



ANNUAL REPORT FY 2020

COMMUNITY SERVICE PROGRAMS OF WEST ALABAMA



MESSAGE FROM THE BOARD CHAIRMAN AND THE EXECUTIVE DIRECTOR



Greetings from the Executive Leadership Team of Community Service Programs of West Alabama, Inc. (CSP). We are honored to have another year to provide to you the strides the agency has taken toward its mission to enable our clients to attain self-sufficiency. Undoubtedly, FY 2020 was filled with uncertainty and troubling times which we addressed as best we could.

The COVID-19 Pandemic forced local, State and Federal leaders to make difficult decisions. It was no different for CSP leadership. We made the tough choice to continue to serve our communities with the least restrictive protocols, while considering the health, safety and welfare of the staff. Our motivation and focus were the delivery of critical resources and the avoidance of crises. Supportive Services staff accomplished our goals through engagement with 7,730 unduplicated households.

No division had to demonstrate more resiliency and adaptability than the Education Division. Head Start/Early Head Start and Early Intervention aptly devised plans to deliver services to children and families from birth to five years of age by implementing technology and old-fashioned ingenuity. Parents received the best available services and children continued to thrive and meet important milestones with the help of teaching staff and management.

Communities throughout the CSP coverage area faced a worsening housing-related crisis due to the pandemic. Nonetheless, CSP Housing Division met the communities' needs by providing efficient and effective housing counseling, homebuyers' education, and emergency rental and mortgage aid. At the same time, our new Housing Director, Antwon Prince-Sealy diligently refined the division's operating processes, which resulted in the agency attaining the highest NeighborWorks America® rating possible -- EXEMPLARY.

Despite COVID-19, the agency ended FY 2020 having served 12,339 unduplicated clients. We received increased funding to continue to meet the needs of the community and have accomplished major objectives according to our strategic plan. The agency exerted extraordinary efforts and achieved elevated outcomes for FY 2020. We are thankful to have not lost one person employed with the agency to the COVID-19 virus. We provided support in various ways to staff who lost family members to this raging illness. CSP greatly anticipates achieving continuous improvement and delivering high-quality service to the communities in our coverage area in the next fiscal year.

Sincerely,

Cynthia W. Burton

Cynthia W. Burton
Executive Director

Freddie Washington, Jr.

Freddie Washington, Jr.
Board Chairman

SPOTLIGHTS

BOARD MEMBER JOHNNIE M. KNOTT

Greene County



Johnnie M. Knott is CSP's Board Member representing Greene County. She is a resident of Forkland and graduated from Carver High School in Eutaw, AL. She continued her education at Garfield Community College in Chicago, IL where she received a Certificate in Business Administration. She

worked several years as the Administrative Assistant to the Greene County Tax Assessor and later became the Circuit/District Court Clerk for Greene County retiring after 18 years of service in 2007.

She became acquainted with CSP when she was Circuit Clerk, while she worked with Attorney John Bivens. Knott was very impressed with the leadership, and felt Mrs. Burton would take CSP to another level. After her mentor, Ms. Edna Chambers, retired as a member of the CSP Board she was honored to have been appointed. Knott related that serving as a member of a governing body that works with three (3) significant groups in the community, the poor sector, the public sector and the private sector is a privilege. Knott sees CSP as an organization that seeks out, identifies and attempts to eliminate causes of poverty. The Bible (Mark 14:7) teaches, "The poor you will always have with you, and you can help them whenever you want." With that statement, we will always need an organization that will support those persons who are less fortunate than we.

Her favorite book is the Bible. The Bible is God's wonderful library. The Bible is a book of stories (Life stories have a perennial universal charm), a book of inspiration and a book of manifestation. The Bible brings peace and comfort to heart and mind. She is currently reading, "A Leader After God's Own Heart", 15 Ways to Lead with Strength.

In addition to CSP Knott also serves on the following boards: Woman to Woman, Inc, West Alabama Mental Health Center, Adult Education Advisory Council, T&J Productions, LLC. She also serves with several Volunteer Organizations: Alabama Council of Hospital Auxiliaries, Greene County District Association, Alabama State Southwest District Association, Bryan W. Whitfield Memorial Hospital and Greene County Health Care System

Knott has been married to her husband, Calvin 52 years. They have three children, six grandchildren and one great-granddaughter.

