

STATE OF MONTANA ROMA LOGIC MODEL

Community Services Block Grant Progress Report for the Year 2008

Goal 1: Low Income People Become More Self-Sufficient

Agency Name & Address		Phone Number		Contact Person	
HRDC District IX, Inc. 32 South Tracy Avenue Bozeman, MT 59715		(406) 587-4486		Jeff Rupp Heather Grenier	
Service or Activity	Goal	Outcome	Indicator	NPI	Actual Outcome
<i>Identify the activity and briefly describe how it will be accomplished. Be sure to provide the # of clients served or the units offered.</i>	<i>Primary National Goal</i>	<i>Result of intervention.</i>	<i># and % of clients/units expected to achieve each outcome.</i>	<i>National Performance Indicator</i>	<i>Identify the # and % outcomes achieved.</i>
A) 410 families use Section 8 Vouchers to secure housing		1 Families live in decent, safe housing paying no more than 40% of their income towards housing expenses	390 of 410 (95%) families are in lease using Section 8 Voucher and paying no more than 40% of income for housing expenses 20 of 410 (5%) are in process of locating suitable housing that meets HQS and voucher payment standards	1.2.H	431 of 431 (100%) families are in lease using Section 8 Voucher and paying no more than 40% of income for housing expenses 0 of 431 (0%) are in process of locating suitable housing that meets HQS and voucher payment standards (no vouchers available)
B) 35 At-risk youth ages 14-21 will enroll and be provided assessment, employment skills, educational and support services, case management, academic support, work experience, leadership development, counseling, and follow-up services		1 Placement and retention into employment, advanced training, military, or post-secondary ed	24 of 35 (69%) of enrolled youth will enter into employment, advanced training, military, or post secondary education	1.1.A	30 of 35 (86%) enrolled youth entered into employment, advanced training, military, or post secondary education
		1 Youth gain educational attainment	20 of 35 (58%) of enrolled youth will attain high school diploma/GED or certificate	1.2.B	3 of 35 (9%) of enrolled youth attained high school diploma/GED or certificate
		1 Youth are assisted in finding employment	4 youth per month will attend job search workshop	1.2.A	An average of 10 youth per month attended job search workshops
		1 Youth gain basic employment skills training	50% of new youth will graduate from BEST training	1.2.A	25 of 35 (71%) new youth graduated from BEST training
		1 Program has increased ability to properly place and assist youth	75% of enrolled youth will be assessed based on life skills, career interests, TABE	1.2.A	26 of 35 (74%) enrolled youth were assessed based on life skills, career interests, TABE
C) 38 household in need of energy education to lower heating costs		1 Safe and affordable living conditions	38 of 38 (100%) of households receive client education on energy issues	1.3.A.3	110 of 110 (100%) households received energy education and low cost to no cost items to reduced their energy consumption and allow them to have more expendable income towards self-sufficiency
D) Evaluate opportunities to partner with local employers to increase child care services available.		1 Data to support providing a program that would assist employers in the process of providing child care services	Successful pilot project completion	1.2.E	Head Start partnering with Child Care Connections to produce an informational brochure for employers
E) Create and execute a financial counseling and resource curriculum to be used in a 24-month pilot for 20 HRDC customers		1 Curriculum and evaluation data to support funding initiatives for implementation of new program	Provide 20 HRDC customers with intensive financial counseling and resource development, addressing financial planning goals and behaviors	1.3.B.3	17 of 20 (85%) HRDC customers provided with financial counseling and resource development training
F) Develop and implement a financial counseling product/process		1 Increased agency capacity to address customer's underlying financial planning needs to better utilize scarce assistance resources	Decreased repeat usage of subsidy and emergency programs; increased net wealth and achievement of individual client goals	1.3.B.2	No measure, pilot not completed

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Explanation/Discussion (if necessary):

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Goal 2: Conditions in which low income people live are improved

