



Community Services Agency

A Community Action Agency

FY2022 ANNUAL REPORT



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Executive Message

The last three years have tested the Community Services Agency and the clients we serve in so many ways, and as I write this letter today, I cannot help but to feel grateful for our incredible employees, proud of the range of critical services we provide every day, and ready for whatever the future may bring.

Over the last year, CSA worked to ensure our employees were supported as we transitioned out of our pandemic footing and engaged our community partners with a renewed sense of urgency, and purpose, as we work to ensure that the next challenge to face our region is met with stronger alliances, more networked services, and stronger capacity to address emergent needs. Internally, we have amplified our services to a “get back to a new normal” and ensure our employees are at the forefront of innovation and outreach to advance our mission.

This year’s annual report highlights how CSA has worked towards renewal given the tremendous needs in our community. The compassion and dedication that I see from the board, volunteers, and staff is extraordinary and inspires me every day.

Community Services Agency has been serving individuals and families, deeply engaged in the communities we serve, for over a half of a century and through the continued support and generosity of our Board of Directors, funders and donors, community partners and the clients we serve, we move forward from a place of strength to meet the needs of those who need us most.

On behalf of those we serve, thank you to everyone who makes such a difference in Community Services Agency.

Leslie Colbrese
Chief Executive



About CSA - Mission, Vision, Values

Community Services Agency (CSA) is one of 13 Community Action Agencies (CAA) in Nevada established in 1965 to address the causes and consequences of poverty. CSA is incorporated as a private nonprofit 501(c)(3) agency governed by a volunteer board of directors. The agency serves Washoe, Lyon, Churchill, and Carson City counties in northern Nevada.

For more than 56 years, CSA has been providing services and continuously strives to identify needs of the community and develop services to meet those needs. Through our various programs and services, CSA provides resources and opportunities for individuals and families to overcome poverty and assist them in removing barriers to self-sufficiency.

In addition, through CSA's nonprofit development arm, the Community Services Agency Development Corporation (CSADC), the organization has implemented various social enterprise ventures that fulfill its mission and provide funding flexibility, including the development of 26 complexes of affordable and senior housing.

Mission

To empower individuals and families to become self-sufficient through advocacy, results-based programs and community partnerships in northern Nevada.

Vision

Impacting lives today for a better community tomorrow.



Values

INNOVATION - Innovation drive us to improve our activities by searching together for better solutions to serve our customers.

INTEGRITY - We demonstrate sound moral and ethical principles at work every single day.

COMMITMENT TO EXCELLENCE - We are dedicated to the mission. We strive to advocate for our customers, set meaningful benchmarks, achieve genuine results, and produce high quality work that makes a difference in our community.

TEAMWORK - We are committed to working together to achieve a common goal.

COMPASSION - We suspend judgment and feelings in order to appreciate our client's perspectives.



