes that Match the Community Needs Assessment.

Please see logic models.

6. Target Population to be Served

The target population to be served includes individuals and families with low-incomes and the communities in which they live.

7. Setting of Performance Measurement

Program performance goals are set after a thorough evaluation of program performance, current and potential funding, and sustainable employment levels. The program director, senior management, and the Planning Department participate in the evaluation process. The evaluation committee also reviews current, continued, and expressed need for the program services. After the evaluation is complete, the committee reviews the evaluation results and comes to a consensus on reasonable, attainable goals and objectives for the program that will generate desired outcomes.

8. Performance Measurement Outcomes Spreadsheet

Please see the Performance Measurement Spreadsheet.

9. Addressing the Needs of Youth

To address the needs of youth, KI BOIS Community Action partners and participates in many annual activities. The Haskell, Latimer, and Sequoyah County Coalitions hosted Back to School events this past summer. KI BOIS Community Action was intricately involved in all activities. Haskell County gave away 300 backpacks full of school supplies, 600 people received food, 70 students received haircuts, and the Angel Tree Committee donated 300 \$35 vouchers that could be used for shoes, socks, or similar items. KI BOIS CAF contributed staff time.

Latimer County held a Back to School Bash for the tri-fold purpose of providing backpacks with school supplies, making sure students were up to date on immunizations, and providing an opportunity for fun. Games, food, inflatables, and free clothing were also available. Parents and school personnel had an opportunity to receive brief onsite training in administering Naloxone. Three hundred fifty backpacks were given away and over 800 people were in attendance. KI BOIS Community Action purchased pizzas and provided staff time. The KI BOIS Community Action Foster Grandparent Program donated the backpacks. In addition to KI BOIS Community Action, 42 other organizations participated or contributed to the event. The KI BOIS Community Action Latimer County office also participated in the Summer Feeding Program. The Office distributed 900 children's food boxes during the summer of 2024.

Sequoyah County gave away 558 backpacks at their Back to School Roundup. Partners included the Health and Wellness Center, TSET, Lions Club, People Inc., and Sallisaw NOW Coalition. Free food and games were provided at the event. Over 1000 people attended the Roundup. KI BOIS Community Action contributed \$3,745.84 and staff time. KI BOIS Community Action Sequoyah County office also has a backpack food program during the school year. The

backpack program provides weekend food for around 40 students. The Office also coordinates the Christmas Angel Tree and food box giveaway for children and their families in the Moffet and Roland areas in Sequoyah County, Oklahoma. This is accomplished with the help of the Roland and Moffet public schools, area businesses, People, Inc., and the Sallisaw NOW Coalition. This year, 200 children received Christmas gifts and clothes.

KI BOIS Community Action partnered with the Martin Luther King Jr. Community Center in the City of Muskogee to provide 150 backpacks to students participating in the summer programs at the Community Center. KI BOIS Community Action provided funds for the purchase of backpacks and supplies. The MLK staff stuffed the backpacks and distributed them to their students.

In 2024, the Stigler Sports Complex was able to host spring and fall baseball, softball, and soccer leagues. They also hosted a fall flag football league. A local foundation gifted funds to the Complex to construct a large pavilion offering shade and seating for families between games. The Complex continues to be well-used by local and out of town teams.

KI BOIS Community Action was a sponsor for the Haskell County 6th and 7th grade fishing clinic. Students from Haskell County schools go to the local golf course and learn how to safely fish in one of their ponds. Students are given a new rod and reel to take home with them. The purpose of the clinic is to teach safety, self-esteem, encourage community participation, and encourage families to do activities together. In 2024, 150 students attended the fishing clinic.

10. Workforce Innovation and Opportunity Act

Currently, KI BOIS Community Action does not operate any programs providing employment and/or training activities carried out under the Community Services Block Grant Act. Therefore, KI BOIS Community Action is not a required partner for the One-Stop Delivery System.

KI BOIS Community Action provides referrals to One-Stop Centers as appropriate. There are centers in three of the six base counties served by KI BOIS Community Action. Agency programs refer to these centers, as well as tribal programs.

KI BOIS Community Action also utilizes One-Stop Centers to advertise employment opportunities as needed and is considering expanding their relationship to include other available services.

