

2010 Basic Needs Funding Application
APPLICATION IS BY INVITATION ONLY

Contact Information

Organization Name: Catholic Community Services of Lane County, Inc.
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Organizational Information

Mission Statement: Inspired by Christ's love for all humanity – particularly those of us who are poor and vulnerable – and honoring the sacred in each person, Catholic Community Services of Lane County seeks to instill hope by offering support to people struggling to meet basic human needs. We work with individuals and families, lovingly serving our neighbors, and calling people of good will to join us in building a more just and compassionate society.

No. of Employees: 41 FTE: 33.425

No. of Volunteers (annually)/ Volunteer Hours (annually) 109 / 16,254 volunteer hours

Name of Executive Director: Edward T. Monks

Name of Board President: Brian Caughey Term Ending Date: 3/2010

Number of members on Board of Directors: 15

Total Agency Budget: \$ 1,804,725 Fiscal Year End: June 30, 2010

Geographic Service Lane County

Unduplicated Lane County Residents Served Last Year: 29,793

Has your organization been previously funded by UWLC? Yes!, records go through 1989

Name of Proposed Services: Eugene and Springfield Community Service Centers

Basic Needs Services: (check primary use of funds)

- Food** (hunger relief and nutrition)
- Shelter** (emergency housing and homelessness intervention)
- Healthcare** (emergency and basic health services)
- Safety** (domestic violence and child abuse intervention)
- Access to Basic Needs** (information & referral; transportation; advocacy)

Geographic Service Area within Lane County
Eugene & Springfield
Eugene & Springfield
Eugene & Springfield
Eugene & Springfield

Annual Funds Requested: \$ 264,296.00

2010 BASIC 104

1. Proposed Services Summary:

Catholic Community Services of Lane County (CCS) operates the Eugene and Springfield Community Service Centers to aid vulnerable, low-income families and individuals meet their most basic needs. These one-stop centers provide a wide variety of services under one roof to holistically serve our community. The consolidation of services under one roof has been identified as a best-practice for many reasons, including that it acknowledges that a person struggling with one aspect of their life likely needs help in other areas. Additionally, this model limits the need for clients who struggle with transportation to visit multiple sites. The Service Centers provide drop in services and are a point for people to get help from our housing and education services. They are essentially the hubs of our agency where people become connected with the help they need either through our agency or with other service providers. The services we provide through the Community Service Centers include access to Emergency Shelter for homeless families, emergency food boxes, prescription assistance (no scheduled or controlled substances), access to transitional housing programs, utility bill paying assistance, rent assistance, help obtaining state issued ID or birth certificates, clothing, hygiene items, bus tokens, shower passes, household items, access to a free phone and a place to receive mail. Information and referral are offered to anyone requesting services we do not provide. We actively seek services for clients, maintain detailed resource lists and work on having our staff trained on current community resources. Advocacy is always offered to those facing additional barriers to services. When we can not directly aid a person in need we try to empower him/her by connecting them with resources and advocating on their behalf. We propose to expand these services to address the increase in need and ensure that as many people as possible have access to the full array of services that we provide. CCS operates in a manner that honors the dignity of every individual and in a way that helps clients work towards self reliance, achieving their goals and a greater degree of self confidence. We use best practices including a strengths based case management model and having clients be active participants in their case planning. We offer a wide array of wrap-around services. All of our case management includes work on essential life skills such as budgeting, problem solving and conflict management. These tools serve clients for many years after they exit our programs.

2. Target Population: Describe your target population. Basic Needs investments should focus primarily on families and individuals with income 250% or below the federal poverty level.