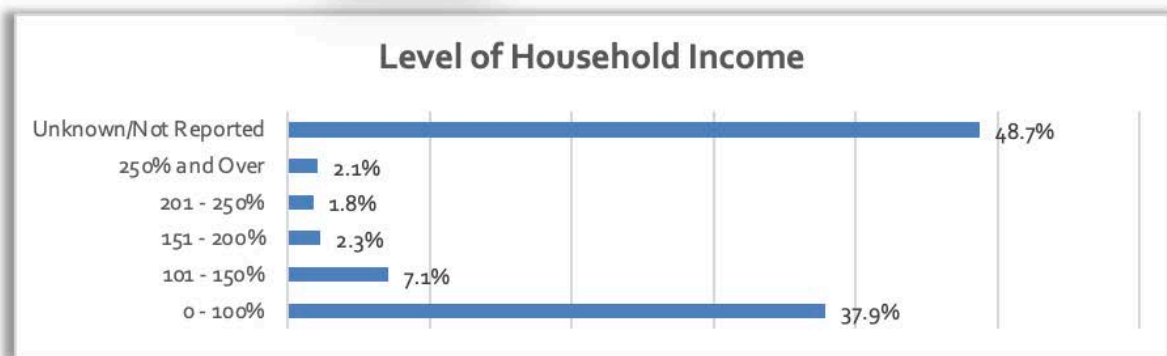
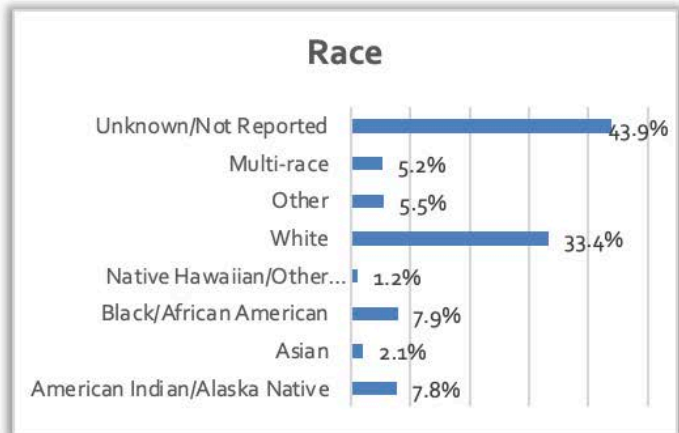
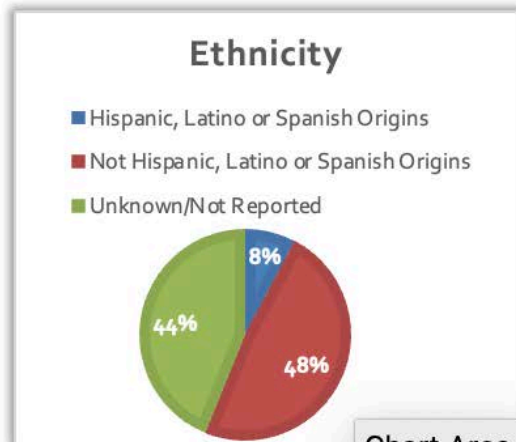
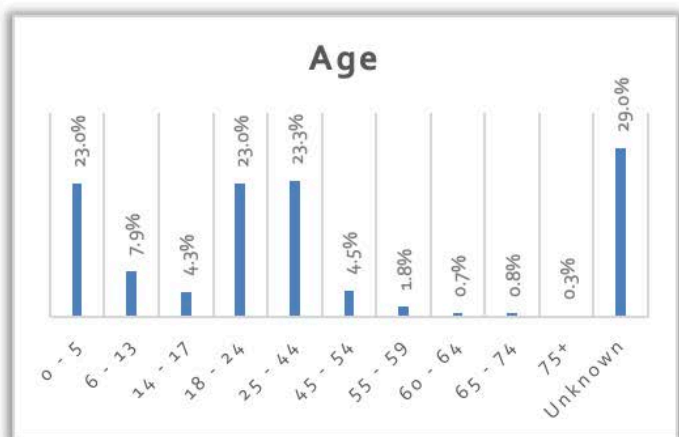
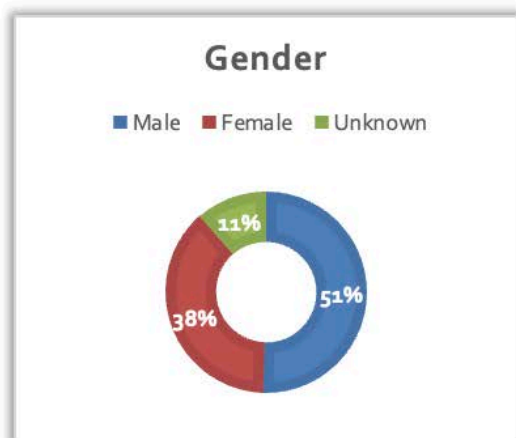
The Promise of Community Action

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 and each other.

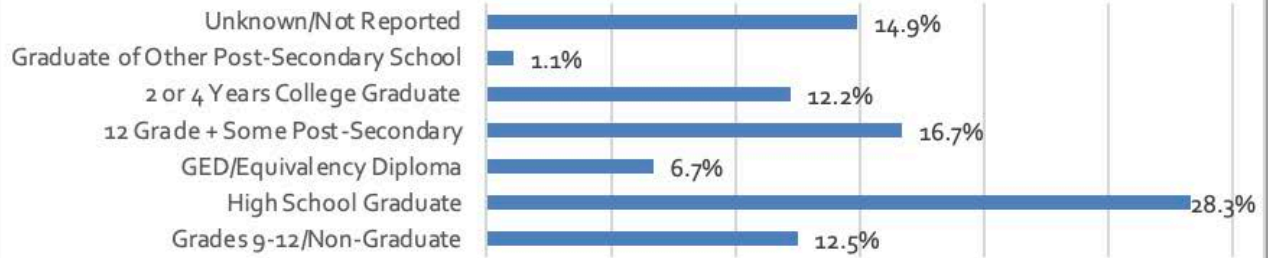
Who We Serve

CSA serves an average of 4,000 low-income individuals/families per year (those who earn income between 0-150% of the Federal Poverty Level, individuals with disabilities, and/or individuals who have been laid-off). The following data demonstrates characteristics of CSA clients for whom demographic information was known/collected. The unknown/not reported numbers are high as we are unable to obtain these numbers from our Volunteer Income Tax Assistance (VITA) Program.

