

ANNUAL REPORT FY 2021

Community Service Programs of West Alabama

A decorative graphic consisting of four parallel diagonal lines in a dark blue color, slanted from the top-left towards the bottom-right. They are positioned around the 'CSP' text, with two lines above and two lines below it.

CSP



Message from Board Chair and Executive Director



2021 – One Year Anniversary of COVID-19

It was hard to believe that the world had endured a full year of a pandemic known as COVID-19. Like all people and organizations affected by this virus, Community Service Programs of West Alabama was required to make adjustments in the way we functioned and delivered services and programs. Virtual was the term used to describe the electronic means by which we conducted conversations and meetings. Despite the ongoing challenges, the Board and staff were committed to delivery of the current programs and services.

Our loyal volunteers made certain that Meals on Wheels (MOW) clients received their daily meals. Since the usual interaction between the volunteers and meal recipients was limited, MOW staff made periodic calls to our clients to increase socialization within the program. Energy assistance applications were taken in person through our carhop process. Staff would assist clients outside the building in order to minimize close contact. Housing resources were delivered remotely through telephone conferences and/or webinar presentations in addition to limited in person visits. Head Start/Early Head Start taught classes through hybrid format—sometimes in person and other times remotely, as appropriate. This judgment call was made weighing the level of current outbreaks amongst staff, children and families for each center. Early Intervention therapies were delivered at the mutual discretion of the staff and families---either in person or remotely. Of course, in all programs CDC guidelines were followed, particularly regarding masks and social distancing.

Our team approach enabled us to remain “Committed to our families” in accordance with our mission.

Sincerely,

Cynthia W. Burton

Cynthia W. Burton
Executive Director

Freddie Washington, Jr.

Freddie Washington, Jr.
Board Chairman

SPOTLIGHTS

Rev. Kevin Louis Dixon, Sr. *Lamar County*



Dixon has served on the CSP Board of Directors for several years representing Lamar County. He says the late Bishop Earnest Palmer and former staffer Lois Palecek were influential in urging him to serve on the board. They encouraged him to look around his community and see what the needs were. He said it needed compassion and some-

one willing to be taught how to help the community. He learned that serving on the Board required long hours. Most people are shocked when they find out CSP Board Members are volunteers, serving without pay.

Dixon said that the work that CSP does supplements the needs of the low income and senior citizens in the community. He said, "I was helped by the agency when I became disabled and lost my job. I know what it is like to have to ask for help. CSP has helped a lot of clients get on their feet and succeed in life, and also teach their families to do the same."

Dixon added his favorite thing about CSP's mission is helping people get the resources they need to resolve emergent needs. "People come to me all the time needing help and our agency offers almost everything they need."

Dixon, a native of Kennedy, AL, is the pastor of Holly Grove Missionary Baptist Church in Millport, AL. He and wife Cindy have been married for 15 years and they have two daughters and three sons: Cederia, Keara, Tyler, Kevin and Anthony. His hobbies include fishing, reading and video games. He is currently reading *This Ain't Your Grandma's Church* by Bishop Palmer.

Mayor Ray Nelson *Fayette County*



It was the educational services offered by Community Services Programs of West Alabama that impressed Mayor Ray Nelson about the agency. He served on the board at CSP as an elected official. He said that when asked to serve. He did so because there were areas that needed improvement in Fayette County in terms of education. "I was willing to represent Fayette County and CSP has definitely made a difference in the Fayette community.

As a board member, "I got to see that Head Start was an outstanding program and it does a remarkable job for children and families. Through CSP I was able to see so many things that Head Start and Early Head Start do to get children ready for school, he said. "I was impressed with the structure of the Policy Council and the fact that it allows parents to have input into the program. It was a blessing for me to be a part of the agency."

Nelson is a Fayette County native. He holds a Bachelors Degree from Florence Teachers College and a Masters in Administration from the University of Alabama. He served as a biology/physical education teacher and administrator in Fayette County public schools for 32 years.

Nelson and wife Regina, have been married for 53 years. They have three children and four grandchildren. They are active members at Concord Baptist Church, where he serves as deacon and Sunday School Teacher. Nelson and his wife are members of the Fayette Garden Club and Beautification Committee. He also enjoys reading. His favorite book is the Bible and he is currently reading *Ten Questions Christians Are Asking* by Dr. David Jeremiah.

Maxine Latham

Accounts Payable Manager



Maxine Latham has been employed by CSP since February 1987-35 years of service in February 2022! Latham completed the Accounts Payable Certification program in 2021. The one thing I enjoy most about my job is knowing that the programs we offer assist those who are less fortunate..ie Head Start, LIHEAP, Housing, Weatherization (WX). It gives me great satisfaction realizing that doing my job helps to make these programs run successfully.

Latham is a member of Pine Grove Baptist Church, Tuscaloosa. She has two children, four grandsons and one granddaughter. When not working, Latham enjoys crafting which includes crocheting, wreath making and painting. She also likes to read and is currently reading Michelle Obama's *Becoming*.