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A) Retain 9 jobs in the property management field	2	Number of accessible jobs with career potential	7 of 9 (78%) jobs at entry level of \$8.64 per hour 2 of 9 (22%) will set and achieve basic or work skills goals	2.1.A	9 of 10 (90%) jobs are employed at above entry level 3 of 10 (30%) achieved basic or work skills goals
B) Provide asset management for 3 Head Start Centers and 1 Community Action Facility	2	Maintain attractive, safe physical environment for child development and community activities	4 of 4 (100%) centers will be maintained to meet life safety and health standards as well as long term viability of property	2.2.B	4 of 4 (100%) centers maintained
C) 1,300 households request assistance for energy costs	2	Safe and affordable living conditions	1,300 of 1,300 (100%) make application for energy assistance	2.1.C	2,036 of 2,036 (100%) make application for energy assistance
			1,092 of 1,300 (84%) households determined eligible and receive energy assistance		1,700 of 2,036 (83%) households determined eligible and received energy assistance
			208 of 1,300 (16%) households determined ineligible and denied energy assistance		336 of 2,036 (17%) households determined ineligible and denied energy assistance
D) Weatherize 152 substandard low income homes in Gallatin, Park, and Meagher counties each year using DOE, LIEAP, Northwestern Energy, and EXXON funding	2	Low income households increase their energy efficiency of their homes, reduce their expenditures, and improve health	152 of 152 (100%) homes weatherized each year are made energy efficient	2.1.C	148 of 152 (97%) projected homes received Weatherization services
E) Increase affordable/low-income housing opportunities in outlying areas	2	low and moderate income households have access to affordable housing	20 units of additional low income housing units in downtown Livingston area	2.1.B	0 of 20 (0%) additional low income housing units created in downtown Livingston
			4 units of low income housing in Three Forks	2.1.B	0 of 4 (0%) additional low income housing units created in Three Forks
F) Create child care co-ops in low income housing communities	2	positive participation and partnership formed, portable pilot with funding support increased child care opportunities for low-income community	successful completion of pilot program and application for support funds submitted	2.1.E	pilot not completed; funding search for pilot in progress
			implementation of two additional child care providers in lower income communities within the Gallatin valley		0 of 2 (0%) additional child care providers in lower income communities established

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G) Each year 300 families will live in affordable housing or housing that meets individual needs	2	Family experiences increase in disposable income. Families with special needs are able live in housing of their choice.	75 of 300 (25%) families disposable income will increase 225 of 300 (75%) families will stabilize their disposable income, improve HQS and/or obtain housing of choice	2.1.C	78 of 300 (26%) families increased disposable income 149 of 300 (50%) families stabilized their disposable income; 73 of 300 (24%) improved HQS
H) Assist local employers in providing on-site child care services	2	alleviate barriers to employment for low-income families	Mentor 2 businesses annually throughout the training, facility setup, and implementation of on-site child care services	2.1.E	0 of 2 (0%) mentorships completed
I) Decrease barriers to homeownership for limited income households	2	Credit and financial services available to limited income households Continued partnership with the City of Bozeman regarding inclusionary zoning	Research the possibility of partnering to create a Community Development Financial Institution Work with existing programs/partnerships to better meet the housing needs of limited income populations	2.2.A	research not conducted City of Bozeman partnership continued via Community Affordable Housing Advisory Board, Road to Home Program, and Workforce Housing Ordinance Enforcement
J) Operate 5 non-profit subsidiaries including Home Corporation, the Miles Building, Inc., Darlinton Apartments, Inc., and Summit Apartments, Inc. and Sherwood Apartments, Inc.	2	Maintain viability and preservation of affordable housing opportunities within our community	No reduction in the number of available affordable housing units within the community	2.1.C	0 reduction in the number of available affordable housing units within the community

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Goal 3: Low-Income people own a stake in their community