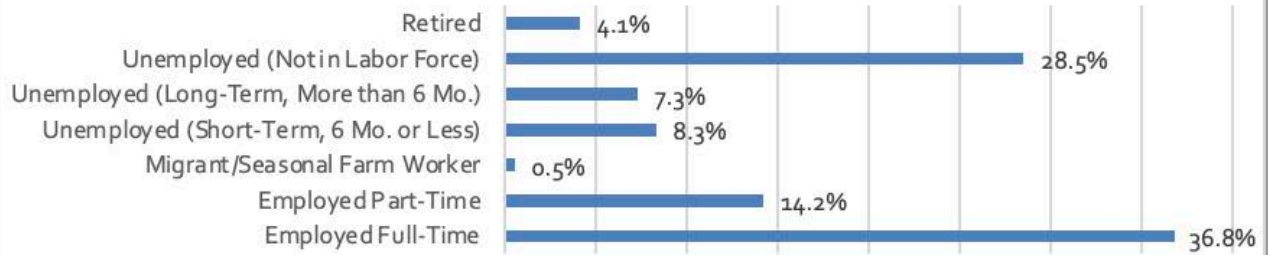
**During FY2022 (October 1, 2021 – September 30, 2022),
CSA provided services to 3,466 unduplicated
individuals/1,705 unduplicated households.**



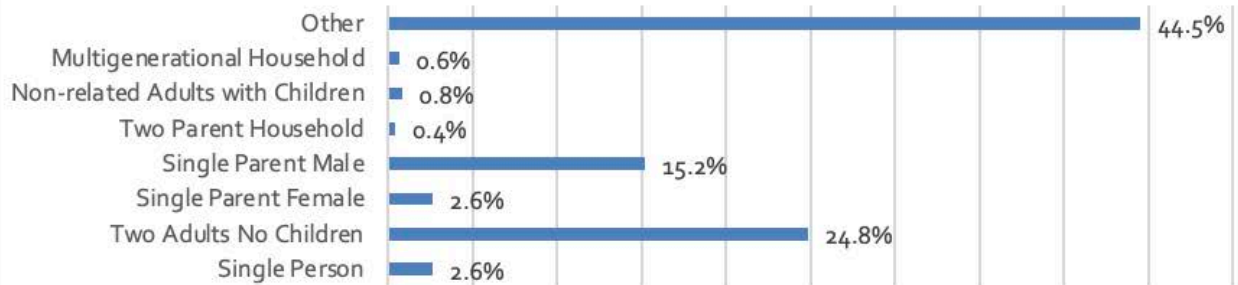
Education Level Ages 25+



Work Status Ages 18+



Household Type



Housing Status



Programs and Impact

Through our various critical programs and services, CSA provides resources and opportunities for individuals and families most in need to overcome poverty and assist them in removing barriers to self-sufficiency. Programs include:

Early Childhood Education (ECE) Programs
Education Services
Workforce Development Programs
Income Tax Preparation Program
Housing Services
Energy Programs
VOCA Programs
Case Management Outreach

CSA is committed to expanding opportunities while providing assistance to low-income residents in northern Nevada as they work to achieve financial self-sufficiency and an improved standard of living. Therefore, the organization actively collaborates with a number of organizations, both public and private, to expand resources and opportunities in order to achieve family and community outcomes. We are grateful for their ongoing support, which has enabled CSA to continue making a positive difference to those in need.

Type of Organization	# of Organizations
Non-Profit	39
Faith-Based	20
Local Government	5
State Government	6
Federal Government	5
For-Profit Business or Corporation	31
Consortiums/Collaborations	4
School Districts	3
Institutions of Post-Secondary Education/Training	14
Financial/Banking Institutions	5
Health Service Organizations	8
Statewide Associations or Collaborations	5

In addition, **our dedicated volunteers provided more than 3,400 hours of service to the organization this year with more than 2,800 hours donated by low-income individuals.**

As the community continues to recover, the need for our services remains high. CSA is steadfastly committed to providing the programs and services to meet the needs of vulnerable populations in our community.

The services provided by program for FY2022 include:

Program	Services	# of Individuals
Education and Cognitive Development Services	School Supplies	422
	Parenting Supports	1242
	Head Start	505
	Early Head Start	166
	Home Visits	1242
	Adult Literacy Classes	1
	English Language Classes	7
	Basic Education Classes	32
	High School Equivalency Classes	3
	Home Visits	1242
Employment Services	Job Search Coaching	52
	Vocational Training	99
	Employment Supplies	19
	Career Counseling Workshops	7
	On-the-Job/Other Work Experience	5
	Resume Development	73
	Job Readiness Training	83
	Career Counseling Coaching	52
	Interview Skills Training	4
	Job Referrals/Placements	2
Income Tax Preparation	VITA, EITC, or Other Tax Preparation Programs	394
Housing Services	Rent Payments (including Emergency Rent Payments)	347
	Eviction Counseling	347
	Utility Payments (LIHEAP – includes Emergency Utility Payments)	39
	Rental Counseling	347
	Healthy Home Services (e.g. reduction or elimination of lead, radon, carbon dioxide and/or fire hazards or electrical issues, etc.)	26
	Energy Efficient Improvements (e.g. insulation, air sealing, furnace repair, etc.)	84
Health and Social/Behavioral Development Services	Immunizations	497
	Physicals	534
	Developmental Delay Screening	509
	Vision Screening	536
	Crisis Response/Call-in Response	25
	Child Dental Screenings/Exams	508
	Skills Classes (Gardening, Cooking, Nutrition)	5
	Prepared Meals	46791
	Food Distribution (food bags/boxes, food share program, bags of groceries)	15
	Parenting Classes	82
Services Supporting	Case Management	1189
	Eligibility Determinations	1139
	Referrals	1139
Civic Engagement & Community Involvement	Tri-partite Board Membership	15
VOCA Services	Advocacy/Crisis Intervention	25

Early Childhood Education (ECE) Programs



CSA's Early Childhood Education (ECE) programs ensure that our community's most vulnerable children, including low income children and those with special needs, receive the care and education they need to meet developmental milestones and be ready to enter kindergarten.

