

**2010 Basic Needs Funding Application**

**APPLICATION IS BY INVITATION ONLY**

**Contact Information**

Organization Name: Community Sharing Program

Mailing Address: P.O. Box 351

City/State: Cottage Grove, Oregon Zip: 97424

Contact Name: Barbara Butzer Title: Executive Director

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**Organizational Information**

Mission Statement: Community Sharing Program provides a basic needs safety net to residents of South Lane County.

No. of Employees: 8 FTE: 5.3

No. of Volunteers (annually)/ Volunteer Hours (annually) 70 + / 11,556

Name of Executive Director: Barbara Butzer

Name of Board President: Amy Callahan Term Ending Date: 6/30/09

Number of members on Board of Directors: 12

Total Agency Budget: \$393,837 Fiscal Year End: June 30

Geographic Service South Lane, including Creswell and Cottage Grove

Unduplicated Lane County Residents Served Last Year: 5,339

Has your organization been previously funded by UWLC?  No  Yes, Year(s) Since 1990

**Proposed Service(s):** Name of Proposed Services: Basic Needs Assist & Volunteer Opportunities

Basic Needs Services: (check primary use of funds)	Geographic Service Area within Lane County
<input checked="" type="checkbox"/> <b>Food</b> (hunger relief and nutrition)	South Lane
<input checked="" type="checkbox"/> <b>Shelter</b> (emergency housing and homelessness intervention)	South Lane
<input type="checkbox"/> <b>Healthcare</b> (emergency and basic health services)	
<input type="checkbox"/> <b>Safety</b> (domestic violence and child abuse intervention)	
<input checked="" type="checkbox"/> <b>Access to Basic Needs</b> (information & referral; transportation; advocacy)	South Lane

Annual Funds Requested: \$ 50,800

## 1. Proposed Services Summary:

Community Sharing Program will continue to provide a basic needs safety net to residents of South Lane County. We will continue to involve a high number of community members as volunteers to help us provide services, including emergency food, shelter, utility assistance, case management, and information and referral. We will advocate for and deliver services that increase our Hispanic neighbors' ability to integrate into the community in a culturally-appropriate manner. We will increase our efforts to work "upstream" on projects and services that reduce poverty at the source. We will ensure that all of our neighbors have equal access to the resources and services that we are able to offer and that services are offered in a safe, respectful environment. We will coordinate our work with partners to maximize productivity and resources.

**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.

Our standard guideline to income-qualify for our resources and services is 185% of the Federal poverty level (as set by the USDA). Because we distribute funds from other Federal and State sources, a few of our programs use slightly different income scales for qualification (LIEAP, HSP, HPRP). All of our program funds exclusively serve people with incomes below 250% of FPL. Many of the people who seek services at Community Sharing have extremely limited incomes, including none.

**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**

South Lane County is comprised of two small communities (Cottage Grove and Creswell) and a large area of semi-developed rural properties. The population of the area is estimated at 40,000. Cottage Grove schools averaged 63% Free and Reduced Lunch rate in 10/09. There is an increasing number of low-income individuals and families in the area, as people leave the Eugene/Springfield area to seek less expensive housing, often in sub-standard housing in rural areas. Community Sharing Program provides services to all qualified residents of our service area. In service year 08/09, we served 671 seniors, 737 disabled, 225 veterans, 2924 children, 550 households headed by single mothers (duplicate numbers). 11% of the people we served identified as Hispanic, which is the largest minority group in our service area. Total number of Hispanic people served was 716.

Our emergency food pantry distributes an average of 500 food boxes per month, and nearly one-third of the people consuming that nutritious food are children. We provide special food boxes to people who are truly homeless (282 in service year 08/09). We also provide tents, sleeping bags and other truly life-saving essential resources to this population.

During December, 2009, our holiday programs (meal boxes and children's gifts) saw a 25% increase in requests over the previous year. We receive about ten times the number of requests for housing assistance that we are able to fund. We struggle simply to maintain a waiting list in an orderly manner. Our energy assistance program has nearly 1,000 people on the wait list as of December 2009, and we are unlikely to have the funds to assist all of these households.