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A) RSVP (Retired Senior Volunteer Program) provides 600 individuals age 55 and older with meaningful volunteer opportunities. Volunteers provide over 80,000 hours of service to local non-profit, healthcare, and government organizations in Gallatin and Park counties	3	Individuals age 55 and older participate more fully in their community reducing isolation and inactivity	80% of volunteers report their experience as an RSVP volunteer adds additional purpose to their life 70% of volunteers report RSVP provides opportunities to learn new things 80% of volunteers report RSVP helps them look forward to each new day.	3.1	98% of volunteers reported their experience as an RSVP volunteer added additional purpose to their life 86% of volunteers reported that RSVP provided opportunities to learn new things 89% of volunteers reported that RSVP helped them look forward to each new day
B) RSVP partners with 100 non-profit, government, and healthcare organizations in Gallatin and Park Counties	3	Services provided by non-profit partners are increased	70% of volunteer stations report RSVP volunteers provide more time for staff to accomplish other tasks 50% of volunteer stations will report better service for customers with use of RSVP volunteers 70% of volunteer stations will report RSVP volunteers have enabled them to accomplish organizational goals	3.1	72% of volunteer stations reported that RSVP volunteers provided more staff time to accomplish other tasks 60% of volunteer stations reported better services for customers with use of RSVP volunteers 61% of volunteers stations reported RSVP volunteers enabled them to accomplish organizational goals
C) 250 households per year will receive education or counseling through Road to Home	3	Low and moderate income households receive information on homeownership opportunities	250 of 250 (100%) households receive homeownership education and/or counseling	3.2.C	391 of 391 (100%) households received homeownership education and/or counseling
D) 40 households per year will purchase homes utilizing the RTH program (education, counseling, down payment assistance, and/or mortgage set aside)	3	Low and moderate income households achieve homeownership	40 of 250 (16%) RTH customers purchase homes; 50% of purchasing households utilize an RTH financing program (down payment assistance or set aside)	3.2.C	43 of 391 (11%) RTH customers purchased homes; 58% of purchasing households utilized an RTH financing program
E) Evaluate opportunities for Program Expansion within Road to Home Program	3	Increased services to target households	RTH will increase client base by 15%	3.2.C	RTH client base increased by 30%

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Goal 4: Partnerships among supporters and providers of service to low-income people are achieved

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A) Strengthen Head Start partnerships with Child Care Connections, the School Readiness Group, and the Montana Early Childhood Advisory Committee	4	More effective referral process; a voice and venue in regards to current concerns on policy; increased knowledge regarding community child care issues and provider information	Head Start staff member seated on Child Care Connections Board of Directors; Head Start staff member actively involved in School Readiness Group, Head Start staff member actively involved in the Montana Early Childhood Advisory Committee	4.1	Head Start staff representation in the School Readiness Group and the Montana Early Childhood Advisory; Child Care Connections staff are represented in the Head Start Policy Council
B) Create a community collaborative focused on addressing increasing incidences of homeless youth and youth in transition	4	Youth housing and housing related issues will be identified and prioritized; community support surrounding one effort	Active 'Youth in Transition Task Force' comprised of the majority of youth service providers in the community	4.1	Homeless Youth Task Force created and active
C) Develop Public Relations Plan for Road to Home Program	4	Partners and community members will be better informed of RTH services	RTH will have a comprehensive PR/Marketing plan that addresses increasing visibility among partners and potential customers	4.1	Newsletter and web information completed but not implemented
D) Support and participate in the community movement to increase transitional housing opportunities for vulnerable populations	4	Community of service providers work together to identify gaps in service and prioritize projects to address associated needs	Existing supportive service programs are sustained The Community has a unified voice in expressing current needs for individuals and families facing homelessness.	4.1	HRDC contributions to shelter facilities and case management for homeless persons totals \$17,000 3 HRDC staff active in local Continuum of Care
E) Increase awareness in the social service community	4	Stronger sense of community resources by HRDC staff	Increased training within HRDC regarding area services	4.1	implemented virtual program tour, internal web for program to program communication forum
		Improved working relationships with HRDC partners	Increased presence within the community regarding HRDC services		HRDC presented at 19 different speaking opportunity venues during 2008