ECE Programs

Early Head Start

Care for infants and toddlers ages 0-3. Serves families up to 100% of poverty and/or children with disabilities.

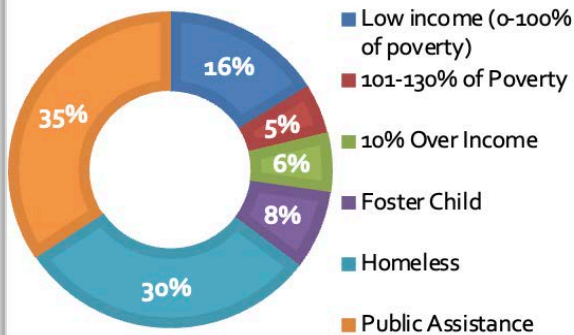
Head Start

Preschool for children ages 3-5. Serves families up to 100% of poverty and/or children with disabilities.

State Pre-K

Preschool for children ages 4-6. Serves families up to 200% of poverty.

Early Head Start Income Eligibility

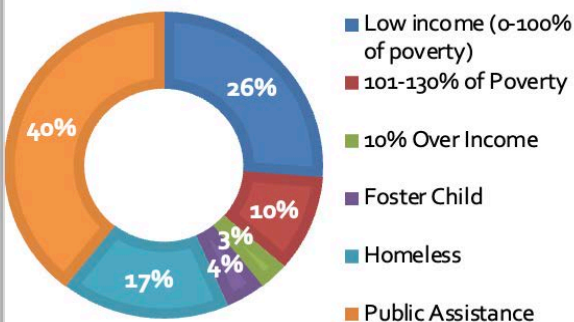


CSA's ECE programs include a developmentally appropriate education, social/emotional interventions appropriate to the child's age; medical, dental and mental health care; and we ensure that enrolled children receive adequate nutrition. CSA's Head Start uses The Creative Curriculum® for Preschool and Early Head Start uses The Creative Curriculum® for Infants, Toddlers & Twos. Head Start maintains relationships with local public education personnel to help children and families make the transition to kindergarten.

During FY2022, CSA had funded enrollment for a total of 196 Early Head Start and 684 Head Start children. Of the 684 Head Start children:

- 500 children (0-5) demonstrated skills for school readiness;
- 671 children (0-5) demonstrated improved positive approaches toward learning, including improved attention skills; and
- 671 children are achieving at basic grade level (academic, social, and other school success skills).

Head Start Income Eligibility



We also engage parents in their children's learning and help them in making progress toward their own educational, literacy and employment goals through CSA's comprehensive array of services. Research has shown that programs that offer a holistic approach to child development, which includes services to both children and families, have the greatest positive impact on child growth and development.

Workforce Development Programs

CSA's workforce programs improve employment and financial sustainability outcomes for clients who are poor or low income, have barriers to employment, and need wrap around support to be successful in competitive employment. Our free workforce development training programs help clients to secure and maintain employment, increase skills in creating a resume and cover letter, improving soft skills such as attitude, work ethic and oral and written communication skills. We provide career assessments and job coaching, vocational training, work experience, and job placement services. In order to support gainful employment in the competitive integrated labor market, CSA wraps clients with supportive services, including transportation, childcare and early childhood education through Head Start and Early Head Start programs and weatherization services to reduce out-of-pocket costs, for example.

Workforce Programs

Keys to Success

Dislocated Worker Program

Assists dislocated workers in finding employment through training, job placement and supportive services.