11. Innovative Programs

KI BOIS Community Action is either the lead agency or a partner in a number of innovative community programs. CSBG funds are used in different ways to support these initiatives; including, but not limited to, the following: salary

support, administrative support, fiscal agent, office space, printing, dental fees, and travel reimbursement. Some of the programs are described below.

KI BOIS Community Action is partnering with the Dolly Parton Imagination Library (DPIL), the Haskell County Coalition, Cookson Hills Electric Cooperative, and the Oklahoma State Department of Education to bring books to every child from birth to age five in Haskell County. Books are not limited to one per household; each child receives their own book addressed to them. Books are also available in Spanish.

KI BOIS Community Action staff serve as the fiscal agent for the Haskell County DPIL program and manage child enrollments and marketing. The Haskell County Coalition is the umbrella agency for the program. Cookson Hills Electric Cooperative gave \$5,000 to help start the program. A local private donor has also given \$5,000 to the program.

The Haskell County Dolly Parton Imagination Library launched in August 2023 and immediately had over 100 children enroll in the program. Enrolled children received their first book September 1, 2023. The Year 1 enrollment target was 15% or 129 of the eligible children in the county. In four months, the Library served 247 children. Currently, there are 333 children enrolled and 98 who have graduated after their fifth birthday. Between January 1st and December 31, 2024, enrolled children received 3,256 books. KI BOIS CAF will continue in this partnership as the fiscal agent during 2025.

KI BOIS Community Action has a recycling center in Stigler which is in Haskell County. They recycle cardboard and shred documents. The public can drop items off for recycling. Adults with developmental disabilities, along with job coaches, operate the Stigler recycling center. The recycling program will continue to operate in 2025.

KI BOIS Community Action LeFlore County and Haskell County food pantries continue to coordinate with the Wal-Mart Feed America program. KI BOIS Community Action acts as the distributor for the food to local churches, senior citizen centers, food pantries, and shelters. The food pantries also receive stock from the Tulsa Community Food Bank and Lakeshire Sandwich Products.

KI BOIS Community Action has a partnership with local Dollar General stores. Agreements are in place with Dollar General stores in Keota, Stigler, and Whitefield to provide produce and pre-packaged food to the Stigler pantry. An agreement is in place with the Wilburton Dollar General store to provide produce and pre-packaged food to the Wilburton pantry. Agreements are also in place with three stores to serve the Poteau pantry. These stores are Heavener, Spiro, and Poteau. This partnership expands food quantities and options in the food pantries and increases the Agency's ability to meet an ever-increasing need.

There are KI BOIS Community Action food pantries in Haskell, Latimer, and LeFlore Counties. All pantries partner with the Developmental Disabilities Program to provide employment opportunities for persons with disabilities. These partnerships will continue in 2025.

The HALT Project, a Tobacco Settlement Endowment Trust (TSET) Healthy Living Program, collaborates with three county coalitions (Haskell, Latimer, and Pittsburg) to sponsor the Hike for Whole Health at Robbers Cave State Park near Wilburton, Oklahoma. The goal of the Hike is to promote the importance of physical activity on all areas of life including spiritual, mental, and emotional. This past year, 70 people participated in the hike and associated activities. The Hike will be led again in November 2025.

KI BOIS Community Action applied for and was awarded a TSET Targeted Achievement Grant-Southeast (TAG-SE) Healthy Living Program for Pittsburg County. Staff are actively working on their community plan. The Program addresses youth access to vaping and tobacco products, works with cities and towns to increase the number of tobacco free properties and provides guidance to locally owned convenience stores and restaurants on providing healthy food options for their patrons. This program will continue through September 30, 2025.

KI BOIS Community Action applied for and was awarded a Work Ready Oklahoma (WRO) expansion site in LeFlore County. WRO provides training and assistance with job searches. They have relationships with local and remote employers. Many participants that are hired for remote jobs work in the WRO office. This ensures they have stable internet and support from the WRO staff and their peers. WRO-Poteau held their first workshop in September 2024. In four months, they served 45 people with 21 achieving job placements. Of those 21, thirteen were considered quality jobs with an average pay rate of \$18.75 per hour and benefits. Nine participants have elected to continue their education. The WRO-Poteau Program will continue in 2025 with a target goal of serving 150 people.