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F) Strengthen statewide organization connections/partnerships	4	Strengthen partner agencies efforts to combat the effects of poverty; create a coordinated effort across the state for alleviating barriers to self-sufficiency	Utilize the Community First Fund to provide mentorship and partnership opportunities with communities throughout Montana	4.1	Successful partnership with RMDC on a Senior Living Project in White Sulphur Springs
		Strengthen working relationship with Montana Board of Housing	Ability to respond when requests are received from the Montana Board of Housing regarding technical assistance and project development		HRDC staff actively seated on MBOH Board of Directors
G) HRDC Programs and Staff partner and support the following agencies or programs	4	Collaborations/partnerships adopted with all organization types to expand resources and opportunities in order to achieve family and community outcomes	Partnerships formed in non-profit, faith based, local, state, federal, government, for profit categories	4.1	4 Career Link; 2 Community Development Corporations; 3 Education/Training Providers; 26 Family Service Centers; 3 Food Pantries/Food Banks; 7 Health Care Service Organizations; 4 Housing; 7 School Districts, 2 Transportation Service Agencies, 5 Municipalities; 35
H) Participation by staff in operation of a Regional Transportation Partnership with ASMSU, Urban Transportation District	4	Provide advocacy for riders of non-choice in routes, potential costs, structures, and funding mechanisms	Staff will actively participate to ensure inclusion of current level of service as benchmark for new system	4.1	Streamline Transportation Board officially enacted; staff input as Program Director; HRDC representation of 2 board seats

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Goal 5: Agencies increase their capacity to achieve results

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A) Set aside funds for property reserves	5	available funds for emergency needs	3.5% of available funds will be held for <u>unexpected needs</u>	5.1.E	3.5% available funds reserved
C) Acquisition of Bus Barn for storage and maintenance of 10 vehicles	5	Centralized, indoor storage of vehicles with space for light maintenance	Successful acquisition of facility	5.1.B/5.1.E	1.45 Million in funds secured for shelter facility construction; \$200,000 secured for predevelopment expenses
D) Youth Development Director will write two grants per year for enhanced employment and training opportunities for youth as well as youth development activities	5	Increase resources for youth programs	For every \$4,000 raised, 1 additional youth will be served	5.1.E	\$17,000 funds raised
E) Implement the first and second year of the agency five year plan. The plan will see the agency through years 2008-2012. Plan based on extensive community needs assessment. HRDC will continue to comply with <u>Block Grant Requirements</u>	5	Agency conducts operations and activities in accordance with Board directives, federal requirements, and community needs	monthly management meeting attended by 90% of key management staff. Updates on progress and critical steps in the implementation of goals defined by our <u>community and directed by our HRDC Board</u>	5.5.C	Average monthly meeting attendance of 8 out of 12 (67%) key management staff; Board and staff level updates regarding the strategic <u>plan/implementation bi-annually.</u>
F) Actively maintain board representation in accordance with HRDC bylaws. Involve Advisory Board representatives in Board meetings. Enhance the Board's understanding of HRDC through presentations and printed materials. Act as a liaison between board <u>and staff</u>	5	Proper board composition in accordance with federal requirements for the Community Service Block Grant. More informed Board members create a greater understanding of Community Action <u>Agencies</u>	13 of 15 (85%) Board slots are filled by the proper representatives of the low-income, public, and private sectors	5.5.A	14 of 15 (93%) Board slots are filled by proper representative; Review and adoption of revised HRDC bylaws; HRDC staff and new Board Chair attended Board Development Training
G) Continue training and technical assistance with national initiatives such as: LISC, NCCED, NED, HAC. HRDC will also pursue an affiliation with NHS	5	Agency improves its capacity to positively impact low to moderate income families ability to secure and retain affordable <u>housing</u>	HRDC ability to leverage funds on a 3:1 ratio	5.1.B-E	\$20,000 LISC grant award for building sustainable communities
H) Provide general program and community support for allowable activities	5	Needs identified by Community Needs Assessment are addressed	See individual programs	5.5.C	Strategic plan for 2008-2012 adopted by Board of Directors, generated from 2007 Community Needs Assessment Process
I) Operational and program support for CSBG reporting requirements	5	.75 FTE	Continued CSBG contract/eligibility	5.1.A	Operational and Reporting requirements met for CSBG in audit review
J) Operate administrative functions within HRDC and provide programs with grant administration and program support	5	Agency improves its capacity to mobilize resources and maintain level funding	Total dollars mobilized each year by the agency as compared with CSBG dollars	5.1.A-E	CSBG dollars comprise 4% of FY2008 resources mobilized (\$6,147,623 non-CSBG dollars; <u>\$256,447 CSBG dollars</u>)
K) Increase staff trained in foreclosure prevention	5	Increased availability of counseling for households in danger of foreclosure and increased agency capacity	1 new staff person will receive training in foreclosure prevention counseling	5.6.I	1 new staff person successfully completed foreclosure prevention counseling training certification <u>2/20/2009</u>