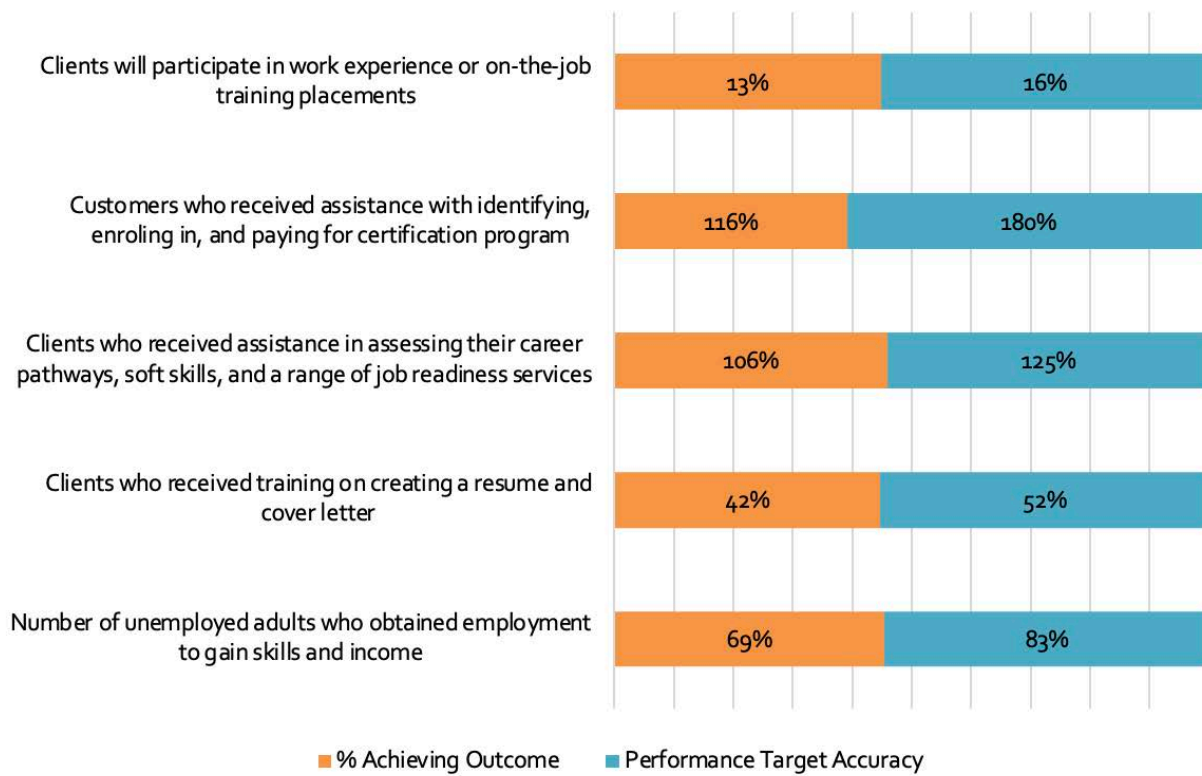
CareerLink

Out-of-School Youth Program

Provides young adults, ages 18-24, with training, work experience, and supportive services to increase employability.

In FY 2022, CSA served a total of 42 youth and 151 adults in our Workforce Development programs.

Employment Outcome Indicators FY2022



Income Tax Preparation Program

In order to provide free, reliable tax preparation services to income-eligible families, CSA participates in the IRS-sponsored Volunteer Income Tax Assistance (VITA) Program. Services are provided on an annual basis at the VITA program site operated by CSA in collaboration with community volunteers and student volunteers from the University of Nevada, Reno (UNR) College of Business Administration.

During the 2023 tax season:

- **Provided 700 volunteer hours on site.**
- **Served 394 clients; completed 373 returns:**
 - o **335 current-year returns e-filed; 7 current-year paper returns.**
 - o **16 prior-year returns e-filed; 11 prior-year paper returns.**
 - o **1 amended current-year return e-filed; 1 amended prior-year return e-filed; 2 amended prior-year paper returns filed.**
- **Refunds: \$500,000**
- **Earned Income Credit: \$130,000 on 85 returns**
- **Child Tax Credit: \$250,000 on 70 returns**
- **Balance Due: \$100,000 on 75 returns**

Victims of Crime (VOCA) Program

CSA's Victim Advocacy Program provides case management, education, and supportive services to individuals who have suffered from physical, sexual, financial, and emotional harm resulting from the commission of a crime. Our advocate assists and meets with each individual to identify how we can support and provide the client with the information and services they need, including:

- Emotional Support
- Referrals for healthcare and behavioral health services
- On-going support through phone calls and in-person visits
- Helping clients navigate the legal system by accompanying clients and their families to meetings with Law Enforcement, the District Attorney, court hearings and other legal proceedings
- Assistance with completing the application and obtaining financial support through the Victims of Crime Compensation Program
- Support services such as assistance applying for a Temporary Protection Order (TPO), SNAP, TANF, Medicare, Medicaid, obtaining bus passes, clothing for court, housing, food and more

In FY2022, the VOCA Program served 38 victims of crime in Washoe County. .

Outreach Case Management

CSA provides outreach and case management to individuals and families in at-risk and underserved neighborhoods to inform them about CSA services. We offer case management services that include but are not limited to advocacy, financial assistance, housing, and locating resources that are difficult to find.