At the Community Service Centers we serve individuals and families alike. Each site has staff who are Spanish/English bilingual. In the 2008/09 Fiscal Year (FY 08/09) 18% of the people served at the Community Service Centers identified themselves as Latino. Both of our facilities are handicap accessible and ADA compliant and 14% of the population we served in FY 08/09 identified themselves as disabled. For food box distribution, we have a geographical service area defined by our partnership with Food for Lane County. For the majority of the services offered at the Community Service Centers the income eligibility threshold is 80% of area median income, based on our contract with the Lane County Human Services Commission. That translates to an annual income of \$45,750 for a family of four whereas 250% of the federal poverty level would be \$55,125 for a family of four. The USDA guideline for emergency food boxes is 185% of the federal poverty level or \$40,800 for a family of four. The guideline for energy assistance, as established by Oregon Housing and Community Services, is 60% of Oregon Median Income which is \$40,563 for a family of four. For the prior fiscal year however, 53% of the families we served reported having income of less than 50% of the federal poverty level, or \$11,025 annual income for a family of four. We truly serve the most disadvantaged individuals in our community. Essentially, CCS is accustomed to screening for income eligibility and has many years of experience in applying these standards.

3. Need: Describe briefly the need or problem these services address. Include the number and percentage of population affected, metro, rural, and multi-cultural. Describe how these services are aligned with the community needs assessment or other local studies. **20 points possible**
According to the Oregon Labor Market Information System (OLMIS) the unemployment rate for Lane County in March 2009 was the highest rate recorded since 1956. It does not appear to be getting better with inflation out pacing wage gains for those who still have their jobs, leading to increased poverty, even

among those working(OLMIS 2009). Poverty affects people from all walks of life but it has the greatest impact on our most vulnerable citizens. According to Oregon Housing and Community Services (OHCS) in Lane County, 23% of those in poverty are disabled and 21% of the people in poverty are children under 18 years old (2008 Poverty Report). Also, minorities experience a disproportionately high rate of poverty. In the 2008/09 Fiscal Year (FY 08/09) 18% of the people served at the Community Service Centers identified themselves as Latino. Both of our facilities are handicap accessible and ADA compliant and 14% of the population we served in FY 08/09 identified themselves as disabled. Although our Community Service Centers are located in the metropolitan areas of the county, we serve are from the outlying areas. In the 2008 calendar year 884 of the people receiving services at the Community Service Centers identified themselves as living outside the Eugene/Springfield area in rural Lane County. Our case managers make home visits ranging from Oakridge to McKenzie Bridge. People in poverty are continually making decisions about which basic need is the highest priority and often have to decide if they will pay rent, buy food, pay the power bill or go without their medications. CCS addresses this array of issues to stabilize households and help them work towards self reliance. We help families identify long term solutions to their issues to decrease their dependence on the system. Preventing homelessness and quickly addressing incidences of homelessness should be a major aspect of any basic needs program as these are both strategies identified as best practices by the National Alliance to End Homelessness. The United Way of Lane County's 2007 Community Assessment said 16% of the respondents reported not having enough money to pay for housing. In this same study in 2009 the percentage struggling to pay for housing went up to 32%. Essentially, more people are struggling to keep a roof over their heads and not end up on the streets. The problem of homelessness spans all walks of life. In the 2008 Lane County one-Night homeless count, 214 of the homeless households counted were families with children. Oregon again ranked as one of the states experiencing the highest rates of hunger with 6.6% of our population having had times of hunger in 2006 through 2008, according to the Nov. 2009 USDA Hunger Report. This is a 2.7% increase over the 2003-05 rate from the same report. This makes Oregon second only to Mississippi in rankings of the hungriest states. According to a 2009 summary report by the National Energy Assistance Directors Association Oregon was one of eleven states that saw a 50% increase in households receiving heating assistance. Although that was directly related to an increase in federal funding, it still did not meet the demand. NEADA also projects "an increase of 20% in the number of families applying for assistance based on initial application rates". In the 2009 United Way Needs Assessment 26.42% of respondents reported that paying for their utility bills was a problem. Keeping people safe and healthy needs to include access to heat, cooking and refrigeration, provided by having power. When people go without power their health and nutrition suffer but additionally, they may have unsafe conditions like propane cook stoves inside, candles around babies or unsafe extension cords to neighbor's houses. Clearly, accessing healthcare is a struggle for many households, so much so that our federal government is addressing this issue. Locally, United Way's 100% Access Coalition says that 1 in 5 Lane County residents are uninsured. That is more than 60,000 people. Prescriptions can be especially difficult for the uninsured to pay for. In the 2009 United Way needs assessment 31% of the respondents said they experienced a problem paying for prescription medications. While you can often defer the expense of doctor's visit, a prescription must be paid for immediately. Additionally, many medications are very expensive exceeding \$100 per month. These are often life-sustaining medicines such as insulin. In this manner you can have a huge impact on someone's health and well being for a very small community investment. For these reasons and many others, we prioritize access to housing, food, utilities and prescription medications.