12. Counteracting the Condition of Starvation and Malnutrition

Access to food is a strategic plan priority for KI BOIS Community Action. Families/Individuals experiencing food instability or nutritional crisis may access food in all six counties. There are few eligibility guidelines other than need at most locations. Emergency Food & Shelter Program (EFSP) funds may only be accessed once per year. KI BOIS Community Action provides food in Haskell, Latimer, LeFlore and Pittsburg Counties.

In LeFlore County, several churches have food pantries and receive Emergency Food & Shelter Program (EFSP) funds for food provision. KI BOIS Community Action operates a food pantry and partners with the Wal-Mart Feed America program to distribute food in LeFlore and Haskell Counties. KI BOIS

CAF also has agreements with three Dollar General stores to provide food to the Poteau pantry. Agreements are already in place with three different Dollar General stores to provide food to the Stigler pantry. An agreement is in place with one Dollar General store to provide food to the Wilburton pantry.

In LeFlore County, KI BOIS Community Action donated to help pay for the cost of free holiday meals and office staff helped serve the free meals at Thanksgiving and Christmas. Both the Thanksgiving and Christmas meals served over 500 people.

In Latimer County, one church serves meals on a weekly basis in Panola. There are five food pantries including one located at the KI BOIS Community Action Wilburton office. In 2023, KI BOIS CAF signed up to receive Commodity Supplemental Food Program (CSFP) boxes. These boxes are meant to improve the health of elderly persons with low incomes and at least 60 years of age by supplementing their diets with nutritious foods. KI BOIS CAF receives 52 CSFP boxes each month. Seventeen of those go to senior households at the Veterans' Colony and the others are distributed to senior households in the community. The KI BOIS Latimer County food pantry also receives 60 food boxes from The Food Assistance Program (TEFAP) monthly. Five of these boxes go to veteran households that do not meet the age requirement of CSFP. The remaining boxes are distributed within the community. The KI BOIS Community Action Latimer County office also participated in the Summer Feeding Program. The Office distributed 900 children's food boxes during the summer of 2024.

In Pittsburg County, eight locations provide food assistance. Some are food pantries while others give food vouchers for a local grocery store. In Pittsburg County, KI BOIS Community Action provides referrals to other locations providing food including churches. The SSVF Program coordinates mobile food pantries for veterans in Pittsburg County on a quarterly basis.

In Sequoyah County, Catholic Charities has a large food pantry. There are several churches with food pantries throughout the County. Catholic Charities in Sallisaw, a church in Marble City and a church in Vian serve the majority of people. The Sallisaw Office also coordinates a Thanksgiving Dinner in conjunction with local partners. They served 700 meals in 2024.

In Muskogee County, there are seven known food pantries: The Salvation Army, Gospel Rescue Mission, First Baptist Church, the Ark of Faith, Catholic Charities, First United Methodist Church, and the Muskogee Cooperative Ministries. Some of these locations also serve prepared meals. The KI BOIS Community Action Stigler and Muskogee offices maintain a small food supply for client emergencies. The SSVF Program coordinates mobile food pantries for veterans in Muskogee County on a quarterly basis.

All counties have senior nutrition centers. Smaller towns provide food once a week; cities provide food Monday through Friday.

At the KI BOIS Community Action Domestic Violence Program Stigler Shelter and McAlester Shelter, the staff works with clients to help them learn the steps to plan and prepare nutritious meals. The evening supervisor teaches the clients to prepare meals. The group leader teaches clients to budget, plan, prepare a shopping list, and shop for groceries.

The Supportive Services for Veteran Families Program can provide emergency food vouchers for veterans enrolled in their program.

The OSU Family and Consumer Sciences office also provides the Community Nutrition Education Program (CNEP). This program provides nutrition education to individuals and families with limited resources within their communities in a learner-centered approach. Anyone receiving food stamps is eligible for the program.

KI BOIS Community Action will continue these activities in 2025 to counteract the conditions of starvation and malnutrition.