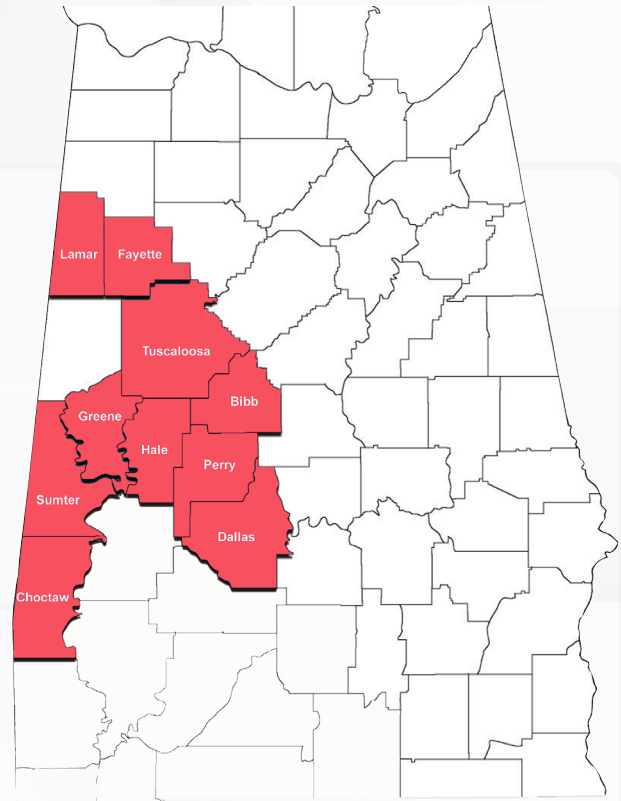
MISSION AND VISION STATEMENTS

Mission Statement

Community Service Programs of West Alabama, Inc. (CSP) provides resources and services which resolve immediate needs and lead to long-term self-sufficiency for low-income and vulnerable populations.

Vision Statement

CSP constituents have reduced barriers and increased potential to become self-sufficient.



SERVICE AREA

BOARD OF DIRECTORS

Officers

Elder Freddie Washington (Tuscaloosa)

President

Beverly Nickerson (Tuscaloosa)

Vice President

Mary Hodge (Hale)

Secretary

Members

Bibb - JoAnn Craighead

Choctaw - Ron Mason

Dallas - Timfreit Drane

Fayette - Mayor Ray Nelson

Greene - Johnnie Knott

Greene - Luther Winn

Hale - Senator Bobby Singleton

Lamar - Rev. Kevin Dixon

Perry - Judge Eldora Anderson

Perry - Attorney Robert Turner, Jr.

Sumter - Debra Clark

Sumter - Otlice Russelle

Tuscaloosa - Lynne Cephus

Tuscaloosa - Dr. Karen Thompson-Jackson

Tuscaloosa - Commissioner Jerry Tingle

Community Service Programs of West Alabama, Inc., is required by federal law to maintain a tripartite volunteer board consisting of one-third from the business community, one-third elected officials and one-third representatives of the low income sector. The agency currently has a 18 member board with representation from each of its service counties. Leadership of the diverse Board of Directors provides proactive governance of the agency.

CLIENT CHARACTERISTICS FY 2021

All Characteristics Report - Data Entry Form

Goal 1: Individuals and Families with low-incomes are stable and achieve economic security.

Name of CSBG Eligible Entity Reporting:

Community Service Programs of West Alabama

A. Total unduplicated number of all INDIVIDUALS about whom one or more characteristics were obtained:

13,048

B. Total unduplicated number of all HOUSEHOLDS about whom one or more characteristics were obtained:

7,638

C. INDIVIDUAL LEVEL CHARACTERISTICS

1. Gender	Number of Individuals
a. Male	4104
b. Female	8937
c. Other	0
d. Unknown/not reported	1
e. TOTAL (auto calculated)	13042

2. Age	Number of Individuals
a. 0-5	1223
b. 6-13	1985
c. 14-17	961
d. 18-24	741
e. 25-44	2108
f. 45-54	1098
g. 55-59	801
h. 60-64	1076
i. 65-74	1976
j. 75+	1079
k. Unknown/not reported	0
l. TOTAL (auto calculated)	13048

3. Education Levels	Number of Individuals
	[ages 14-24] [ages 25+]
a. Grades 0-8	667 30
b. Grades 9-12/Non-Graduate	734 3153
c. High School Graduate	215 3648
d. GED/Equivalency Diploma	0 0
e. 12 grade + Some Post-Secondary	48 500
f. 2 or 4 years College Graduate	10 762
g. Graduate of other post-secondary school	0 0
h. Unknown/not reported	28 44
i. TOTAL (auto calculated)	1702 8137

4. Disconnected Youth	Number of Individuals
a. Youth ages 14-24 who are neither working or in school	17

5. Health	Number of Individuals
	Yes No Unknown
a. Disabling Condition	6076 6970 0
	Yes No Unknown
b. Health Insurance*	11196 1309 540

*If an individual reported that they had Health Insurance please identify the source of health insurance below.