COUNTY COORDINATORS CANDACE HARVEY

Sumter County



Candace is a native of Sumter County from the Whithfield Community. She has served with CSP for over three years. Linking citizens with valuable resources is what Candace enjoys most about her job. She said, "Throughout the pan-

demie people were affected in many ways, especially with unemployment and quarantine restrictions. CSP was there to help those that suffered the most, especially the elderly. Resources provided by CSP were invaluable and included energy assistance and access to fresh food through a partnership with local grocery stores."

LAVESHA DAILEY

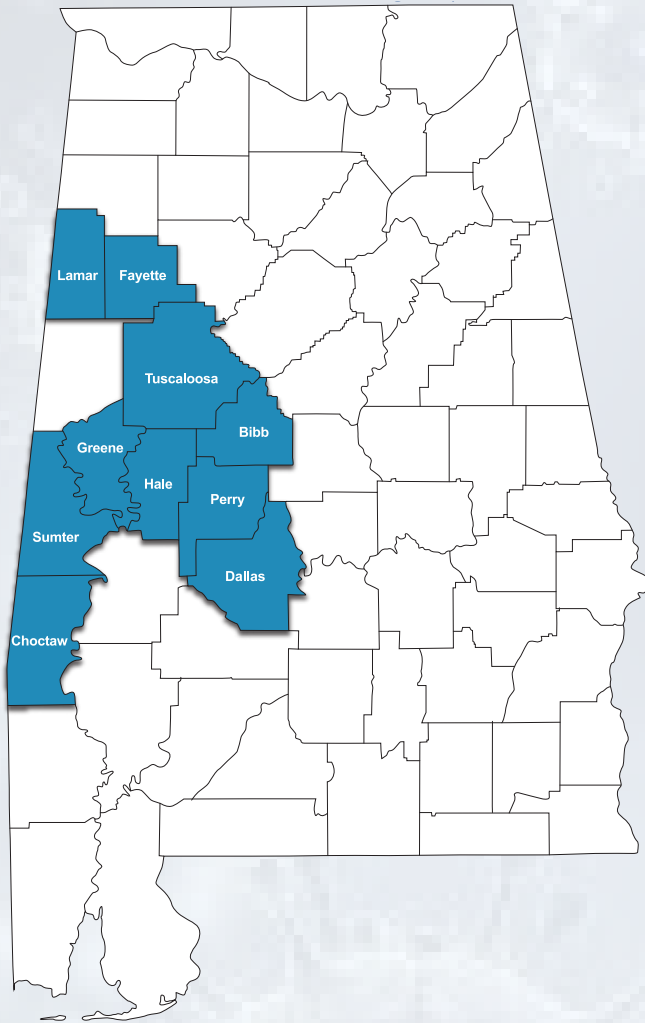
Choctaw County



Lavesha has also served as County Coordinator for Choctaw County for the past three years. She enjoys her job because she is able to offer assistance to those who can benefit from the services CSP has to offer. She said that there are over 25 pro-

grams available to people who qualify. "Most people know of energy assistance, however, once we are acquainted with their situation, we can provide other services and resources as well," she added. One of the things she enjoys most about her job is that she can just be there for those who need a listening ear, and she said she really enjoys seeing the smiling faces of those she is able to assist.

CSP COVERAGE AREA/BOARD MEMBERS



BOARD OF DIRECTORS

Officers

Elder Freddie Washington (Tuscaloosa)

President

Mary Hodge (Hale)

Vice President

Beverly Nickerson (Tuscaloosa)

Secretary-Treasurer

Members

JoAnn Craighead - Bibb

Ron Mason - Choctaw

Timfreit Drane - Dallas

Mayor Ray Nelson - Fayette

Johnnie Knott - Greene

Senator Bobby Singleton - Hale

Rev. Kevin Dixon - Lamar

Judge Eldora Anderson - Perry

Attorney Robert Turner, Jr. - Perry

Debra Clark - Sumter

Ottice Russelle - Sumter

Lynne Cephus - Tuscaloosa

Dr. Karen Thompson-Jackson - Tuscaloosa

Commissioner Jerry Tingle - Tuscaloosa

Vacancy - Business Sector

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.