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M) Cross-train internal staff regarding RTH program services/eligibility		HRDC staff will be able to make informed/appropriate referrals to RTH program	RTH will develop FAQ sheets for HRDC staff; will post guidelines on the web	5.6.I	FAQ sheet created, shared on internal web, guidelines posted on HRDC website
N) Re-structure emergency rental assistance program to include case management services and tiered support options	5	increased level/effectiveness of support	Subsequent program evaluation results will indicate a minimum of a 50% success rate in families maintaining their residence for a minimum of 6 months following receipt of services	5.2.D	Restructure complete and new program implemented; subsequent program evaluation to be conducted in October 2009.
O) Strengthen financial viability of property management division	5	The ability to compete in the current market via exploration of the addition of resident services, mixed income projects, creative rent structures resulting in an increase in occupancy rates	Vacancy rates of less than 5%	5.1.H	Vacancy rates at 8%
		Decreased overhead costs	Revenues generated for WB facility; reserves funded	5.1.H	0 revenues generated; reserves funded at budgeted levels
P) Partner with other organizations proficient in delivering project development and management in generating new projects in our service areas	5	increased staff knowledge regarding community development and project management	1-2 additional staff persons knowledgeable about funding sources, processes, partners, prospects in development	5.6.I	1 new staff person knowledgeable about funding sources, processes, partners, prospects in development (partnership with HomeWORD)
Q) Improve delivery of emergency service programs	5	Organization has the capacity to initiate application process and provide thorough emergency service program information	Cross-training of application process for all emergency service programs within HRDC.	5.6.I	Cross-training not completed
		Improved customer satisfaction and increased staff efficiency	Increased awareness of HRDC programs among customers	5.2.C	Survey not conducted
		Community network of emergency service providers including HRDC that are able to sustainably and effectively meet the needs of customers in crisis situations	Collaborative customer service outcomes generated among providers of emergency services	5.2.D	Collaborative outcomes not developed
R) Integrate 'Agency Navigator' position into HRDC	5	Improved Inter-program capacities for more Comprehensive Customer Assistance.	well-substantiated reporting and documentation on the contributions of this position in meeting its intended purposes	5.2.C	1 Program Navigator position created, funded, filled (April 2009)
S) Maximize effectiveness/efficiency of all HRDC programs/service deliveries		In-depth review of HRDC operations culminating in recommendations for improvements being offered for consideration to the HRDC Board of Directors and Management Staff	Improved Program Performance; Decrease in costs/time associated with Administration of Programs	5.2.D	HRDC Organizational Assessment and recommendations completed via Big Sky Institute
T) Certified ROMA trainer on staff	5	Agency increases the integration of ROMA into management and administration of organization.	Staff person to support management team in training and technical assistance with regards to ROMA.	5.3.A-D	1 nationally certified ROMA trainer on staff and working with individual programs and Board of Directors