Health Insurance Sources

c.1. Medicaid	8454
c.2. Medicare	4167
c.3. State Children's Health Insurance Program	27
c.4. State Health Insurance for Adults	191
c.5. Military Health Care	74
c.6. Direct-Purchase	505
c.7. Employment Based	390
c.8. Unknown/not reported	0

6. Ethnicity/Race	Number of Individuals
a. Ethnicity	
a.1. Hispanic, Latino or Spanish Origins	126
a.2. Not Hispanic, Latino or Spanish Origins	12881
a.3. Unknown/not reported	35
a.4. TOTAL (auto calculated)	13042

b. Race	Number of Individuals
b.1. American Indian or Alaska Native	6
b.2. Asian	3
b.3. Black or African American	11577
b.4. Native Hawaiian and Other Pacific Islander	2
b.5. White	1271
b.6. Other	19
b.7. Multi-race (two or more of the above)	159
b.8. Unknown/not reported	5
b.9. TOTAL (auto calculated)	13042

7. Military Status	Number of Individuals
a. Veteran	178
b. Active Military	11
c. Never Served in the Military	8418
d. Unknown/not reported	86
e. TOTAL (auto calculated)	8693

8. Work Status (Individuals 18+)	Number of Individuals
a. Employed Full-Time	573
b. Employed Part-Time	410
c. Migrant Seasonal Farm Worker	4
d. Unemployed (Short-Term, 6 months or less)	348
e. Unemployed (Long-Term, more than 6 months)	837
f. Unemployed (Not in Labor Force)	5687
g. Retired	764
h. Unknown/not reported	72
i. TOTAL (auto calculated)	8695

DEMOGRAPHIC DATA
PROVIDED BY
SUPPORTIVE SERVICES
DEPARTMENT

CLIENT CHARACTERISTICS FY 2021

All Characteristics Report - Data Entry Form

Goal 1: Individuals and Families with low-incomes are stable and achieve economic security.

Name of CSBG Eligible Entity Reporting:

Community Service Programs of West Alabama

c.9. TOTAL (auto calculated)

13808

D. HOUSEHOLD LEVEL CHARACTERISTICS

9. Household Type	Number of Households
a. Single Person	4819
b. Two Adults NO Children	423
c. Single Parent Female	1893
d. Single Parent Male	56
e. Two Parent Household	122
f. Non-related Adults with Children	41
g. Multigenerational Household	230
h. Other	49
i. Unknown/not reported	0
j. TOTAL (auto calculated)	7633

10. Household Size	Number of Households
a. Single Person	5000
b. Two	1175
c. Three	716
d. Four	453
e. Five	186
f. Six or more	108
g. Unknown/not reported	0
h. TOTAL (auto calculated)	7638

11. Housing	Number of Households
a. Own	3541
b. Rent	4075
c. Other permanent housing	9
d. Homeless	6
e. Other	2
f. Unknown/not reported	5
g. TOTAL (auto calculated)	7638

12. Level of Household Income (% of HHS Guideline)	Number of Households
a. Up to 50%	1460
b. 51% to 75%	2319
c. 76% to 100%	1841
d. 101% to 125%	1338
e. 126% to 150%	617
f. 151% to 175%	48
g. 176% to 200%	8
h. 201% to 250%	5
i. 250% and over	2
j. Unknown/not reported	0
k. TOTAL (auto calculated)	7638

13. Sources of Household Income	Number of Households
a. Income from Employment Only	51
b. Income from Employment and Other Income Source	8
c. Income from Employment, Other Income Source, and Non-Cash Benefits	210
d. Income from Employment and Non-Cash Benefits	711
e. Other Income Source Only	132
f. Other Income Source and Non-Cash Benefits	5901
g. No Income	48
h. Non-Cash Benefits Only	577
i. Unknown/not reported	0
j. TOTAL (auto calculated)	7638

Below, please report the types of Other income and/or non-cash benefits received by the households who reported sources other than employment

14. Other Income Source	Number of Households
a. TANF	73
b. Supplemental Security Income (SSI)	2404
c. Social Security Disability Income (SSDI)	998
d. VA Service-Connected Disability Compensation	7
e. VA Non-Service Connected Disability Pension	0
f. Private Disability Insurance	3
g. Worker's Compensation	3
h. Retirement Income from Social Security	3322
i. Pension	187
j. Child Support	348
k. Alimony or other Spousal Support	4
l. Unemployment Insurance	184
m. EITC	0
n. Other	176
o. Unknown/not reported	0

15. Non-Cash Benefits	Number of Households
a. SNAP	4768
b. WIC	232
c. LIHEAP	7338
d. Housing Choice Voucher	582
e. Public Housing	880
f. Permanent Supportive Housing	3
g. HUD-VASH	11
h. Childcare Voucher	7
i. Affordable Care Act Subsidy	3
j. Other	21
k. Unknown/not reported	0

Community Service Programs of West Alabama, Inc. is one of 20 designated community action agencies in the State of Alabama.

CARES ACT/AMERICAN RESCUE PLAN

Community Service Programs of West Alabama (CSP), Inc. uses 2% of its budget for Low Income Home Energy Assistance Program (LIHEAP) to provide 16 activities that are aimed at reducing low-income home energy needs. Energy costs continue to rise and plague low-income families in West Alabama. These families are struggling with securing and maintaining the most basic of needs. Home energy assessments and routine maintenance of the home's heating and air conditioning units are ways to increase energy efficiency, which can translate to savings on energy/utility bills.

In 2021, CSP utilized LIHEAP Assurance 16 funds to facilitate the energy clinic and fund energy audits for fifty (50) households within our 10 county coverage area: See chart for breakout by county.