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.

FINANCIAL STATEMENT

COMMUNITY SERVICE PROGRAMS OF WEST ALABAMA, INC.
STATEMENT OF FINANCIAL POSITION
September 30, 2020

	<u>Unrestricted</u>	<u>Temporarily Restricted</u>	<u>Permanently Restricted</u>	<u>Total 9/30/2020</u>	<u>Total 9/30/2019 (Memorandum Only)</u>
<u>Assets</u>					
Current Assets:					
Cash and Equivalents	\$ 857,576	\$ 1,840,162	\$ -	\$ 2,697,738	\$ 2,422,469
Accounts and Other Receivables	-	986,483	-	986,483	833,451
Prepaid Expenses	-	108,063	-	108,063	-
Due From Other Funds	-	372,670	-	372,670	537,670
Notes Receivable - Current	37,009	6,331	150,000	193,340	203,136
Total Current Assets	894,585	3,313,709	150,000	4,358,294	3,996,726
Property, Plant and Equipment, net	408,793	4,682,631	-	5,091,424	5,139,300
Total Property, Plant and Equip, Net	408,793	4,682,631	-	5,091,424	5,139,300
Other Assets:					
Investments - Low Income Housing					
Partnerships	528,159	-	100,000	628,159	630,624
Notes Receivable - Noncurrent	511,450	77,074	-	588,524	628,702
Total Other Assets	1,039,609	77,074	100,000	1,216,683	1,259,326
Total Assets	\$ 2,342,987	\$ 8,073,414	\$ 250,000	\$ 10,666,401	\$ 10,395,352
<u>Liabilities and Net Assets</u>					
Current Liabilities:					
Accts Payable and Accrued Expenses	\$ 493,817	\$ 490,522	\$ -	\$ 984,339	\$ 906,996
Due to Other Funds	-	358,638	-	358,638	535,151
Deferred Revenue	-	744,347	-	744,347	727,727
Current Portion of Long Term Debt	4,735	109,929	-	114,664	109,982
Total Current Liabilities	498,552	1,703,436	-	2,201,988	2,279,856
Long Term Debt:					
Notes Payable	8,755	1,383,848	-	1,392,603	1,491,241
Total Long Term Liabilities	8,755	1,383,848	-	1,392,603	1,491,241
Total Liabilities	507,307	3,087,284	-	3,594,591	3,771,097
Net Assets:					
Unrestricted	1,835,680	-	-	1,835,680	1,956,215
Temporarily Restricted	-	4,986,130	-	4,986,130	3,608,856
Permanently Restricted	-	-	250,000	250,000	1,059,184
Total Net Assets	1,835,680	4,986,130	250,000	7,071,810	6,624,255
Total Liabilities and Net Assets	\$ 2,342,987	\$ 8,073,414	\$ 250,000	\$ 10,666,401	\$ 10,395,352

EARLY INTERVENTION

FY20 was anything but typical for Early Intervention (EI). On March 16, 2020, we received a directive from Alabama's Early Intervention System (AEIS) to end home visits due to concerns about COVID-19. Immediately, we began to explore alternate ways of providing family support to our families whose children have diagnosed conditions or developmental delays. We used Google Duo, Doxy.me, Zoom, FaceTime, and other platforms to meet families and help them to reach the outcomes in the Individual Family Service Plan (IFSP), while keeping our families, employees and contractors safe. As time went on, we settled on Zoom as the platform of choice for CSP Early Intervention, using the HIPAA compliant version. While most families had some kind of device and most had Internet access, it still proved to be quite a challenge. AEIS provided ongoing guidance throughout the year and changes were made to best serve families. Many families opted not to participate in virtual services, which greatly affected our caseloads.

While serving families virtually, EI staff participated in training for the Routine Based Model of service delivery to children and families in Early Intervention. All Service Coordinators learned how to administer the Routine Based Inventory (RBI) to determine family outcomes and priorities for developing the Individualized Family Service Plan. All service providers (Special Instructors, Physical Therapists, Occupational Therapist and Speech Therapists) participated in the Routine Based Home Visiting training.