4. Service Goals: Describe your service goals and how you will measure achievement of those goals.

- You will report the outputs and outcomes in progress reports. **20 points possible**
- GOAL # 1** **OUTPUT-** Through our Eugene and Springfield Community Service Centers CCS will distribute 25,000 food boxes providing 3-4 days of sustenance
OUTCOME- Food insecurity will be ameliorated for 10,000 low-income Lane County households.
- GOAL #2** **OUTPUT-** Through our Eugene and Springfield Community Service Centers CCS proposes to help 150 households with rent assistance.
OUTCOME- 150 low-income Lane County Households will have Homelessness prevented, be ensured at least 30 days additional tenancy and have information on additional community resources.

- GOAL #3** **OUTPUT-** Through our Eugene and Springfield Community Service Centers CCS proposes to assist 25 homeless families access permanent housing.
OUTCOME – 25 previously homeless, low-income families will have stable, affordable housing and will receive case management to learn strategies to avoid future episodes of homelessness.
- GOAL #4** **OUTPUT** - Through our Eugene and Springfield Community Service Centers CCS will help 125 people purchase prescription medications
OUTCOME – 125 low-income Lane County residents will obtain their prescription medications and have information about how to get long-term help with their ongoing prescriptions.
- GOAL #5** **OUTPUT** – Through our Eugene and Springfield Community Service Centers CCS will offer shelter to 50 homeless families
OUTCOME – 50 homeless families will have their housing needs met for 60 days and receive case management to help them identify appropriate housing, address their barriers to permanent housing and receive referrals to other housing programs.
- GOAL #6** **OUTPUT** – Through our Eugene and Springfield Community Service Centers CCS will help 150 people obtain a birth certificate or state issued ID
OUTCOME – 150 low-income Lane County residents will have access to the documentation necessary to obtain employment, housing and mainstream benefits.
- GOAL #7** **OUTPUT** – Through our Eugene and Springfield Community Service Centers CCS will help 400 households with a payment on their utility bill
OUTCOME – 400 low-income Lane County households will be able to connect their utilities or heat their home to a healthy temperature
- GOAL #8** **OUTPUT** – Through our Eugene and Springfield Community Service Centers CCS will help 5000 individuals with referrals to community resources
OUTCOME – 5000 individuals will get assistance identifying and contacting resources to meet their needs and additional help or advocacy, including access to transportation, will be provided as needed.

5. Community Return on Investment: Describe the return on United Way investment. Include such factors as demonstrated cost-effectiveness and efficiency of delivery; leveraging of other financial investments; methods to avoid problems that would cost more later. How does your agency's work improve the effectiveness of the human services network in Lane County? **20 points possible**

Catholic Community Services (CCS) works to be fiscally prudent, highly efficient and operate with the highest ethics. Agency wide, our administrative overhead is only 11.3% (after factoring in the \$2,119,191 in food distributed per our form 990 in last completed audit). Our manner of offering services in expansive Community Service Centers offers efficiencies in staffing, maintenance and overhead. We are able to cross-train employees to staff a number of programs. This allows us to keep the majority of our employees working full time and the agency receives a full return on its investment in benefits. We have an expansive volunteer program that works closely with the DHS JOBS program, Experience Works, community corrections and educational institutions. Volunteers fill many positions in the Community Service Centers such as reception, food distribution and maintenance. An example of the efficiency this provides is that the Eugene Community Service Center distributes 8 tons of food per week with only 2 FTE., substantial labor is provided by volunteers. Many of our volunteers are people who have received services and desire to "give back". This also helps us get valuable insight from a client's perspective on improved ways to offer our services. CCS also has a robust development department that actively seeks additional funding from foundations, organizations and concerned community members. These efforts often grow into long-term relationships with organizations that realize other benefits. For example we are regularly involved with the active 20/30 Club's Tree of Joy, area churches do coat drives, local schools do drives for hygiene items, and the Newman Center provides our families with holiday food boxes. In the delivery of our services, our model