COUNTY	BIBB	CHOCTAW	DALLAS	FAYETTE	GREENE	HALE	LAMAR	PERRY	SUMTER	TUSCALOOSA
# OF HOUSEHOLDS*	3	4	1	3	4	0	2	1	6	26

* Number of households served is determined by percentage of poverty level declared by HUD.

Four (4) hour home energy assessment seminar - CSP's seminar targeted LIHEAP eligible households, with a history of high energy consumption; three or more years uninterrupted LIHEAP assistance, elderly and/or disabled members; and households with small children. Households received energy conservation kits and participated in group sessions that allowed them the opportunity to gain hands-on experience. Barbara Smith, CSP's Energy Conservation Counselor, taught clients how to track monthly utility expenditures and illustrated how simple reductions in energy consumption positively impact a household's budget. Educational materials were distributed to help promote energy conservation to all household members, with younger household members being designated "Energy Deputies". Yes, they received badges!

The seminar was designed to help participants:

1.) Analyze Utility Bills- When analyzing home energy consumption, it is imperative that the bills be divided into two parts. Seasonal consumption and Baseload consumption. Seasonal consumption includes the energy used for heating and cooling. Consumption may vary dramatically from season to season and is dependent on the outdoor temperature. Baseload consumption includes the energy used by appliances, i.e., water heater, refrigerator, stove, washer, dryer, computer, television, lighting and various other small appliances.

2.) Locate Air Leaks - Air leaks in a home can emerge from cracks and openings in doors and windows. Air trapped inside the walls of a house can seep through floor boards and around electrical outlets. It takes more energy to heat and cool a home if there are air leaks, which increase utility bills. Simple, DIY home tests help homeowners and renters identify air leaks using their hand, a candle, incense, or an air leak device.

3.) Install Energy Saving Materials -LED bulbs and various other energy saving devices including a printed listing entitled "80 Ways to Conserve Energy", comprise the energy conservation kits which were furnished to each participant. Kits offered opportunities for families to gain hands on experience and make behavioral changes, resulting in increased utility consumption awareness, while promoting an energy saving mindset.

4.) Home Energy Assessment Audit - Each audit was performed by a licensed contractor. The energy auditor conducted an HVAC assessment and inspected inside and outside each client's home to identify any major issues causing energy leakage. The audit includes a variety of components: windows, walls, eaves, floor boards, electrical outlets, basic functioning of furnaces, heat pumps and air conditioners, thermostat calibrations, blower components, proper airflow through entire system, electrical connections, condenser and evaporator coils, test safety controls, venting and clearance, gas pressure, combustion air, refrigerant and duct work pressure.

SERVICE STATISTICS

Property Management

Rental Units	506
Section 8 Place-based homes	64
Section 8 Tenant-based homes	92
Lease/Purchase Housing	112
Weatherization	29

Supportive Services

Food Distribution (Includes Meals on Wheels & Food Gift Cards)	1130
Energy Assistance	7365
Home Repairs -	15

Counseling Activities

Housing Education/ Group Workshops	117
First Time Homebuyer Counseling	82
Foreclosure prevention	20
Home Maintenance & Financial Management	77
Other Counseling	
Other - Rental	100

DATA
PROVIDED BY
SUPPORTIVE SERVICES
AND HOUSING
DEPARTMENTS



CSP's Home Energy Assessment Seminar led by Barbara Smith, CSP's Energy Conservation Counselor

EARLY INTERVENTION

Community Service Programs of West Alabama Early Intervention continues to serve children and families Birth to Age 3. As we entered FY 21 COVID – 19 was still in full effect and we continued to do whatever it took to reach our family's needs. We are still most proud of the fact that we never stopped serving families. We found a way to make it work because the children and families are the heart of Early intervention Program. We continue to follow the seven (7) core values of Alabama's Early Intervention System:

- Family Centered
- Developmentally Appropriate
- Individualized
- Provided in Natural Environment
- Trains/Equips the Parent/Caregiver
- Collaborative
- Routine Based

Jason's Story

Jason York is a precious, almost three-year old, who has been in our Early Intervention Program for over two years. He lights up whatever room he is in, and working with him brings the team joy. Jason is a very motivated kid with a fantastic family who helps him accomplish his dreams and be as independent as possible. It has been an honor to watch him grow and flourish over the past couple of years. Despite having increased muscle tone and some weakness, he has learned to be independent with walking in his Buddy Roamer. He attends RISE preschool, where he is very social with family members and friends. He loves music and making motions to songs. He also loves playing basketball with his Dad's help and recently went ice skating with his parents' assistance. Jason's parents, Rebecca and Casey, have been amazing to work with and are a model family for Early Intervention. When Jason was younger and in daycare, Rebecca came to his sessions during her lunch breaks and was involved in his therapy sessions. Casey has also been a part of Jason's sessions and brought him to the playground for therapy. Both parents do an admirable job of completing exercises with Jason during and outside of his training. It has been fun and rewarding to see how Jason's efforts have reaped benefits. I love seeing how Jason has practiced activities between sessions. Jason was with Early Intervention before the COVID-19 pandemic began, and his parents continued with therapy sessions virtually for over a year. They were consistent in helping him with all activities suggested during these sessions. Jason also responded well to virtual and in-person sessions and has made incredible progress since beginning the program.