13. Ensuring Appropriate Emergency Services

In the 2019-20 Community Needs Assessment survey update, utility assistance was 14th and rental assistance was 16th. This was prior to the pandemic. By the time May 1, 2020 came, the need had spiked. In the 2021 community needs assessment, utility assistance ranked third and rental assistance ranked sixth in the greatest need category. In the 2024 community needs assessment, utility assistance dropped one place to fourth and rental assistance stayed in sixth in the greatest need category. Unaffordable rental rates along with the lack of available units continue to exacerbate the ongoing crisis.

In the emergency services realm, not all households presenting for emergency assistance are ready for and/or require long term case management or support. Therefore, KI BOIS Community Action still considers emergency services to be an essential support service for many people with low-incomes or people experiencing a one-time crisis. This is especially important in the rural areas. All KI BOIS Community Action offices offer some type of assistance when a family/individual is in crisis. All offices offer utility assistance, rental assistance or both. In many instances, multiple funding sources are used to serve a household in need.

Each KI BOIS Community Action outreach office generally receives Emergency Food and Shelter Program (EFSP) funds to assist with these emergencies. In order to ensure counties within the service area receive their EFSP funds, KI BOIS Community Action staff serves as the board chair in three counties. The board chair takes responsibility for convening meetings, filing board plans, and submitting the final reports for the participating jurisdiction. In three other

counties, staff serve on the local EFSP board. In some counties, the EFSP funds are divided between agencies for specific assistance. In Haskell County, KI BOIS Community Action provides utility and rental assistance. Multiple churches provide food. In Latimer County, KI BOIS Community Action provides utility, rental, and food assistance. In LeFlore County, KI BOIS Community Action provides rental and utility assistance and churches provide food assistance. In Pittsburg County, KI BOIS Community Action provides utility and rental assistance, Catholic Charities provides motel/shelter assistance. In Muskogee County, KI BOIS Community Action provides rental assistance and churches provide food assistance. In Sequoyah County, KI BOIS Community Action provides rental and utility assistance, Catholic Charities and several churches provide food. Clients may only receive assistance through EFSP once per year.

Haskell, Latimer, and Pittsburg County offices serve as the service unit for the Salvation Army and, therefore, receive a monthly allotment to assist with past due utility bills. Each County office also coordinates a local kettle campaign at Christmas. These funds go in their general fund and may help with past due rent and utilities, along with other emergency services. Clients may only receive assistance from the Salvation Army one time per year.

KI BOIS Community Action is currently utilizing the Emergency Solutions Grant (ESG) Prevention and Rapid Re-housing funds to help mainstream families that are literally or imminently homeless. ESG is intended to help those who would be homeless “but” for this program. The program provides temporary financial assistance for utilities and rent to prevent homelessness for those at high risk or to rapidly re-house those living on the street or in shelter. The program also provides comprehensive case management to help households maintain their housing once they are stabilized.

The KI BOIS Supportive Services for Veteran Families (SSVF) Program is very similar to the ESG program and serves 24 counties. SSVF serves literally and imminently homeless Veterans and their families. SSVF financial assistance is meant to be the assistance of last resort. Therefore, the Program partners with a variety of service agencies in the community to arrange other potential financial assistance, as well as other needed services. The program also provides comprehensive case management to help households maintain their housing once they are stabilized. The SSVF Shallow Subsidy Program provides rental assistance to very low-income and extremely low-income Veteran households who are enrolled in SSVF’s Rapid Rehousing or Homeless Prevention projects. Most participants will have already received rental assistance via traditional SSVF assistance but remain rent burdened. Financial Assistance is a set portion of their rent up to 50% for up to two years.

The HUD Permanent Supportive Rapid Re-Housing Program (PS-RRH) works with domestic violence shelters to provide services for those clients with a diagnosed disability that are ready to leave the shelter environment. The Program

provides rental assistance and comprehensive case management services to participants up to 24 months. The Program partners with landlords and employers to assist clients in obtaining and maintaining housing stability.

The programs noted above, ESG, SSVF, SSVF-SS, and PS-RRH, collaborate with mainstream services, landlords, employers, shelters, Veteran Service Organizations and others to provide support resources to enrolled households. These resources help remove barriers and build supports that empower households to maintain their permanent housing.