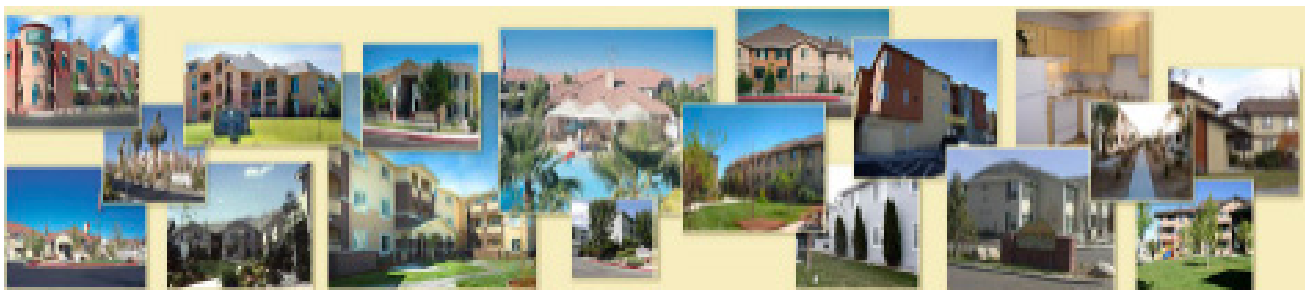
In FY2022, the Outreach Case Management Program served 1,189 unduplicated individuals.

Housing Services

Affordable Housing Development

Affordable housing is available for low-income community members at multiple properties throughout the community through CSA's development arm, CSADC. The need for affordable housing is more necessary than ever, not only for those who rely on this housing, but for neighborhoods that need the community benefits of affordable housing. With the continued fallout from COVID-19, the social benefits of affordable housing actually help entire communities. CSA's affordable housing includes:

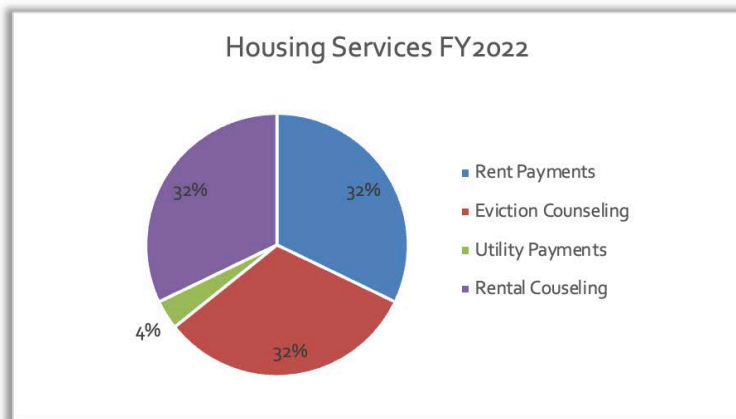
Arbor Cove at Virginia Lake	66-unit, low-income senior housing project
Carriage Stone Senior Apartments	84 units built to fill a gap in senior-oriented affordable housing near downtown Reno
Grace Senior Apartments	55 units for low-income seniors located in Sparks
Terracina Reno Apartments	142 quality housing for area residents
Willows at Senior Apartments	39 apartments for seniors
City Hall Senior Apartments	42 units for low-income seniors, located in Sparks
River Place Senior Apartment Homes	55 units for low-income seniors located in Reno
Vintage Desert Rose Senior Apartments	184 affordable housing in Las Vegas for low-income seniors
Aspen Terrace Apartments	42-unit, multifamily community
Dakota Crest Apartments	48 well-appointed units targeted for downtown living
Sierra Crest Senior Apartments	72 units for low-income seniors, located in Sparks
Vintage Hills Senior Apartments	200 affordable quality housing in Reno for low-income seniors



Housing and Utility Payment Assistance

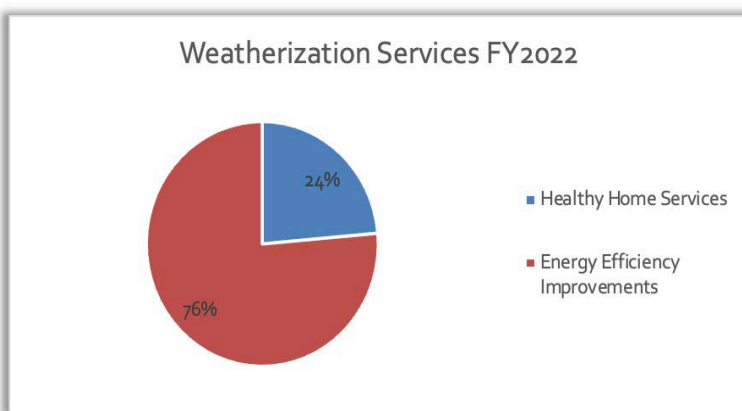
Income-eligible individuals are provided assistance with rent, mortgage, and utility payments as needed to secure safe and affordable housing and to avoid eviction and foreclosure.

In FY2022, CSA provided 658 families with rental assistance and 112 families with utility assistance.



Energy Programs

CSA's Energy Programs provide free energy-efficient and rehabilitation improvements for eligible low-income families - particularly the elderly, people with disabilities and children - to help decrease utility bills and energy costs. Healthy Home Services may include reduction or elimination of lead, carbon monoxide and/or fire hazards or electrical issues, etc. Energy Efficiency Improvements may include insulation, air sealing, furnace repair, etc.



Weatherization staff maintains the appropriate certifications and licenses, including Building Analyst Professional, Quality Control Inspector, and Energy Auditor. CSA/CSADC has obtained our Weatherization contractor license to increase assistance to those in need and will begin providing minor construction work internally.