Jason York

EARLY INTERVENTION



Venus Washington began working at Community Service Programs of West Alabama Inc in 1995. Her career started as a Service Coordinator working in Greene and Hale Counties. When Venus worked within these counties, she was always busy getting the job done. Venus went on home visits for intakes with families discussing Early Intervention services and their concerns for their children. Venus provided service coordination services in conjunction with Early Intervention providers like physical therapists, speech therapists, and occupational therapists. Venus and the providers for Early Intervention met at the center base program, housed at the Greene County and Sawyerville Head Start, to meet with families and their children enrolled in Early Intervention. As time passed, Venus left working in Greene and Hale Counties and began working in the Tuscaloosa area.

Venus is a graduate of Anniston High School. While attending there, she won a first-place gold medal in the abstract non-objective division competition for acrylic painting. Her artwork went on to be displayed in New York City. She obtained a Bachelor of Arts degree in Social Work from Talladega College, became a member of Delta Sigma Theta Sorority Inc, and later became a member of the Tuscaloosa Alumnae Chapter of Delta Sigma Theta. She then obtained a master's degree in counseling and psychology from The University of West Alabama. Venus enhanced her educational skills by becoming a certified Infant Family Specialist with First 5 Alabama.

Upon retiring, Venus plans to spend more time with her family, volunteer, get the paintbrushes back out again to create masterpieces, and travel. Venus wants to let everyone know that she appreciates the cooperation of all families and the Early Intervention team. She admits that it seems as if only yesterday when her family moved to Tuscaloosa, Alabama, where she and her husband raised two daughters, graduates from The University of Alabama. Throughout the 27 plus years working with Early Intervention, there are so many people that have made a lasting impact. She feels very fortunate to have known and worked with all of them.



Early Intervention Statistics

FY21

Total Families Served 228

Average No. Per Month 86*

* Reduced number of participants due to pandemic

HEAD START/EARLY HEAD START



Meet Our Educators

MICHELLE STEPHENS
Assistant Center Manager
Alberta

While this year has been very trying with COVID-19, we here at Early Head Start and Head Start, seek to build a foundation for developmental learning, lead to school readiness and improve family functioning.



LAZETH CRAIG
Assistant Center Manager
Greene County

Greene County Head Start/ Early Head Start is a center that endured some challenges during the 2020-2021 fiscal year. The staff here worked through tough times and were still able to keep the children engaged and involved in learning. During the 2020-2021 fiscal year our staff planted seeds that will grow and sustain children and their families for years to come. They did this through virtual teaching while we were in a pandemic, being creative in teaching methods, and providing families with needed resources.



CAMELIA SHACKELFORD
Center Manager
Fayette Head Start/Early Head Start

During the FY 2021, our center delivered services virtually. It was a learning experience for staff, children, and families. Although it was a rough time and there were challenges, it was rewarding to see the collaboration and interaction.



MISTY WEEMS
Center Manager
Bibb County Head Start

During the school year of 2020-2021 we faced challenges as the world around us dealt with the COVID virus. We learned how to work, adapt and overcome obstacles that we had never had to deal with before. Learning how to teach children virtually and in smaller numbers within the classroom was challenging; however, we overcame the obstacles that were in the way and still made an impact on the children we serve and the community around us.



HEAD START/EARLY HEAD START

Meet Our Educators



DONNA JACKSON

Center Manager
Lamar Head Start/Early Head Start

The past year has brought many accomplishments as well as challenges. The program was able to purchase much needed items and supplies for the center that supported health and safety. Teachers and children had to learn to communicate through remote learning which was totally new and completely out of the norm. Families face challenges as well, such as having trouble connecting to the internet due to lack of or poor broadband access. They also experienced increased pressure due to social distancing, lack of external support, and high unemployment rates which all resulted in high anxiety rates. Through it all, we managed to continue reaching children and families.

BEVERLY WILEY

Center Manager
Moundville Head Start

Moundville Head Start is a community where a variety of stakeholders play an important role in the safety and learning development of all children. We are dedicated to providing a safe and caring environment for learning. Even though this year has been a challenge due to the COVID-19 pandemic the center was still able to provide a comprehensive development program for expectant families.



DIANE TRAVIS-CRAIG

Sawyerville Head Start

In the midst of COVID-19, Sawyerville Head Start/Early Head Start has continued to serve and meet the needs of the children and their families remotely and in person. The staff remained focused on the mission statement “Head Start Early Head Start provides early childhood development services to children, ages birth to five, and their families. These services build a foundation for developmental learning, lead to school readiness, and improve family functioning.”

HEAD START/EARLY HEAD START



Greene
County



Summer Packs



First Day ⬆

Virtual Last Day ➡➡



Christmas Give Away



Alberta



Fayette



HEAD START/EARLY HEAD START

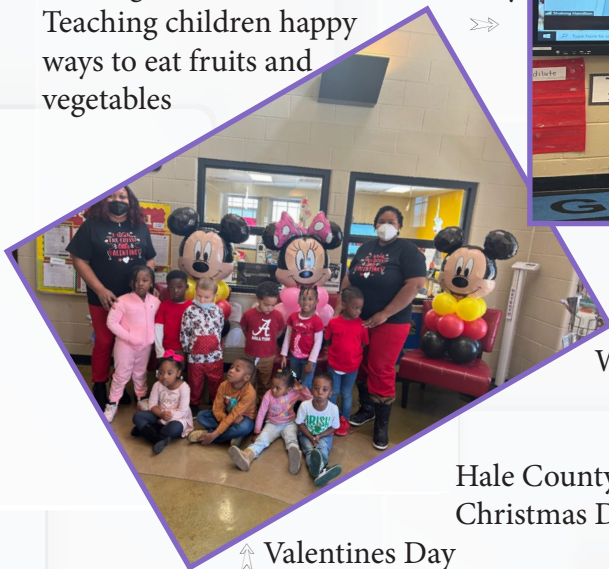


Sawyerville



Moundville

Shalong Hamilton Auburn University
Teaching children happy
ways to eat fruits and
vegetables