does help address avoiding higher costs in the future. For example, when we help with a prescription we ensure that the person gets information on enrolling in a prescription drug assistance program such as "familywise" and they also get referred to Cascade Health services for help getting long-term prescription assistance. In this way we work to get a long-term solution for the problem which will mean less expense later for the individual and for local programs. Another way in which our services are delivered to avoid future costs is by focusing on homeless prevention. By intervening early in a housing crisis we can help avoid a family losing their housing which often means losing their deposits. They avoid entering the shelter system, which is not only expensive to operate but the breadwinner misses work leading to lost wages. Then that family needs to come up with deposits for new housing, usually more than \$1000.00. Homeless prevention helps avoid that entire cycle. We are active members of the Human Services Network and work very closely with many other agencies on a daily basis. We are listed in numerous directories as a resource and get many referrals from other agencies. We frequently work with people exiting Willamette Family Treatment and we have slots reserved in our programs for homeless families referred by School District Homeless liaisons. Our food comes from Food for Lane County and we are part of their food distribution network. We regularly partner with St. Vincent de Paul to pay for expensive medications. The local Housing Authority (HACSA) gives CCS case managed spaces in their housing units for our clients, and our shelter is operated as part of the shelter providers network in conjunction with Shelter Care. Part of the community return on investment is that CCS strives to do business with local companies and we add to a vibrant local economy. Our account for our prescription assistance is with locally owned and operated Bi-Mart. Our rent and housing programs provide local landlords a better return on their investments. We funnel federal funds to our local utility companies and we employ 40 community members. Additionally, CCS is involved with many community initiatives that seek to find innovative ways to address problems including Project Homeless Connect, the Egan Warming Centers and the Opportunity Conference. CCS had taken lead roles in all of these community collaborations and will continue to seek to be involved in creative endeavors to address poverty in our community.

5. Organizational Capacity: Describe the ability of your organization to carry out services successfully and efficiently based on current resources, i.e., expertise of staff, diversity of funding streams, board composition and involvement, fiscal and governance systems, and facilities. **10 points possible**

Catholic Community Services (CCS) has been a part of the social service community in Lane County since 1952 and is well respected as having high standards, using best practices and employing professional, qualified staff. These achievements are reflected in the fact that we are one of only three local agencies to be accredited by the Council on Accreditation. This arduous and detailed process reviewed all aspects of our agency from financial management to delivery of services. We were required to bring our practices inline with the highest standards of accountability and professionalism in the social service field. Additionally, the majority of our funders, including all federal funding sources, review service delivery, file contents and fiscal practices to ensure compliance with local and federal regulations. We have been continually funded by many local government entities including the cities of Eugene and Springfield, Lane County Human Services Commission, the Oregon State Department of Human Services, the local FEMA Board and the Commission on Children and Families. Historically, these have been very steady revenue sources for CCS and we have little reason to believe this will change. Additional steady funding has come from Catholic Charities and the Oregon Children's Trust Fund. In the 2008/9 Fiscal Year CCS had 1.6 million dollars in revenue and we are anticipating a 15% increase for the following year. CCS has an independent audit conducted on an annual basis and has not had any significant findings by the auditors. CCS has on our staff a full-time staff accountant, a half time accounting assistant and a controller who has over 15 years experience with CCS. This deep accounting department allows us the flexibility of having all our accounting in-house while still maintaining a high level of oversight. Overall oversight of our policies, procedures and fiscal operations is by our Board of Directors. This 15 person governance body is comprised of independent men and women from our community who volunteer their time to provide oversight and guidance to CCS. They are very active in fund raising, community outreach and policy and fiscal oversight. They meet on a monthly basis, but many of them are involved with Board Committees that also meet regularly. CCS takes great pride in its staff of forty professionals. Each person is experienced in their field and has passed a criminal background check. Many of our employees have been with the agency more than 5 years and there are some who surpass 10 years of employment with CCS. Our staff receives on going trainings regarding professional modalities and community resources. They are involved in numerous professional organizations and are given access to trainings and professional conferences throughout the state. CCS

staff is also trained on the OPUS data base. This state wide data collection tool allows us access to very high quality reports of persons served and outcomes. The two Community Service Centers are large facilities centrally located in their respective cities. They are both bright, clean and welcoming, they have adequate parking and they are located near bus lines. They are both handicapped accessible. Our infrastructure in these facilities include DSL access for all employees, we have an onsite server for secure data storage and both facilities are equipped with security systems.