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U) Reconstruct the HRDC Website	5	Functional website offering opportunities for immediate updates	Decreased costs; timely information displayed	5.2.C	HRDC website reconstructed, to launch August 1, 2009
		On-line capacity for employee recruitment and application	Increased number of applications for employment for HRDC positions; decreased cost in recruiting	5.2.C	
		Web-based communication between HRDC programs providing accurate and organized program information	Increased customer benefit	5.5.C	
		Information about HRDC operations, resources, outcomes is readily accessible	Increased customer and community confidence in the investment of HRDC programs	5.5.C	
V) Improve asset utilization within HRDC	5	Increased opportunities for internal communications	Produce 6 staff newsletters annually; conduct 2 all staff meetings annually; expand new employee orientation to full day training; creation of an HRDC program portfolio; creation of an on-line in house resource list for all staff	5.5.B	6 staff newsletters produced and distributed; 2 all staff meetings conducted; no expansion of employee orientation; implementation of virtual program tour (internal and external); implementation of internal web function
W) Strengthen Community Awareness of HRDC programs and outcomes	5	Increased community awareness of HRDC services/functions	Produce one press release/announcement monthly; establish working relations with all media outlets; Utilize free media opportunities for increased exposure within the community	5.5.C	15 individual no cost press coverages were received, covering 9 individual program events, homeless youth topics, and the HRDC Commitment to Community Luncheon
X) Improve customer service	5	Culture of strong customer service is instituted	Speakers and trainers are brought in to all staff meetings to continually work on customer service and prevent burn out	5.5.C	2 all staff trainings conducted = 1 customer service; 1 = depression/suicide identification in customers
		Decrease demands on staff	Utilize opportunities for internship placements within HRDC programs	5.6.I	
		Culture of teamwork within programs is instituted	Program evaluations are conducted by program teams to evaluate customer service and program improvements	5.2.E	
Y) Improve Employee Morale/Connection to HRDC	5	Staff feel positive about their work place and their role within HRDC	Feature staff in HRDC newsletters; recognize employee birthdays and anniversaries; recognize employee's hard work/commitment	5.5.E	HRDC staff recognition in newsletters; 27 of 100 (27%) HRDC staff were recognized and rewarded on merit

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Goal 6: Low income people, especially vulnerable populations, achieve their potential by strengthening family and other supportive systems

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A) The Title 3 Homemaker Program will provide 20 individuals with home care. 40 individuals will inquire about services and be given referrals due to budget restrictions.	6	Seniors remain independent in their own home.	15 of 40 (38%) are not eligible and are referred to more appropriate services. 25 of 40 (62%) are eligible for in-home services and remain at home for 9 months of the year.	6.1.A	43 new inquiries were received regarding services, 26 of 43 (60%) were determined ineligible and referred to more appropriate services; 17 of 43 (40%) were determined eligible and began receiving in-home services 42 of 43 (98%) determined eligible and received services, remaining at home for 9 months or more
B) Through a partnership with Spectrum Medical, the HRDC will provide coordination of services for 72 elderly and disabled so that they may stay in their home as long as safely possible.	6	Aged and disabled individuals are able to remain in their own home and act independently.	55 of the 74 clients (75%) served will not be permanently moved to nursing home facilities but will remain independent in their own homes.	6.1.A	Partnership discontinued
C) Galavan provides over 24,000 rides to seniors, disabled and low-income citizens. Galavan allows riders to remain active and engaged in their community and receive services necessary to remain independent.	6	Provide affordable transportation to senior, disabled and low-income citizens for the following: Medical Care, Nutrition, Employment, Social Activities	8,326 of 24,000 (34%) of all Galavan rides are transportation to appointments related to medical care . 4,628 of 24,000 (19%) of all Galavan rides are transportation to appointments related to nutrition . 6,577 of 24,000 (27%) of all Galavan rides are transportation to employment opportunities . 4,424 of 24,000 (18%) of all Galavan rides are transportation to social activity opportunities .	6.1.A-B	8,050 of 23,000 (35%) Galavan rides were for the purposes of appointments related to medical care 6,440 of 23,000 (28%) Galavan rides were for the purposes of appointments related to nutrition 5,050 of 23,000 (22%) Galavan rides were for the purposes of employment opportunities (including volunteer) 3,450 of 23,000 (15%) Galavan rides were for the purposes of social or business obligations.
D) Meagher County Public Health Nurse will provide public health nursing services to low income residents in Meagher County.	6	91 hours of nursing services.	6 hours of child protection activities; 40 hours of meeting for Senior Companions; 38 adult immunizations; 8 hours of reporting, billing, and budgeting	6.3.A.1; 6.3.C.1; 6.3.C.2	91 hours of nursing services provided
E) 4 units of transitional housing are provided to 4 families	6	Families obtain housing; Families receive case management services for supportive service coordination.	4 of 4 (100%) will be occupied continually 3 of 4 (75%) families annually will have subsidized temporary housing while working towards family self sufficiency. 2 of 4 (50%) families will move to permanent housing.	6.2.C; 6.2.B	2 of 2 (100%) transitional housing units were occupied continually 3 of 4 (75%) families annually received temporary subsidized housing while working toward self-sufficiency 2 of 4 (50%) families moved to permanent housing