Valentines Day



Learning
Activity
What sinks and
what floats

Hale County High School
Christmas Donation



INFORMATION TECHNOLOGY

During the pandemic, the Information and Technology Department (IT) overcame many challenges. Being only a 2-man team that serviced 10 counties and 17 locations, we understood the vital importance of executing a plan to see the agency through the necessary upgrades in equipment, increased network capacity, and heightened security in order for CSP to continue to operate effectively throughout its coverage area.

IT facilitated the upgrade of CSP technical infrastructure with the purchase and installation of new equipment: 39 smart boards, 41 iPads, and many other related items. IT also upgraded the network infrastructure by installing 17 Cisco Meraki Security Appliances, over 30 Cisco Meraki Access Points, 15 Cisco Meraki Layer-3 Switches ranging from 8 to 48 port, over 20 touchless temperature scanners, setup VPNs, and Microsoft Teams allowed numerous remote workers access to on-site resources and reliable communication. In order for all this new equipment to work properly, the band width of all CSP sites was increased by over 50% with the conversion of all phones over to VOIP.



Jewitt Bradley
Information Technology
Administrator

The department ramped up CSP's employee cyber security trainings with KnowBe4: Security Awareness Training. KnowBe4 Trainings are required by all staff who are issued email and/or internet connected equipment. Employees are required to complete monthly trainings addressing password management, network security, and additional common threats to the agency's secure network. The agency maintained an overall Risk Score 35% and under and a Phish Prone Percentage of 6% or lower vs Industry Average of 29.6%.

IT implemented a plan to enhance the physical security of buildings. All CSP building entrances were equipped with RBH Keycard doors. This measure became more important due to the periods of limited public access and remote work hours implemented during the pandemic.

These endeavors are not accomplished without continued training by the IT staff. Jewitt Bradley and Jody Rodriguez attended multiple virtual trainings mainly focusing on Cyber-Security throughout 2021. These accomplishments will keep IT equipped to provide the most efficient information and technology services available.



FINANCIAL STATEMENT FY 2021

COMMUNITY SERVICE PROGRAMS OF WEST ALABAMA, INC. STATEMENT OF ACTIVITIES Year Ended September 30, 2021

	Net Assets Without Donor Restrictions	Net Assets With Donor Restrictions	Total 9/30/2021	Total 9/30/2020 (Memorandum Only)
<u>Support and Revenues</u>				
Contracts and Grants	\$ -	\$ 18,605,824	\$ 18,605,824	\$ 16,044,605
Local Cash Revenues	156,941	124,116	281,057	247,545
Local In-Kind Revenues	-	390,984	390,984	762,776
Rental Income	182,084	-	182,084	208,601
Gain on Sale of Property	-	-	-	68,733
Interest Income	17,352	2,322	19,674	17,231
Net Assets Released from Restriction:				
Restrictions Satisfied by Payments	19,123,246	(19,123,246)	-	-
Total Support and Revenues	19,479,623	-	19,479,623	17,349,491
<u>Expenditures</u>				
Salaries and Wages	6,104,484	-	6,104,484	6,050,814
Fringe Benefits	1,730,127	-	1,730,127	1,629,768
Contract Services	145,651	-	145,651	112,031
Travel	118,034	-	118,034	139,332
Space Costs	774,650	-	774,650	618,299
Consumable Supplies	844,023	-	844,023	444,545
Program Expenses	7,678,107	-	7,678,107	6,170,074
Other Costs	531,118	-	531,118	684,286
Interest	63,326	-	63,326	74,959
Local In-Kind Expenses	390,984	-	390,984	762,776
Depreciation Expense	201,581	-	201,581	215,052
Total Expenditures	18,582,085	-	18,582,085	16,901,936
<u>Increase (Decrease) in Net Assets</u>	897,538	-	897,538	447,555
Transfers In (Out) Between Funds	-	-	-	-
<u>Net Assets - Beginning</u>	6,821,810	250,000	7,071,810	6,624,255
<u>Net Assets - Ending</u>	\$ 7,719,348	\$ 250,000	\$ 7,969,348	\$ 7,071,810

CSP's fiscal department consists of four people: CFO: Heather Siavelis-13 years in August 2022; Purchasing/Accounting Manager: Wanda Lipscomb-will have five years of service in May 2022; Payroll Manager: Melba McMullen - five years of service March 2022; Accounts Payable Manager: Maxine Latham has been employed by CSP since February 1987-35 years of service in February 2022!

Recap of fiscal processes performed during FY 2021

Purchasing processed 1085 purchase orders.

Payroll processed 24 payrolls, with an average of 180 employees, totaling \$7,834,611 in salaries and fringes.