National Night Out

National Night Out is an annual community-building campaign that promotes police-community partnerships and neighborhood camaraderie to make our neighborhoods safer, more caring places to live. National Night Out enhances the relationship between neighbors and law enforcement while bringing back a true sense of community. Furthermore, it provides a great opportunity to bring police and neighbors together under positive circumstances.

CSA partners with Reno Police Department and Boys and Girls Club of Truckee Meadows to implement National Night Out on the first Tuesday of October, which was supported by a grant from Renown Health. During the National Night Out, Save Mart and Costco provide free food to all the participants. **Over 575 people participated in this community event.**

Over 575 people participated in this community event.

What Guides Our Work

2019-2024 Strategic Plan

Every five years, CSA develops a Board-driven, data-informed Strategic Plan designed to address critical needs, improve outcomes for the clients we serve and our larger community, and to be actionable and measurable.

Results-Oriented Management & Accountability (ROMA)

ROMA provides six broad anti-poverty goals (two for each Family/Individual, Community, and Community Action Agencies), which CSA uses to sustain accountability and effectiveness within our programs and services:

1. **Low-income people become more self-sufficient. (Family/Individuals)**
2. **The conditions in which low-income people live are improved. (Community)**
3. **Low-income people own a stake in their community. (Community)**
4. **Partnerships among supporters and providers of service to low-income people are achieved. (Agency)**
5. **Agencies increase their capacity to achieve results. (Agency)**
6. **Low-income people, especially vulnerable populations, achieve their potential by strengthening family and other supportive systems. (Family/Individuals)**

Community Service Block Grant (CSBG) Organizational Standards

CSA aligns our service delivery model with the 58 CSBG Organizational Standards, which fall into the following 9 categories:

1. **Consumer Input and Involvement**
2. **Community Engagement**
3. **Community Assessment**
4. **Organizational Leadership**
5. **Board Governance**
6. **Strategic Planning**
7. **Human Resource Management**
8. **Financial Operations and Oversight**
9. **Data and Analysis**

Head Start Program Performance Standards

Head Start Program Performance Standards (HSPPS) and the Head Start Act of 2007 set the regulations in which CSA administers Head Start services to children and families. The HSPPS ensure that all Head Start programs provide high quality, comprehensive services, and for the development of new, research-based education Performance Standards related to school readiness for Head Start children. The Office of Head Start also provides continual guidance through Program Instructions and Information Memorandums.

Community Needs Assessments

As a Community Action Agency, CSA was founded to meet the needs of low-income residents at a local, grass-roots level. Core information used for Agency planning comes from our comprehensive Community Assessment, which is conducted every five years to determine the needs of the local community and to strategically develop programs and services.

The Purpose of Community Needs Assessments



The 2022 Community Needs Assessment

In June 2022, CSA conducted a comprehensive review of community needs and strengths focused in Washoe County and northern Nevada. The 2022 Community Needs Assessment consisted of secondary data that describes the current landscape of need in the communities we serve, as well as primary data collected from surveys of low-income program participants, community partners, the CSA Board of Directors, the CSA Policy Council members and community members. The 2022 assessment is a valuable tool, helping bring those needs into sharper focus. The information and data contained in this report tell the story of the communities we serve and inform our continuing work as poverty advocates.

The results across the surveys collected for the 2022 Community Needs Assessment include the following unmet needs of low-income individuals and families in Washoe County:

- **Rent/mortgage assistance and assistance with utilities**
- **Affordable housing/rent**
- **Access to food/access to Food**
- **Childcare**
- **Transportation costs**

These align with the increase in the following services over the past year as reported by staff: rent/mortgage assistance, assistance with utility bills, and food needs.

The 2022 Head Start and Early Head Start Needs Assessment

Every five years, CSA also conducts a Head Start and Early Head Start (HS/EHS) needs assessment. In November 2022, CSA completed the 2022 Head Start and Early Head Start Needs Assessment, which is designed to serve as a guide to shape future program plans based on area demographics and community strengths and needs.

The assessment was conducted between August and October 2022. The process included surveying HS/EHS families, conducting focus groups with the Policy Council, and analyzing administrative and public data. Comprehensive information gathered through this community assessment provides CSA HS/EHS decisionmakers with a clear picture of community and family needs in our service area. The final assessment was approved by the CSA Policy Council.

Summary of Identified Community Strengths and Needs

HIGHLIGHTS & PROGRAM STRENGTHS

The community assessment process fostered new learning and illuminated the strengths, values, and needs of staff, families, and the community. CSA was pleased to hear that the program supports many identified needs.

- HS/EHS is helping the community;
- CFS's and staff assist families in finding resources in the community;
- Children are able to socialize and make friends;
- HS is helping by extending days so parents can work;
- The availability of childcare is a tremendous help for working parents, including single parents;
- HS provides a safe place for children to learn and grow;
- EHS provides childcare for an age group that is currently difficult to find care for; and
- The resources received help improve families.