6. Goal Alignment: Describe how services align with or support one or more United Way goals of Education, Income and Health (please see goal definitions in the instructions). **10 points possible**

Helping households have access to basic needs is an essential to any plan to help lift people out of poverty. The services CCS provides through its Community Service Centers specifically align with the United Way goals of Education, Income and Health. For children to be able to enter public school having "basic literary proficiency and adequate social/emotional development," as stated in the United Way Strategic Funding Priorities, children need to have a degree of stability that includes sufficient shelter, nutrition and health care. CCS focuses its shelter program on homeless families because this is where the most impact can be had. We work with families on ensuring their children are accessing any early education opportunities available by working with organizations such as EC Cares, Head Start and School District Homeless Liaisons. Children in shelter have greater access to nutrition than unsheltered homeless families due to access to cooking and refrigeration. Additionally, families in our shelter are encouraged to access food boxes and we often coordinate delivery of food to our shelter clients. Adequate nutrition is essential to proper brain development which directly impacts a child's ability to focus and learn. The majority of the Basic Needs services we offer can be directly related to health. People sleeping in the elements are more susceptible to infections and other maladies than those who have a warm, dry place to sleep. Nutrition is essential to maintaining good health but it can be especially true for people struggling with chronic illnesses such as diabetes. We directly fund people's prescription medications, without which they may experience further declines in health or suffer unduly. The connections between food, shelter, medication and health are simple but can not be overstressed. We also help "move families from poverty to financial stability" through providing assistance obtaining state issued ID, which is necessary for work. People who have experienced poverty are more likely to have experienced a highly mobile and perhaps unstable lifestyle. These types of experiences increase the likelihood that valuable documents (like birth certificates, marriage certificates, social security cards, identification, etc...) may have gotten lost. For many people their biggest obstacle to employment is the required state issued ID. Sometimes they need the money to pay for ID but other times the obstacle is the needed documentation. You now need to present your birth certificate to get ID. Some states require a notarized statement to order your birth certificate. This level of paperwork can be overwhelming to many people. We walk people, step-by-step through this process and will even stamp and mail the envelope if that is what the person needs. We have had many people who we've helped with ID stop in and tell us they found work thanks to this assistance.

7. Collaborations: Describe collaborative or innovative aspects of this service. Considerations may include partnerships that meet the holistic needs of clients; how your approach demonstrates systems thinking; how you enable clients to access a broad range of services; how these services leverage existing community resources and access new resources. **10 points possible**

Catholic Community Services (CCS) delivers services to the community in a manner that is efficient, innovative, and holistic. Our method of delivering multiple services at one-stop Community Service Centers addresses the fact that clients have a range of needs. In one example, a client contacted us for rent assistance. Upon further investigation it came out that she was seeking "rent" for a hotel where she lived with her two children, one severely disabled. Instead of paying for the hotel they moved into our shelter where she saved money for deposits. In the mean time we got the family engaged with Direction Services for access to disability services for the child, they got help from the School District Homeless Liaisons to ensure access to education for both children, then we assisted them to get into permanent housing with the St. Vincent de Paul. It is important to CCS that we use all available resources to stabilize a family, not just put resources towards a temporary fix. One of the unique aspects of CCS is that due to the diversity of programs we offer we can ensure participants have a continuum of services through our internal programs. For example one can move from receiving drop in services, to living in our Emergency Shelter, to the support of one of our longer term housing support programs, all the while getting their needs met for food, clothing, prescriptions, hygiene items, diapers etc... without needing to run all over