While it was a challenging year, we are most proud of the fact that our services, never stopped. Staff and contractors worked tirelessly to learn new things and to adjust in order to continue to serve families. Providing support to our families and children ages birth to three years of age is the heart of EI! Karter Dixon (below) is a participant in this program. His mother said, "Karter started receiving Special Instruction services from Early Intervention in 2020. Because of the pandemic, we started meeting via zoom. While the Special Instructor gave very helpful advice on getting Karter to talk more via zoom, I believe that the "in person" services were even more beneficial to him. He is now receiving speech therapy as well, and is making awesome progress. Thank you so much! Karter and I are very grateful for these services."



Early Intervention Statistics

FY20

Total Families Served	262
Average No. Per Month	120



Karter Dixon

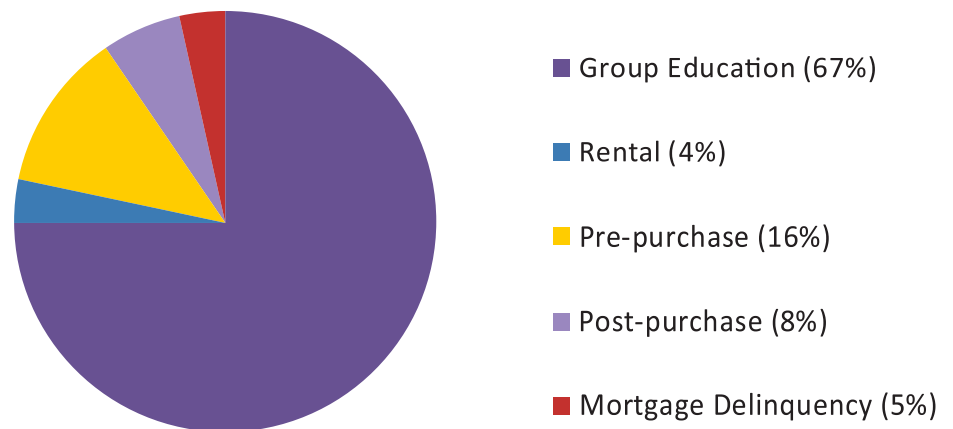
HOUSING

During the State Shelter-at-Home Orders (SAH), CSP housing administrative office team (Tuscaloosa, AL) worked closely with our information technology department to establish secure systems and device-use for working remotely. This allowed CSP housing counseling department to continue with appointments by phone only. The housing rehabilitation department was able to dedicate more time to training and development while entry into homes for home improvement and/or repair work was temporarily suspended. The property management department focused on servicing emergency work orders only to ensure the safety of both staff and residents.

Further, all face-to-face group education services, with the exception of our financial fitness and credit building sessions, were transitioned to online and/or phone-based platforms. Instead, in terms of our financial fitness and credit building course content, we integrated the content into our one-on-one coaching/counseling environment within our larger financial capability programs (e.g., First-time Homebuyer Partnership Program and Rental-Readiness Program).

During the State Shelter-at-Home (SAH) Orders, our housing administrative office team (Tuscaloosa, AL) implemented an alternating in-office plus remote work approach among staff to aid our ability to carry out COVID-19 Public Health and Government Official Orders and Recommendations as well as our ability to continue servicing the needs of our clients and ensure their safety. As SAH orders relaxed, in partnership with individual and family program participants, we encouraged the local use of libraries as a connectivity resource (i.e., access to internet/computers, copying, faxing, etc.) outside of our local satellite offices.

Increased funding opportunities from NeighborWorks® America, U.S. Department of Housing and Urban Development, plus BBVA and Regions Bank Charitable Foundations emerged for us during the mid-to-later part of the year that helped fortify our service delivery efforts around affordable housing and financial capability while navigating the impact of the COVID-19 pandemic.