KI BOIS Community Action will continue to operate the above-mentioned programs in 2025.

14. How Does the Agency Partner with Other Entities

KI BOIS Community Action partners with a variety of organizations throughout its service area, region, and state. There are general partnerships, as well as many specific types of partnerships depending on the programs and services involved.

The Domestic Violence Program partners with law enforcement, public schools, social service agencies, faith-based organizations, and others to provide comprehensive services to victims of domestic violence.

The Agency has many faith-based partnerships in their service area. KI BOIS Community Action partners with the Salvation Army and serves as the Service Unit in three of the six counties in the service area to provide emergency services. These services are provided at the Agency's county offices. Most faith-based partnerships revolve around providing emergency services.

The KI BOIS Supportive Services for Veteran Families Program partners with many of the same agencies. In addition, they partner with veterans' organizations, such as Disabled American Veterans, Veterans of Foreign War Posts, and other Veteran Service Organizations. All partnerships are for the benefit of homeless or imminently homeless veterans.

The Agency partnered with the City of McAlester to operate their CDBG-CV assistance program and looks forward to partnering with them in the future.

KI BOIS Community Action is involved in coalitions in all six counties being served, as well as the McIntosh and Cherokee County coalitions. This is an effective way to network with other providers, discuss available services, gaps in services, and minimize duplication. KI BOIS Community Action senior staff and county coordinators are involved in community activities in and beyond the six county service area on a variety of levels. This affords them the opportunity to discuss available services and minimize duplication where applicable. Memorandums of Understanding and Partnership Agreements help to define who

is providing specific services and minimize duplication. Each year as the resource guide is updated, it provides the opportunity to review other service providers and their services to look for potential duplication. The Southeastern Oklahoma Continuum of Care, with KI BOIS Community Action as the lead agency, works to reduce duplication of homeless services across its 21 counties through the Coordinated Entry System.

15. What will Success with the Community Action Plan Look Like

Community Action Plan success will include completing the activities detailed in this Plan with a significant majority of programs meeting or exceeding their goals, agency customers reducing their number of unmet needs, and moving toward self-sufficiency. Success will also include the Agency maintaining or improving its capacity and infrastructure, including staff, to conduct the activities of the Plan by providing quality services, either in person or virtually, that generate desired outcomes.

Implementation

1. How will the Community Action Plan be Implemented

Most of the activities of the Community Action Plan have already been implemented. The framework is in place and services are ongoing. Many service delivery models have been altered over the last several years to improve safety for staff and clients during the pandemic and post pandemic environment. For activities that require implementation, the Planning Department and Chief Operating Officer will work with the Program Director to create an implementation plan. The Planning Department and the Chief Operating Officer will oversee implementation activities.

2. Case Management Services

There are specific programs within KI BOIS Community Action that utilize a case management model. These include Supportive Services for Veteran Families (SSVF), SSVF-Shallow Subsidy, HUD Permanent Supportive Rapid Re-Housing (PS-RRH), Emergency Solutions Grant Prevention and Rapid Re-housing (ESG), the Domestic Violence (DV) Program, KI BOIS Community Care, and the Developmental Disabilities Program.

Clients in SSVF, SSVF-SS, PS-RRH, and ESG receive comprehensive case management to empower them to self-sufficiency. Initial evaluations are conducted by programmatic staff. All listed programs, except the DV Program, have an intake conforming to funding source and Homeless Management Information Systems standards. Case Managers work with clients to develop a service plan or housing stability plan with goals and objectives. The plans are updated as needed or required to facilitate movement through the continuum of care and progress toward self-sufficiency. Case Managers work with clients to identify and address barriers to self-sufficiency. Case Managers make community

referrals to address items in the service plan the programs are unable to handle in-house or through another KI BOIS Community Action program.