When we are at liberty to establish in-agency priorities for services (those that are not established by the funding entity), we prioritize households with life-threatening medical needs, young children, and domestic violence.

The South Lane Hispanic Family Advocate, currently funded through United Way, has identified an emerging new need among the Hispanic households in our area. Most are beyond the stage of new arrivals to this country. They know the basic services available to them through government and church programs. However, many Hispanics need assistance with access to programs due to their limited English skills, understanding the American cultural context for self-advocacy in the workplace or school, recourse for legal issues, and dealing with subtle discrimination. A number of Hispanic single-parent families headed by women reside in our area. The Hispanic Family Advocate has identified individuals who can benefit from intensive mentoring and who have the potential to enter into management-level jobs. These people, mostly women, could become active leaders within their own communities and represent their cohort into the broader community, encouraging the full integration of Hispanics who currently remain marginalized. The need that the Hispanic Family Advocate will address

over this funding period would thus have a longer-lasting impact than simply providing direct service to individuals (though this service will continue to be provided, as needed).

**In FY 08/09 we utilized more volunteer hours than paid hours to deliver an increasing number of service units.** In 09/10 we will distribute 100% more government funds than the prior year with the same staff FTE. With community need increased by 25% this year, we absolutely rely on volunteer efforts to accomplish our work. As of 12/09 a dozen people volunteer in our office, assisting to greet clients, do intake work, answer phones, and process documents. The Educational Garden, new in 2009, had 30 volunteers. The pantry has increased its number of volunteers by about 30% in the past year. We do not, however, currently employ a volunteer coordinator. These duties are shared by the Executive Director, the Pantry Manager and one office volunteer. Volunteers need and deserve training, supervision and organization for their work at Community Sharing, as well as recognition for their contributions. Our agency is requesting United Way's support in establishing a Volunteer Coordinator position, which allows us to leverage volunteer time. Volunteers are also the best ambassadors for our mission out into the community.

**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**

As a basic needs agency, Community Sharing's primary goal is to meet the needs of any area resident who does not have sufficient income to secure food, shelter, clothing and access to information about other resources. With need increasing dramatically in 2009, just keeping up with this mission is a challenge. Our service goals will continue to be providing basic needs assistance to all who need it in an equitable, confidential, safe and compassionate manner. Community Sharing is a partner with Lane County Human Services Commission in the distribution of public funds for basic needs; therefore, we utilize the OPUS software system required by the State of Oregon to track every service contact with a client and place a dollar value on that service. We gather and submit information on demographics, income, homelessness and other data important for assessments of community need and progress. In 08/09, we provided 15,295 units of service to local households (duplicated numbers). We anticipate a similar service level at least through 2010. We will use appropriate mechanisms to gain feedback on services from clients (questionnaires, focus groups, one to one conversations).

Community Sharing's strategic plan includes an increased focus on helping low-income households to become self-sufficient. We are offering more tuition-paid finance classes, gardening & nutrition classes, case management with a focus on client strengths, and agency interaction with local/regional economic development work

In 08/09 the Hispanic Family Advocate provided 400 services to Hispanic households/individuals in our communities, including translations for our housing and energy assistance programs, translations for HACSA and So. Lane Mental Health, bus riding demonstrations, medical and job application forms assistance, and transportation to Lowell for low-income dental care. She will provide 400 services to Hispanic households/individuals again in 09/10, including more focused mentoring and job skill development. She will also increase outreach to Creswell-area residents by staffing an office at City Hall one day per week. This new service is greatly anticipated by Creswell City Council and area residents, including the Hispanic community. She will record contacts by type of service, number of clients served, and specific outcomes.