Total Counseling Activity – 550 Clients

Total Reported Investment	\$4,298,608.58
Homeowners Created - Customers	25
Preserved Homeownership - Customers	67
Rental Homes Constructed, Acquired, and Preserved	1
Created and Preserved Homes and Customers	93
Owner Occupied Repairs - Homes	0
Rental Homes, Repaired	1,085
Total Repaired - Homes	1,085



HOUSING



As a member of the national @NeighborWorksAmerica network, Community Service Programs of West Alabama, Inc. (CSP) celebrated NeighborWorks® Week June 6-13, 2020 via Facebook. During NeighborWorks® Week, over 240 NeighborWorks® organizations across the country hold events that showcase how NeighborWorks® strengthens communities and celebrates our collective impact as a network.



HOUSING



Each June, since 1983, NeighborWorks® America and its network of local organizations have mobilized volunteers, business people, neighbors, friends, and local and national elected and civic leaders in a week of neighborhood change and awareness.

Community Service Programs of West Alabama (CSP) is one of two hundred and forty plus (240+) organizations across more than 4,400 communities throughout the United States mobilized for a specific cause that builds community and fosters awareness and change. This cause is the Annual Home Matters Media Event.

About Home Matters®:

The Home Matters® (www.HomeMattersAmerica.com) movement was launched in 2013 by a group of visionary housing professionals and leaders that identified a gap in public discourse. Fundamental social challenges in our nation – from health to education, to public safety, the economy and individual success – all have a common denominator: their connection to Home. With a high-level, holistic approach to housing, Home Matters underlines the link between Home and these core societal issues such as health, education, safety, individual success and the economy.

Home MattersGoals:

- (1) Educate – spread the word about the benefits of Home Matters
- (2) Collaborate – bring disparate organizations and industries together under one banner
- (3) Engage – rally local leaders and mobilize the public
- (4) Celebrate – promote and honor the incredible success of recent participants of CSP's First-time Homebuyer Partnership Program

These are some issues addressed with CSP prospective homebuyers:

1. Why CSP's First-time Homebuyer Partnership Program; in other words, why did you choose our program?
2. What "Aha" moments occurred for either of you during your participation in the program?
3. What was the benefit of going through the process together as a family?
4. From a list of core societal issues such as health, education, safety, individual success, and the economy—how has securing your goal of homeownership benefitted your family in either of these areas?



HOUSING

Stories From First Time Homebuyers



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

NOT IMPOSSIBLE!

LaToya Sanders

Hi! I attended my 1st class for the First-time Homebuyer Partnership Program in August (2017). I knew once I started paying over \$700 in rent, that I could have been using that money on something I could leave to my family. The program gave me more knowledge on the steps needed to get the home I wanted. Those one-on-one meetings kept me on track and also kept me motivated when I doubted myself. In March 2018, I became a proud homeowner of an 1800 sq. ft. home with .66 acre lot that me and my girls are enjoying very much!!



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

THANKFUL!

Tawanna Jones

I am so grateful for the opportunity to be able to purchase my own home. Thanks to the First-Time Homebuyer Partnership Staff, and their partnership with the community, I was able to receive my piece of the American Dream. The journey at time seem to be long and hard, but I never gave up, I would call my coach / counselor who would always encourage me and let me know that I was on the right track. All the counseling and the seminars came in handy because there was a real-life test waiting on me as I began to go through the paperwork process of purchasing my home. Thank You LORD for giving me the insight of sitting in front of the class and taking notes. Feeling thankful for a place I can now call home!



HEAD START/EARLY HEAD START

Offers early childhood education services and promotes school readiness

Serves children ages birth - 5

41-classrooms,

22-Head Start and 19-Early Head Start

Funded to serve 526 children

Actually Served HS 421 - EHS 178

Staff of 125+

Observations from Head Start/Early Head Start (HS/EHS) Director



*Alexis Wilson,
HS/EHS Director*



The entire experience of operating during a pandemic came with many challenges. There were so many unknowns, but we still had an obligation to serve the children and families with high quality services. We planned and strategized based on what would work best for each community, there was no one size fits all. These plans were very flexible and reviewed for improvement regularly. As expected, staff were very fearful of what was to come. In order to combat some of the fear, there were discussions with staff allowing them to voice what would make them feel safer. As a result, we increased training on health and safe practices, purchased PPE, increased cleaning frequency, implemented additional health screening practices, purchased temperature scanners and sanitation machines, just to name a few.