In the Domestic Violence Program, the full intake conforms to standards set forth in the Oklahoma Administrative Code Title 75 Chapter 15 and is generally completed by the Director or Assistant Director. Each client is required to create a service plan with goals and objectives. This service plan is updated every two weeks to facilitate movement through the continuum of care and progress toward self-sufficiency. As long as a client (resident or non-resident) is active, shelter staff will continue to provide case management services and assist them in updating their service plan. Resident clients can attend group sessions multiple times per week. Non-residents typically attend one group per week. They may attend as many as their schedule will permit. Groups focus on empowering women to live independently. Topics include housing, landlord/tenant relations, nutrition, self-esteem, job interview skills, safety plans, parenting skills, life skills, budgeting, healthy non-abusive relationships, and others based on client need. Staff work with clients to identify and address barriers to self-sufficiency. Staff will make community referrals to address items in the service plan the program is unable to handle in-house or through another KI BOIS Community Action program. After discharge, former clients are always welcome to schedule appointments to meet with staff to discuss their new goals and objectives.

KI BOIS Community Care provides case management services for consumers enrolled in the *ADvantage* Program through the Oklahoma Health Care Authority. Case Managers work with consumers needing nursing home level of care and their families to coordinate in-home services.

The Developmental Disabilities Program uses a community-based case management approach. A team is assembled to develop an Individual Habilitation Plan for each consumer that addresses community integration, daily living skills, and other service needs.

To enhance outreach and emergency services, the Agency will be providing light touch case management training for its outreach staff in 2025.

3. Utilization of CAPTAIN Risk Assessment Report

Currently, programs utilizing CAPTAIN are completing the pre-assessment. At this time, it has not been determined how the programs will utilize the risk assessment report. Many programs already have assessments they are required to complete for their participants.

4. Process for Tracking Outcomes and Outputs

Outputs and outcomes are tracked through a variety of software systems. Each program is responsible for tracking their own outputs and outcomes. In most programs, data is collected on paper and then entered into the appropriate system.

In some cases, the data is entered in multiple systems depending on the funding sources.

Some programs have their own specific data quality plan based on funding sources. For programs entering in CAPTAIN, data is collected at the time of service then entered in the system at a later date but must be entered by the 10th of the following month.

5. Coordination of CSBG Funds

KI BOIS Community Action Foundation will continue to use the CSBG funding to leverage other private and public dollars. This allows for increased services to our customers. Current examples of this coordination with other private and public resources are as follows:

2024 CSBG funding was used to assist with the Volunteer Income Tax Assistance (VITA) program, emergency services, The Salvation Army, Emergency Food and Shelter Program, outreach, community services, prescription assistance, Retired Senior Volunteer Program, Rx for Oklahoma, and the HALT Healthy Living Program. Funds were also used to coordinate with the local county coalitions to provide support for Back to School events in four counties, Sequoyah County community Thanksgiving dinner, and LeFlore County Thanksgiving and Christmas dinners. Funds were also used for space costs, and travel.

KI BOIS Community Action outreach staff coordinates with other agencies, clinics, and medical facilities to assist applicants with the Rx for Oklahoma program. The KI BOIS Community Liaison works in each county served to coordinate services and projects with other agencies. CSBG funds will be utilized to help pay staff costs associated with these endeavors.

The 2025 budget will support a majority of the same programs.

6. Assessment of Customer Satisfaction

Agency customer satisfaction data is compiled and reported to the board on an annual basis. Customer satisfaction submitted through social media is assessed as it is received. Data collected through a program wide effort is compiled and reviewed in aggregate. Narrative answers are reviewed individually. Some programs have multiple collection systems for satisfaction data. Each instance is compiled and reviewed separately then as a whole for the specific program.

Observations of Results and Reporting the Achievement of Results

1. Describe the System for Data Collection and Aggregation

The Agency system for data collection is vast and includes numerous programs. As a CSBG Eligible Entity, the Agency is required to use the Community Action Program Total Automated Information Network (CAPTAIN) for data collection. Other funding sources also have software requirements, sometimes creating duplicate entry of data into more than one system. Every program in the Agency enters their data in at least one software system. Additional software systems include, but are not limited to, Service Point Homeless Management Information System (HMIS), Empower HMIS, Volunteer Reporter, Attorney General's Database, Rx Assist Plus, Med Bill, and ergo.