The Volunteer Coordinator will schedule, train, support, record data for, and celebrate the increasing number of volunteers at Community Sharing, including those working in the pantry, office, garden and Board/committees. He/she will increase diversity within our volunteer pool (currently heavily weighted to retired individuals), represent the agency at community fairs (part of the Cottage Grove 2037 Vision process and the Creswell A2C2 project) and be the lead person for connecting to regional volunteer-based efforts such as the Opportunity Conference or Circles Campaign. Community Sharing will be able to clearly demonstrate a steadily increasing rate of volunteer participation while maintaining excellent standards of service. The Volunteer Coordinator will allow us to function at a higher level of capacity, while freeing up the Executive Director's time for community outreach, fund development, planning, and participation in regional economic development efforts.

**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**

In 08/09, Community Sharing provided 15,295 service contacts with clients with 4.0 FTE of non-management staff time, demonstrating a high level of efficiency. We use more volunteer than paid hours to deliver these services. Client feedback continuously informs us that people are highly-satisfied with their interactions at our agency. Community Sharing annually distributes nearly \$450,000 of government funds, 300,000 lbs of donated food, and is the "sharing" center for over \$88,000 of local funds. Our volunteers' time is valued at \$175,000.

As the only non-profit agency in South Lane County providing basic needs assistance, what would happen if our services disappeared? Last year over 3000 people would not have received housing and utility assistance. Studies clearly show that the cost of rehousing a family far exceeds the cost of keeping them in current housing. Nearly 4,000 people would have been hungry at the end of any month, including 1,300 children. Studies clearly show that children are more successful in school if they arrive fed and ready to learn. Adults cannot seek work without clean clothes, a telephone or computer access, and knowledge that their families are safe.

We work closely with the entire Human Services Network to ensure a comprehensive system of basic needs services to all people living in Lane County. We are knowledgeable of services throughout the county and regularly refer people to outside resources. Our strategic plan includes increasing the "up-stream" opportunities for our clients – more finance and education classes, more gardening and food management skills, more opportunities for job training and education, and more faith in their ability to achieve their goals. On a systems level, we will bring a grounding voice to local and regional economic development planners and ensure that South Lane County is represented in regional plans.

**6. 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**

Community Sharing is in its 26<sup>th</sup> year of providing basic needs services to South Lane County. We are governed by a Board of Directors with extensive experience in Board service and diverse connections to resources and networks throughout the community. The executive director has over 25 years of human services experience in both government and non-profit arenas, including ten years of top management experience. Our part-time finance manager is experienced in non-profit accounting and creates financial and data reports that set the standard according to our County HSC partners. Our financial and management practices are rated as fully acceptable by the Human Services Commission and our financial review firm. We receive regular audits by partner agencies, including FOOD for Lane County and the Human Services Commission. Community Sharing owns its facility, which includes sufficient space for 3 months of food storage, offices to use and to lease to other non-profit agencies, a training room, and one acre of fenced garden space.

We are supported by government, United Way, foundation, and locally-raised funds, including a great deal of support from individuals and congregations. Our Board of Directors actively raises funds through events and sales. The executive director is an experienced grant writer and is actively building funding relationships with local and regional foundations. We are reaching out to potential donors throughout our service region, including Creswell and rural areas. We are developing new print and electronic materials to enhance our fundraising abilities.

Community Sharing's Board and staff strive toward continual improvement in policies and procedures. Our annual retreat allows us to review achievements and develop goals/plans. We budget for skilled facilitation to help us with this process.

**7. 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**

**Education:** Children's ability to learn and grow intellectually, emotionally and socially is dependent on good physical development through a healthy diet and adequate exercise. Community Sharing's food pantry helps ensure that children receive solid nutrition and come to school ready to learn. Additionally, when parents know that their children's most basic needs are met, they are able to relax and focus their attention on higher-level activities that provide a richer environment for their children. Our Hispanic Family Advocate ensure that Hispanic families are comfortable coming to Community Sharing for food and that the food resources are culturally appropriate for their use.

**Health:** Community Sharing provides vouchers for prescription purchases (up to \$75 per household annually). We also pay for client services at South Lane Mental Health as funding allows. We maintain a close referral relationship with the Social Work Department at Cottage Grove Community Hospital.