Virtual learning was a new experience for the program. To prepare we first had to be sure that we had the necessary equipment to complete the task. Next was providing staff with training and resources. Then we had to be sure we had a plan that would address the needs of each family. The teachers were committed and displayed amazing creativity while teaching virtually. When working with the children we knew that the connection with families was the key to making this process successful. Our families were understanding and worked along with us during this process.

Offering services during the pandemic was a tremendous challenge, however, no services were eliminated. We operated with a reduced number of in-person students and offered virtual learning for those families that did not feel comfortable with being in-person. In order to provide services, we increased the push for parent and family engagement. The staff did very well at communicating and connecting with families. The methods and frequency of contact varied based on the individual needs of the particular family.

The biggest opportunities that came out of COVID-19 were the connections, learning experiences, and improvements. We learned to think outside of the box, and also create a new road map. We also learned the increased importance of mental wellness and its impact on success.





HEAD START/EARLY HEAD START

Always plenty of learning experiences
for the children.



Fayette Staff's Message
to the Students

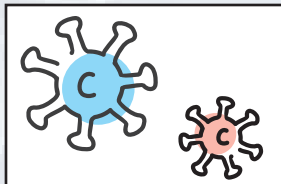


Lamar County
Welcomes New Students



Literacy Donation

Head Start
King & Queen



Shopping

2020 Was A Year of Challenges



CLIENT CHARACTERISTICS FY 2020

Module 4, Section C: 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:

12,339

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

7,533

C. INDIVIDUAL LEVEL CHARACTERISTICS

1. Gender	Number of Individuals
a. Male	3851
b. Female	8484
c. Other	0
d. Unknown/not reported	2
e. TOTAL (auto calculated)	12337

2. Age	Number of Individuals
a. 0-5	961
b. 6-13	1710
c. 14-17	840
d. 18-24	638
e. 25-44	1810
f. 45-54	1069
g. 55-59	771
h. 60-64	1224
i. 65-74	2107
j. 75+	1209
k. Unknown/not reported	0
l. TOTAL (auto calculated)	12339

3. Education Levels	Number of Individuals
	[ages 14-24] [ages 25+]
a. Grades 0-8	571 32
b. Grades 9-12/Non-Graduate	695 3341
c. High School Graduate	145 3596
d. GED/Equivalency Diploma	0 0
e. 12 grade + Some Post-Secondary	44 442
f. 2 or 4 years College Graduate	11 710
g. Graduate of other post-secondary school	0 0
h. Unknown/not reported	12 69
i. TOTAL (auto calculated)	1478 8190

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

5. Health	Number of Individuals
	Yes No Unknown
a. Disabling Condition	6384 5947 0
	Yes No Unknown
b. Health Insurance*	10608 1123 184

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

Health Insurance Sources

c.1. Medicaid	7824
c.2. Medicare	4501
c.3. State Children's Health Insurance Program	20
c.4. State Health Insurance for Adults	220
c.5. Military Health Care	66
c.6. Direct-Purchase	521
c.7. Employment Based	300
c.8. Unknown/not reported	0

6. Ethnicity/Race	Number of Individuals
a. Ethnicity	
a.1. Hispanic, Latino or Spanish Origins	94
a.2. Not Hispanic, Latino or Spanish Origins	12194
a.3. Unknown/not reported	49
a.4. TOTAL (auto calculated)	12337

b. Race	Number of Individuals
b.1. American Indian or Alaska Native	7
b.2. Asian	3
b.3. Black or African American	10668
b.4. Native Hawaiian and Other Pacific Islander	2
b.5. White	1493
b.6. Other	14
b.7. Multi-race (two or more of the above)	145
b.8. Unknown/not reported	5
b.9. TOTAL (auto calculated)	12337

7. Military Status	Number of Individuals
a. Veteran	184
b. Active Military	13
c. Never Served in the Military	11357
d. Unknown/not reported	226
e. TOTAL (auto calculated)	11780