STATE OF MONTANA ROMA LOGIC MODEL

Community Services Block Grant Progress Report for the Year 2008

Goal 6: Low income people, especially vulnerable populations, achieve their potential by strengthening family and other supportive systems

Agency Name & Address	Phone Number	Contact Person			
HRDC District IX, Inc. 32 South Tracy Avenue Bozeman, MT 59715	(406) 587-4486	Jeff Rupp Heather Grenier			
Service or Activity	Goal	Outcome	Indicator	NPI	Actual Outcome
<i>Identify the activity and briefly describe how it will be accomplished. Be sure to provide the # of clients served or the units offered.</i>	<i>Primary National Goal</i>	<i>Result of intervention.</i>	<i># and % of clients/units expected to achieve each outcome.</i>	<i>National Performance Indicator</i>	<i>Identify the # and % outcomes achieved.</i>
F) 140 families annually request assistance with emergency housing. 62 families will receive emergency housing assistance.	6	Families remain in their current home or are able to obtain permanent housing.	78 of 140 (56%) families will be referred to other service providers for assistance (funding limits). 62 of 140 (44%) families will receive financial assistance (funding limits). 62 of 62 (100%) families remain in their home 30 days.	6.2.B	33 of 140 (24%) families were referred to other service providers for assistance 107 of 140 (76%) families received financial assistance 107 of 107 (100%) families remained in their homes for 30 days following assistance
G) Each year provide 168 low-income children and families with comprehensive educational, social, and health services through the Head Start Program.	6	Low-income children improve development of cognitive, motor, social/emotional, and language/reading skills. Low-income children will meet their immediate health care needs. Parents of low-income improve their parenting skills. Low-income families receive resources and referrals to improve their quality of life. Low-income children with suspected disabilities will be referred for further evaluation. Low-income children with diagnosed disabilities will be identified and receive related services.	168 of 168 (100%) of enrolled children will improve cognitive, motor, social/emotional and language/reading skills in a 9 month period using age and appropriate assessment tools 3 times per year. 126 of 168 (75%) of enrolled children receive services for medical care. 126 of 168 (75%) of enrolled children receive services or referrals for dental 101 of 168 (60%) of enrolled children receive referrals for health insurance. 163 of 168 (97.5%) of parents/guardians responding to survey each year indicate that the Head Start program enabled them to acquire additional parenting skills. 168 of 168 (100%) of families that become enrolled will receive requested services and/or referrals. 17 of 17 (100%) of children with diagnosed disabilities will receive interventions. 17 of 168 (10%) of children currently enrolled will be children diagnosed with disabilities and 100% of those diagnosed will receive interventions..	6.3.A.3 6.3.A.1 6.3.A.1 6.3.A.1 6.3.C.1 6.3.C.2 6.3.A.1 6.3.A.1	168 of 168 (100%) enrolled children improved cognitive, motor, social/emotional, and language/reading skills in a 9 month period using age appropriate assessment tools 3 times per year 122 of 168 (74%) enrolled children received services for medical care. 168 of 168 (100%) enrolled children received referrals for dental care. 168 of 168 (100%) enrolled children received referrals for health insurance 164 of 168 (98%) of parents/guardians responding to survey each year indicated that the Head Start program enabled them to acquire additional parenting skills. 168 of 168 (100%) enrolled families received requested services and/or referrals 24 of 24 (100%) children with diagnosed disabilities received interventions. 24 of 168 (14%) enrolled children were diagnosed with disabilities and 100% of those diagnosed received interventions.
H) Gallatin Valley Food Bank: Operate the Gallatin Valley Food Bank and provide nutritionally balanced food to persons in need.	6	Improve food security throughout the service area.	50% of households served report that food assistance provided them with 7 or more days of household food items.	6.2.A	50% of households served reported that food assistance provided them with 7 or more days of household food items