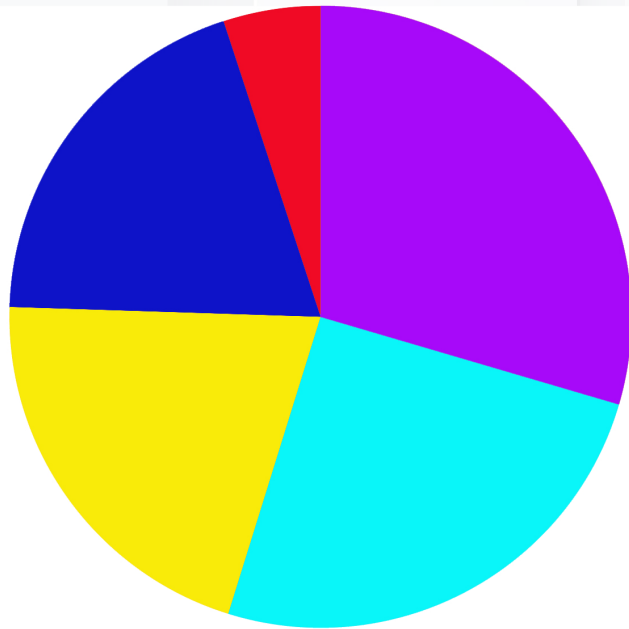
Accounts payable processed 9,857 invoices-3,384 checks for a total of \$11,781,295.

Two fiscal employees received accredited certification with the Institute of Finance and Management. Latham completed the Accounts Payable Certification program, and Lipscomb completed the Procurement to Pay Specialist program.

CSP's FY21 audit was deemed unmodified.

HOUSING

Housing Counseling and Education October 1 – September 30 2021



- Group Education (30%)
- Rental (25%)
- Pre-purchase (21%)
- Post-purchase (19%)
- Mortgage Delinquency (5%)

Total Counseling Activity – 396 Clients*

YTD Production Summary Report October 1 - September 30 2021

Total Reported Investment	\$8,977,583.79
Homeowners Created - Customers	14
Preserved Homeownership - Customers	54
Rental Homes Constructed, Acquired, and Preserved	2
Created and Preserved Homes and Customers	70
Owner Occupied Repairs - Homes	2
Rental Homes, Repaired	945
Total Repaired - Homes	947

*Fewer clients due to national pandemic

HOUSING

Antwon Prince-Sealy Director of Housing Resources

Antwon is a two-time graduate of the University of Alabama, a husband, and a father of two great sons. He has fourteen years of service with CSP wherein the last three years he has served as the Director of Housing Resources. Working each day with management and housing team members to build programs and systems which help individuals and families overcome challenges and achieve specific housing goals is what he enjoys most about his job. He said, "CSP's Housing Resources Office is focused on being the premiere housing center in West Alabama committed to building stronger families and communities through affordable housing initiatives, financial capability programming, and resident leadership development."



III. Rental Homes Portfolio	
a. Owned	506
b. Managed not Owned	0
c. Section 8 Place-based homes	64
d. Section 8 Tenant-based homes	92
e. USDA Rental Assistance Place-based homes	0
f. USDA Rental Assistance Tenant-based homes	0

I. Total Reported Investment					
Reporting Year	Reporting Quarter				
	Q1	Q2	Q3	Q4	YTD Total
FY2018	\$892,817.85	\$1,027,113.16	\$710,124.35	\$1,188,237.73	\$3,818,293.09
FY2019	\$1,307,735.21	\$2,550,192.91	\$1,052,118.91	\$956,572.93	\$5,866,619.96
FY2020	\$1,573,817.37	\$1,326,751.41	\$764,713.35	\$633,326.45	\$4,298,608.58
FY2021	\$1,541,844.04	\$1,916,390.65	\$2,405,754.03	\$3,113,595.07	\$8,977,583.79
12 Quarter Average		Difference between recent submission & 12 quarter average		Difference as percentage between recent submission & 12 quarter average	
\$1,434,787.92		\$1,678,807.15		117.01 %	

I. Clients & Financing	Homeowners Created					
	NWO Constructs New Unit for New Home Owner	NWO Sells a Unit it Had Purchased (with or without rehab) to New Home Owner	Directly Provides Self-Help Housing for New Home Owner	Plays Intermediary Role in Providing Self-Help Housing for New Home Owner	Counselor and/or Broker/Lender ONLY for New Home Owner	Total Homeowners Created
Investment	\$0.00	\$0.00	\$0.00	\$0.00	\$2,391,641.34	\$2,391,641.34
Homes	0	0	0	0	14	14
Customers	0	0	0	0	14	14
	Preserved Homeownership					
	Owner Occupied Rehab	Refinance not foreclosure	Reverse mortgage	Replacement	Foreclosure Mitigation Counseling (home retained)	Total Preserved Homeownership
Investment	\$407,448.00	\$0.00	\$0.00	\$0.00	\$9,377.45	\$416,825.45
Homes	45	0	0	0	9	54
Customers	45	0	0	0	9	54

II. Projects & Summary	Rental Homes									
	Owner-Occupied Repairs	For-Sale Homes Developed	Development Services	Constructed and Purchased	Rehabilitated and Refinanced	Repaired	Commercial Development	Commercial Lending	Special Projects	Financial Assistance and Supportive Services
Investment	\$918.00	\$0.00	\$0.00	\$0.00	\$30,464.00	\$319,376.00	\$0.00	\$0.00	\$0.00	\$5,818,359.00
Homes	2	* 0	0	0	2	945				



HOUSING

**Home
Matters.**



*The statement I would
use to describe my journey to homeownership:*

DETERMINED!