8. Work Status (Individuals 18+)	Number of Individuals
a. Employed Full-Time	447
b. Employed Part-Time	322
c. Migrant Seasonal Farm Worker	5
d. Unemployed (Short-Term, 6 months or less)	297
e. Unemployed (Long-Term, more than 6 months)	762
f. Unemployed (Not in Labor Force)	5825
g. Retired	830
h. Unknown/not reported	90
i. TOTAL (auto calculated)	8578

HOUSEHOLD DATA
PROVIDED BY
SUPPORTIVE SERVICES
DEPARTMENT

CLIENT CHARACTERISTICS FY 2020

Module 4, Section C: 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)

13452

D. HOUSEHOLD LEVEL CHARACTERISTICS

9. Household Type	Number of Households
a. Single Person	4954
b. Two Adults NO Children	476
c. Single Parent Female	1612
d. Single Parent Male	60
e. Two Parent Household	121
f. Non-related Adults with Children	56
g. Multigenerational Household	199
h. Other	52
i. Unknown/not reported	0
j. TOTAL (auto calculated)	7530

10. Household Size	Number of Households
a. Single Person	5106
b. Two	1120
c. Three	681
d. Four	392
e. Five	164
f. Six or more	70
g. Unknown/not reported	0
h. TOTAL (auto calculated)	7533

11. Housing	Number of Households
a. Own	3680
b. Rent	3829
c. Other permanent housing	7
d. Homeless	8
e. Other	4
f. Unknown/not reported	4
g. TOTAL (auto calculated)	7532

12. Level of Household Income	Number of Households
(% of HHS Guideline)	
a. Up to 50%	1217
b. 51% to 75%	2238
c. 76% to 100%	2014
d. 101% to 125%	1437
e. 126% to 150%	570
f. 151% to 175%	47
g. 176% to 200%	6
h. 201% to 250%	2
i. 250% and over	2
j. Unknown/not reported	0
k. TOTAL (auto calculated)	7533

13. Sources of Household Income	Number of Households
a. Income from Employment Only	36
b. Income from Employment and Other Income Source	14
c. Income from Employment, Other Income Source, and Non-Cash Benefits	189
d. Income from Employment and Non-Cash Benefits	605
e. Other Income Source Only	324
f. Other Income Source and Non-Cash Benefits	5920
g. No Income	53
h. Non-Cash Benefits Only	392
i. Unknown/not reported	0
j. TOTAL (auto calculated)	7533

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	90
b. Supplemental Security Income (SSI)	2527
c. Social Security Disability Income (SSDI)	831
d. VA Service-Connected Disability Compensation	8
e. VA Non-Service Connected Disability Pension	2
f. Private Disability Insurance	3
g. Worker's Compensation	1
h. Retirement Income from Social Security	3771
i. Pension	209
j. Child Support	308
k. Alimony or other Spousal Support	3
l. Unemployment Insurance	86
m. EITC	0
n. Other	207
o. Unknown/not reported	0

15. Non-Cash Benefits	Number of Households
a. SNAP	3124
b. WIC	101
c. LIHEAP	7081
d. Housing Choice Voucher	382
e. Public Housing	540
f. Permanent Supportive Housing	6
g. HUD-VASH	2
h. Childcare Voucher	11
i. Affordable Care Act Subsidy	0
j. Other	2
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.

SERVICE STATISTICS

FY 2020

Property Management

Rental Units	506
Section 8 Place-based homes	82
Section 8 Tenant-based homes	68
Lease/Purchase Housing	25
Weatherization	33

Supportive Services

Food Distribution (Includes Meals on Wheels & Food Gift Cards)	1471
Energy Assistance	6771
Home Repairs	4

Counseling Activities

Housing Education/ Group Workshops	89
First Time Homebuyer Counseling	58
Foreclosure Prevention	31
Home Maintenance & Financial Management	359
Other Counseling	16

DATA
PROVIDED BY
SUPPORTIVE SERVICES
DEPARTMENT

Education

Head Start/Early Head Start
Children 0-5 years old
HS-421; EHS-178

Early Intervention
Children 0-3 years old
w/developmental delays - 262
Average number per month - 120