Data is aggregated across platforms once per year. It is a time consuming process to aggregate data gathered from all platforms into useable information. Depending on the type of data, it may be entered into a spreadsheet to be compiled into one agency number or report. Once aggregated, this information is used for the CSBG Annual Report and the Accomplishments, Coordination of Funds, and Outcomes of Effort, among others.

2. How is the CSBG Annual Report Data Collected and Used

Information for the annual report is collected from a wide variety of sources. These include a multitude of software programs including, but not limited to: CAPTAIN, Service Point HMIS, Empower HMIS, Attorney General's Database, Volunteer Reporter, Med Bill, ergo, and Sage MIP Fund Accounting.

Information is also collected from quarterly and annual programmatic reports, event debriefing reports, and site reports, among others.

Annual report information is used to create a document entitled Accomplishments, Coordination of Funds, and Outcomes of Effort. This document is provided to the Board of Directors annually after the submission of the Annual Report. The document is posted on the agency website and is used continuously throughout the year to provide statistical information for grant applications, funding sources, and the general public.

3. How is Outcome Data Shared Across Programs and with Agency Leadership

Outcome data from CAPTAIN is shared with programs on a monthly basis. Data aggregated from all software platforms and programs is shared on an annual basis with programs, leadership, Board and the public.

4. How is the Board Updated

The Board is updated on the achievement of outcomes multiple times per year. After the CSBG Annual Report is submitted, a document entitled Accomplishments, Coordination of Funds, and Outcomes of Effort is created and presented to the Board annually, generally in March. Verbal programmatic

reports highlighting activities and achievements are given at each board meeting. Various written programmatic reports are also provided to board members at intervals between board meetings and in their board packets. An update on the strategic plan goals is given to the Board no less than annually, but generally every six months.

Analysis of Data and Evaluation

1. Data Analysis Process

Monthly data analysis is done by the CAPTAIN Administrator, data entry staff, and the Program Directors. Initial annual data analysis is conducted by the Planning Department during preparation for the Annual Report. Initial analysis compares data to last year's and the current year's projections. This initial analysis is shared with the Chief Operating Officer and the Program Director. In some instances, further research is necessary. The Planning Department, in collaboration with the Chief Operating Officer and Program Director, will review the program year to determine if there were barriers to service, procedures that worked well, or any other notable scenarios affecting services or data quality.

2. How Did the Agency Evaluate Last Year's Performance

Last year's actual performance was compared to the prior year's actual performance and the current year's projected results. For program performance that exceeded projections, analysis was done to determine why; were the projections just low, based on changing data, or did something within the program change to boost outcomes. For results that were below projections, analysis was done to determine if there were barriers to service, reductions in funding, or some other notable cause. Programs meeting projections were still reviewed to determine if there are areas to improve efficiency, streamline services, or improve quality.

Programmatic review and analysis were adapted to account for the end of CARES Act and ARPA contracts in the prior year causing current results to appear significantly less than results during the pandemic.

3. How will Information be Used

Information derived from evaluation of outcomes is coupled with the community needs assessment and used to help formulate programming recommendations. Staff also review and analyze annual reports, current plans, and other data as needed. Taking into consideration the analysis of information and the program priorities set by the Board, staff will make recommendations for changes and/or updates to the Strategic Plan and Community Action Plan as deemed necessary and appropriate.

4. How Will Other Comparisons Be Done

Depending on the program, other comparisons are made to funding source data, other programmatic data, programs outside the Agency, other needs assessments or counts, and other available data. These comparisons are used in conjunction with other information to help determine the level of program performance and if there is a need for change.

5. How Will Recommendations be Made to the Board

Analysis and evaluation data are paired with staff recommendations then presented to the Board for review during a scheduled board meeting. Recommendations for substantial changes that may require a “deeper dive” and in depth review by the Board may go to a board committee or policy advisory council for review prior to presentation to the full Board.

This year, recommendations will revolve around existing programs that continue to meet expressed needs in the Community Needs Assessment and goals in the strategic plan.

6. How will the Agency Adjust Performance Goals When Needed

It is preferred to adjust performance goals annually or semi-annually. In some cases, goals may be adjusted quarterly or immediately depending on the timing in the program year and the specific situation. The necessary changes are reviewed with appropriate staff to develop a new strategy(ies) for achieving performance goals.