town. We do recognize that many agencies have an expertise in their field and we refer to them. We make regular referrals to agencies like Volunteers in Medicine, Riverstone Clinic and Whitebird for medical help. For another example, many families are involved with Relief Nursery, Willamette Family and CCS, all of the providers working together to address the entire family's range of needs. The Relief Nursery is working with the children, Willamette Family is working with the parent and CCS is working to stabilize the entire family through addressing their basic needs. Many of our programs are partnerships with other agencies. For example, the vast majority the food we distribute is received from Food for Lane County. Birth to Three offers parenting classes for some of our housing clients. In our housing programs we work with families from St. Vincent de Paul's' First Place Family Center. Our family shelter is coordinated with the family shelter system including Shelter Care and WomenSpace. CCS continually looks for ways to deliver services that best address the needs of those we serve while being as efficient as possible. One of the innovative aspects of our housing programs is that we do not provide rental units for our clients, but instead work with them on entering into a landlord-tenant relationship with local property owners and property management companies. This allows the client to build their own housing and credit history which, if it is properly maintained, can serve people well in the future. Two years ago CCS identified a gap in services in our community. We had many clients needing help getting state issued ID to obtain work but the only community program to provide it was very small and directed at a specific clientele. We began offering this service which lead to a level of agency knowledge and expertise in this field. When we got involved with the first Project Homeless Connect the organizers thought that getting ID was so valuable of a service that they gave CCS funding to help 100 individuals get ID at that event. Overall, we are sensitive to the gaps in services that our clients identify and seek unique ways to address their needs.

8. Alignment of Services with Values: Describe how services align with United Way of Lane County's values (See the overview) **10 points possible**

The Services CCS provides and the manner in which they are offered are well aligned with United Way's values of Integrity, Impact, Volunteerism, Diversity/Inclusiveness and Community Leadership. We value our good reputation in the community that we have established by operating with very high integrity. We are fiscally sound and always strive to be good stewards of the fund entrusted to us by keeping our overhead to a minimum, having clear and open accounting practices and honoring donors intended uses of funding. We value the donations of time that our volunteers give us by making their experience meaningful and offering them opportunities to develop to their fullest potential. As our Mission Statement says, we honor each person who comes to us seeking services. We welcome people from all walks of life, different cultures, different life experiences and all different belief systems. CCS is involved in Community Leadership on numerous levels. We have staff who are involved with many community initiatives including Project Homeless Connect, the Opportunity Conference and the Egan Warming Center, to name few. We also encourage clients to get involved in community councils and boards and to use their stories to educate the community and to give voice to the issues facing people struggling with poverty.

Basic Needs Application



Proposed Services BUDGET

(fill in the green cells)

Agency Name:

Catholic Community Services of Lane County

Proposed Services:

Eugene and Springfield Communiy Service Centers

	Prior 12 Months	Future 12 Months
REVENUE/SUPPORT		
United Way Funding/Request (do NOT include Donor Designations)	\$69,876.32	\$264,296.00
Public Support: Contributions/Fundraising Events (include Donor Designations)	\$68,047.68	\$44,904.07
Government Funding	\$714,163.96	\$707,081.00
Foundation/Corporation/Other Grants or Major Gifts	\$86,659.43	\$91,680.07
Program Service Fees or Membership Dues	\$10,288.00	
Other Revenue	\$95,285.74	\$95,200.00
Total Revenue	\$1,044,321.13	\$1,203,161.14
	Actual	Estimated
EXPENSES		
Personnel Related	\$432,838.95	\$447,312.00
Client Assistance	\$342,113.38	\$442,378.35
Other Direct Program Expenses	\$106,063.94	\$120,965.00
Administrative Overhead	\$163,304.86	\$192,505.79
Total Expenses	\$1,044,321.13	\$1,203,161.14
NET (should be zero)	\$0.00	\$0.00

What percent of your agency budget do these proposed services represent?	62%	67%
What percent of your agency revenue is the United Way request?	4%	15%
Number of employee FTE's (full-time equivalents) in proposed services?	11.00	12.15
Percentage United Way request to overall proposed services revenue	7%	22%
Administrative overhead percentage applied to proposed services	19%	19%

Completed by:

Stephanie Talbott