**Income:** Community Sharing's client base consists exclusively of people in the target population set by United Way. We are partnering with OUR Credit Union, St. Vincent de Paul, and OSU Extension Service to provide classes in financial literacy, successful tenancy, and food self-sufficiency. We are partnering with United Way to include South Lane County in the Financial Stability Partnership activities. We are members of the Cottage Grove and Creswell Chambers of Commerce and the Cottage Grove Economic Development Committee, where we bring a grounding perspective to economic development strategies in the local business community. In fall, 2009, we furnished and opened a training room in our facility to accommodate classes and workshops. A staff member attended the Poverty 101 training in 12/09 and has brought that training back to our full staff.

Community Sharing is applying separately for United Way Strategic Investment Funding in the area of Income. Those funds would support our ability to provide increased poverty awareness training to our community members, research on the development of a "prosperity center" model in South Lane County, and increased involvement in economic development /financial stability activities. At this time we have very limited staff hours to participate in this type of "up-stream" poverty intervention work; however, we have laid the groundwork for increased future involvement.

**8. 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**

Our collaborative network is extensive and increasing. It includes: *locally*: schools, civic organizations, businesses, congregations, chambers of commerce, city governments in Cottage Grove & Creswell, foundations; *regionally*: DHS, county government, United Way, Human Services Network, regional food bank, senior and children's service agencies, civic organizations, businesses, colleges and other continuing education resources, and foundations; and *nationally*: a DV grant partnership, Federal funding sources, program support and technical assistance agencies. We participate in the 211Lane network to increase efficiency of service referrals. Within our own building, we lease office space to mental health, domestic violence, and community-building non-profits.

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

Community Sharing's Board of Directors, management and staff fully support the Values and Beliefs described in United Way's Business Model. With a high level of integrity among Board, staff and volunteers, we provide essential services to our neighbors in South Lane County. We partner, network, convene and lead in human services issues for our region. We strive for equal opportunities in service, recruitment and representation in all aspects of our agency. While continuing to provide direct service to low-income neighbors, we are committed to seeking long-lasting systemic changes that will vastly reduce the need for anti-poverty programs and provide opportunity for each person or family to achieve self-sufficiency.

# Basic Needs Application



## Proposed Services BUDGET

(fill in the green cells)

Agency Name:

Community Sharing Program

Proposed Services:

Basic Needs Assistance & Volunteer Opportunities in South Lane

	Prior 12 Months	Future 12 Months
<b>REVENUE/SUPPORT</b>		
United Way Funding/Request (do NOT include Donor Designations)	\$39,047.00	\$50,800.00
Public Support: Contributions/Fundraising Events (include Donor Designations)	\$66,410.00	\$46,500.00
Government Funding	\$140,535.00	\$289,690.00
Foundation/Corporation/Other Grants or Major Gifts	\$22,867.00	\$22,000.00
Program Service Fees or Membership Dues	\$423.00	\$150.00
Other Revenue	\$6,290.00	\$5,500.00
<b>Total Revenue</b>	<b>\$275,572.00</b>	<b>\$414,640.00</b>
	<b>Actual</b>	<b>Estimated</b>
<b>EXPENSES</b>		
Personnel Related	\$151,962.00	\$201,000.00
Client Assistance	\$63,982.00	\$125,275.00
Other Direct Program Expenses	\$43,828.00	\$58,365.00
Administrative Overhead	\$15,800.00	\$30,000.00
<b>Total Expenses</b>	<b>\$275,572.00</b>	<b>\$414,640.00</b>
<b>NET (should be zero)</b>	<b>\$0.00</b>	<b>\$0.00</b>

What percent of your agency budget do these proposed services represent?  
 What percent of your agency revenue is the United Way request?  
 Number of employee FTE's (full-time equivalents) in proposed services?  
 Percentage United Way request to overall proposed services revenue  
 Administrative overhead percentage applied to proposed services

100%	100%
7%	8%
0.75	1.13
14%	12%
6%	8%

Completed by:

Barbara Butzer, Executive Director