STATE OF MONTANA ROMA LOGIC MODEL

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Service or Activity	Goal	Outcome	Indicator	NPI	Actual Outcome
<i>Identify the activity and briefly describe how it will be accomplished. Be sure to provide the # of clients served or the units offered.</i>	<i>Primary National Goal</i>	<i>Result of intervention.</i>	<i># and % of clients/units expected to achieve each outcome.</i>	<i>National Performance Indicator</i>	<i>Identify the # and % outcomes achieved.</i>
			30% of households served report that food assistance provided them with 5-6 days of household food items.		28% of households served reported that food assistance provided them with 5-6 days of household food items
			23% of households served report that food assistance provided them with 3-4 days of household food items.		19% of household served reported that food assistance provided them 3-4 days of household food items.
			3% of households served report that food assistance provided them with 1-2 days of households food items.		2% of households served reported that food assistance provided them with 1-days of household food items.
		The household's quality of life was temporarily supported.	77% of customers surveyed feel that the assistance greatly helped them to support their life situation.		80% of customers surveyed felt that the assistance greatly helped to support their life situation.
			23% of customers surveyed feel that the assistance somewhat helped them to support their life situation.		18% of customers surveyed felt that the assistance somewhat helped them to support their life situation
		Increase client knowledge regarding resources available at the Food Bank.	75% of clients surveyed report that they are aware of resources listed.		76% of clients surveyed report that they are aware of resources listed
			25% of clients surveyed report that they were unaware of resources listed.		24% of clients surveyed report that they were unaware of resources listed
	6				
I) Establish Nutrition Education Curriculum		Increase customer knowledge regarding healthier food choices/habits.	75% of customers surveyed report that they gained useful nutrition information via the Food Bank's 'Nutrition News' editions, Coursework, and/or other informational handouts available.	6.3.A.2	No data, not surveyed
			25% customers surveyed report that they did not gain useful nutrition information from efforts made specifically by the Food Bank.		No data, not surveyed
	6				
J) In collaboration with Paul Thomas of HIS Soup Mobile Soup Kitchen, operate a soup kitchen to feed the homeless and transient population.		Persons lacking the ability/resources to prepare foods will be provided with prepared meals as requested.	100% persons seeking meals will be served.	6.2.A	100% of persons seeking meals received services
	6				

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K) Establish Food Stamp Outreach Program in collaboration with the Office of Public Assistance and Montana Food Bank Network	6	Increase number of eligible households requesting emergency foods from the Food Bank participating in the Food Stamp Program.	Increase number of households served at the Food Bank participating in the Food Stamp Program from 15% to 50% over five years.	6.3.A.2	17% increase in number of households participating in food stamp (SNAP) program over previous year (15%). However, total increase in households served lowered total percentage of Food Bank customers accessing SNAP benefits to 13.7%
L) 218 households are in need of emergency heat assistance/repairs	6	Safe and healthy living conditions through energy assistance	100% of households in need and referred to HRDC will be given application for emergency assistance. 100% of households eligible for Energy Share will receive the loan or grant	6.2.B	287 of 287 (100%) of households applied for Energy Share benefits; 272 of 287 (95%) received emergency energy assistance in the form of a grant or loan; 15 of 287 (5%) were determined ineligible for Energy Share benefits.
M) Take the lead in developing Youth Transitional Program	6	program designed and implemented focusing on homeless prevention and placement for area youth populations	Reduction in the incidence of homeless youth in our service area	6.2.C	4 of 40 (10%) homeless youth placed in transitional housing with case management services
N) RSVP volunteers contribute hours in support of independent living for seniors	6	At-risk seniors remain independent in their own home	RSVP volunteers will contribute a minimum of 60,000 volunteer hours in support of independent living by providing more than 80,000 meals to more than 280 at-risk seniors	6.1.A	RSVP volunteers contributed 60,460 hours in support of independent living for seniors by providing 80,538 meals to 287 at-risk seniors.

Explanation/Discussion (if necessary):