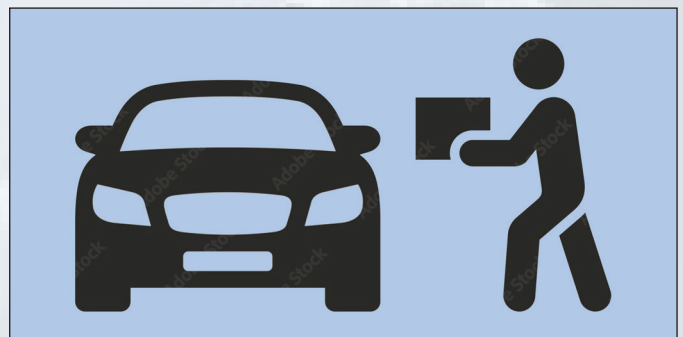
SUPPORTIVE SERVICES

CARES Act Resources

The devastation of the COVID-19 pandemic resulted in Community Service Programs of West Alabama, Inc. (CSP) receiving a record number of requests for assistance from families in its service area. Utilizing the Corona Aid, Relief and Economic Security Act (CARES) funding in combination to other programmatic funds, families received assistance with rent, food, medicine, medical transportation, laundry, PPE's, mental health counseling, and water bills. Although the grant will continue until September 30, 2022, to date expenditures in CSP's 10 county service area are listed below:

	Rent	Food	Water
Bibb	\$ 3,769.46	\$ 2,827.10	\$ 2,261.68
Fayette	\$ 4,121.12	\$ 3,090.84	\$ 2,472.67
Greene	\$ 3,709.53	\$ 2,782.14	\$ 2,225.72
Hale	\$ 5,298.58	\$ 3,973.94	\$ 3,179.15
Lamar	\$ 3,581.68	\$ 2,686.26	\$ 2,149.01
Tusc	\$ 47,479.22	\$ 35,609.41	\$ 28,487.53
Choctaw	\$ 3,449.79	\$ 2,587.34	\$ 2,069.88
Sumter	\$ 6,362.80	\$ 4,772.10	\$ 3,817.68
Dallas	\$ 18,489.02	\$ 13,866.76	\$ 11,093.41
Perry	\$ 3,738.80	\$ 2,804.10	\$ 2,243.28
Total	\$ 100,000.00	\$ 75,000.00	\$ 60,000.00

CSP was confronted by several major challenges while adjusting to the COVID-19 pandemic. Because of COVID-19 illness of employees or the illness of a family member, staff shortages became the “norm”. Attempting to implement programs with fewer employees than planned required CSP to constantly adapt daily activities. However, staff safety and continuation of all services to its clientele were priorities. Staff were required to follow all CDC safety guidelines. They were provided with personal protection essentials and cleaning items, etc. In addition, training was implemented on being informed about the spread of the virus and its prevention. Although the encounter of extreme weather conditions was inescapable, CSP utilized the “car hop” method to continue to deliver the professional quality service its clients expect. CSP representatives would make appointments for individuals to arrive at designated locations (remain in vehicle) with required documents to apply for assistance. Because COVID-19 has viciously affected the elderly and disabled populations, CSP home visits helped to provide those households with much needed personal contact as well as requested services.



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

Earnest Palmer (Passed 9/19/2019)

Alexis Wilson (Appointed Director 12/2019)

Associate Director, Head Start/Early Head Start

Kesha Grice

Director of Supportive Services

Cameron Frazier

Director of Housing Resources

Antwon Prince-Sealy

Property, Facilities and Asset Manager

Eddie Sides

Planning & Development Director

Jackie Standridge

Kimberly Montgomery (Assumed position 9/2020)

Human Resources Director

Victoria Perry, retired 6/30/2020

Lydia McNeal (Assumed position 5/2020)

Early Intervention Director

Carla Allen

Information Technology Administrator

Jewitt Bradley

**FOR FISCAL YEAR
ENDING
SEPTEMBER 2020**

32 positions filled

11 unemployed at time of hire

6 Head Start/Early Head Start

26 hires for other departments

Total employment 139 FTEs

Part time staff 26



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.