When my family first started this journey with the First-time Homebuyer Partnership Program, we were not prepared for what was going to happen. Some of the obstacles that we faced during this journey included working hard to improve our credit scores and saving money for a down payment. But with the help of this program, we were able to tackle both obstacles as well as gain a lot of knowledgeable information that we are still putting to use. The best benefit that we received was owning our very first home. If it wasn't for this program, we would not have a house.

ACCOMPLISHMENTS

- ❖ Revised overall workflows and orientation materials associated with our First-time Homebuyer Partnership Program and Rental-Readiness Program (RRP) to better navigate the challenges created by COVID-19; *Note: RRP pending pilot, with official launch projected at end of FY21/start of FY22*

What is the Rental-Readiness Program?



Education

Understand rental-review process and steps to securing rental housing.



Financial Wellness

Learn budgeting tools and techniques to help improve savings and credit.



Rental Search Assistance

Get help to find affordable housing



In-person Counseling

Access to action planning and supportive service referrals.

HOUSING

The Housing Division of CSP finalized the development of its First-time Homebuyer Partnership Program Orientation Video. The video targets program participants in process of completing online education (on our eHome platform) as a pre-requisite to properly getting started and pursuing home ownership.



Housing Department celebrate Christmas together after COVID-19

FY 2021 Major Accomplishments

- First-time Homebuyer Partnership Program (since early piloting in FY14 and official launch in FY16) has received a formal participation commitment from 682 individuals/families and has helped 165+ individuals/families close on homes (> \$20.6 million in investment, under homeowners created only/not including homeownership preservation investment dollars)--current active pre-purchase counseling caseload of 130+ individuals/families;
- To help enhance the benefits associated with our financial capability work, we have partnered with the Exodus Freedom Loan Program. Since the program's start in 2018. Donations totaling \$12,000 have been received and a total of eighteen (18) families have been able to save \$31,000 per year in interest by paying off high interest loans (> 36%) through a lower interest loan (9%, 12-18 months) with the Alabama Credit Union. To date, the program has only had one default.
- Completed updates/revisions to our Eviction Prevention and Rental Assistance Program Policy and Procedures – program designed as a resident services financial capabilities initiative for CSP property residents only – awarded \$50k from NeighborWorks® to provide direct rent assistance to residents housed in CSP properties;
- Awarded BBVA Foundation Grant Funds (\$17.5k, 2020-2021) for Financial Capability – COVID-19 Technology Supports;
- Achieving month-over-month increases in eHome online education registrations/completions and net revenue since adverse impact of COVID-19 on face-to-face group sessions; in January 2021 (total of 10 registrations: 8 homebuyer education and 2 foreclosure education, highest single month since COVID-19); overall, since COVID-19 (April 2020): 71 registrations/51 completions, 96% course satisfaction/4% no opinion, \$4,455 gross potential revenue/\$2,818 gross discounts applied/\$1,637 gross revenue homebuyer education only)/\$612 net revenue (homebuyer education only); Goal: 10-15 registrations and completions per month under homebuyer education alone; 3 financial institutions investing in our eHome online education with branded scholarships as one aspect of a total packaged program sponsorship under our First-time Homebuyer Partnership Program;
- Completed/Received post-data analysis of our 2020 Community Impact Measurement (CIM) project - the CIM project is an ambitious effort across NeighborWorks® to more fully capture, document and share data about the impact NeighborWorks® Organizations have over time in their communities. Under CIM, we have been incorporating a three-part approach to data collection: 1) block observations; 2) property/parcel observations; and 3) resident surveys on quality of life and engagement. The goal is to leverage insight gained in the past decade of CIM participation as a multi-faceted strategy to increase housing production and investment particularly, real estate acquisition and rehab for lease and/or lease-purchase opportunities.

HUMAN RESOURCES

Executive Director
Cynthia W. Burton

Chief Financial Officer
Heather Siavelis

Director of Compliance and Special Projects
Sontonia Stephens

Head Start/Early Head Start Director
Alexis Wilson

Associate Director, Head Start/Early Head Start
Kesha Grice

Director of Supportive Services
Stacey Taggart-Cotton

Director of Housing Resources
Antwon Prince-Sealy

Property, Facilities and Asset Manager
Eddie Sides

Early Intervention Director
Carla Allen

Information Technology Administrator
Jewitt Bradley

Human Resources Director
Lydia McNeal

Planning & Development Manager
Kimberly Montgomery

**FOR FISCAL YEAR
ENDING
SEPTEMBER 30, 2021**

55 Positions filled
(6 Unemployed at time of hire)
26 Head start/Early head Start
29 Hires for other departments
Full time employment 142
Part time staff 41



COMMUNITY ACTION PROMISE

Community Action changes people's lives, embodies the spirit of hope, improves communities, and makes America a better place to live. We care about the entire community, and we are dedicated to helping people help themselves.

Thanks to our families, funders, collaborators and partners who contribute to carrying out our mission.