COMMUNITY NEEDS

Across the content areas explored, common community needs emerged throughout the community assessment process, including:

- Reliable, affordable, quality childcare with extended hours of care so parents can work;
- Access to mental health and substance use services;
- Increased affordable housing;
- Available and accessible transportation;
- Increased staffing and teachers
- Access to healthcare.

PRIORITY HEALTH NEEDS

The top five priority health needs identified included:

- Mental Health
- Physical Activity, Nutrition, and Weight
- Access to Healthcare
- Maternal & Child Health
- Substance Use

Financial Information 3/31/2022

Assets	\$26,563,023
Liabilities	<u>\$ 3,608,861</u>
Net Assets	\$22,954,162

Income

Total Program Support	\$12,331,978
Grant Revenue	
Contributions	
In-Kind	
Total Other Support Revenue	<u>\$ 9,345,211</u>
Investment Income	
Miscellaneous Income	
Rent Income	
Total Public Support and Other Revenue	\$21,677,189

Expenses

Program Services	\$10,772,078
Early Childhood Education	
CSBG	
Weatherization	
Nevadaworks - Workforce Investment Act	
Miscellaneous	
Supporting Services	<u>\$ 1,601,790</u>
General/Administrative	
GracePartners	
Total Expenses	\$12,373,868

Client Voices - Success Stories

Workforce Program

Anthony – Out-of-School Youth

Anthony was referred to CSA by Desert Knight CDL School. He is a youth and a veteran of the U.S. Marines who had found limited work opportunities since returning to civilian life. He also had school credits in entrepreneurship and was interested in expanding his knowledge base. Anthony was extremely proactive, responsive, and responsible through the enrollment process. However, he lacked support and struggled to afford basic necessities with the cost of housing. To improve his financial circumstances, Anthony determined that he wanted to augment the skills he developed as a driver in the Marines by obtaining a CDL.

Anthony enrolled at Desert Knight Driving Academy and began training on March 28, 2022. He successfully completed his Occupational Skills Training and obtained his CDL on July 16 and obtained employment at Waste Management starting August 29. In November 2022, he celebrated a milestone of 60 days of employment with Waste Management. In this role, his wages increased from \$18/hour part time with DoorDash to \$28/hour full-time with Waste Management.

Anthony completed the Kuder assessment, Get the Job and Keep the Job workshops, and created a resume with assistance from his Employment Specialist. CSA was able to support him with gasoline and work attire, along with the cost of training and successfully referred him to rental assistance, allowing him to continue training without financial difficulty. He was a model of success with good communication, responsible provision of documentation, and excellent persistence through any difficulties. Anthony's next goal is to purchase a house to further stabilize and pursue entrepreneurship.

Bahista - Out-of-School Youth

Bahista was referred by a friend in pursuit of a medical assistant certificate for employment. She was unable to complete the nursing program at TMCC in 2021 due to health issues and lost her financial aid. She and her family emigrated lawfully from Afghanistan in 2017, and Bahista had limited employment experience at the time of enrollment, thus qualifying under the WIOA-YOS program. Bahista enrolled in the Medical Assistant program at Carrington College in June 2023 but was unable to complete it due to difficulty with the pace of the program and language barriers. Carrington staff cited poor progress in phlebotomy course and shyness leading to poor customer service skills as reasons to drop her from the program.



Through supportive career coaching, she and her Employment Specialist identified an alternative route to medical assisting by pursuing on-the-job training in phlebotomy. She took the Kuder assessment, worked with her Employment Specialist to create a resume and a financial plan, and successfully obtained employment as a part-time Donor Technician at CSL Plasma on 11/22/22 making \$15.80/hour. On 4/20/23 she was promoted to a phlebotomist position and her wages were increased to \$16.75/hour. She also received a phlebotomy certificate of completion on 5/31/23. On 6/14/23, Bahista received an Employee of the Month award for a 97% success rate and 250 blood draws and obtained a glowing review from her supervisor stating that she is a "highly skilled phlebotomist" and has a "reassuring bedside manner which has consistently resulted in a high level of patient satisfaction." She then became the first ever employee to achieve a 99.07% success rate in June 2023.

Bahista is now returning to a Medical Assistant training program with her new skills in phlebotomy and customer service, this time at TMCC which has a slower pace and more assistance available. She believes that her job experience and further practice with English will contribute to her success in this second try. She plans to request tutoring and her Employment Specialist will follow customer closely with weekly updates to track her progress and provide assistance if needed.

Bahista has worked hard and persevered despite setbacks and pursued her goals in a longer than expected timeline. She has been responsive, reliable, and easy to work with. She has addressed the areas of concern in her previous training attempts and has expressed sincere gratitude to CSA for the support and follow-through.

Joshua- Dislocated Worker

Joshua was referred to CSA by Carrington College in August 2021 to receive assistance with employment and training. During his prescreen, he expressed how the instability and lack of advancement he had experienced under his previous employer had affected him, and how the COVID pandemic shutdowns had impelled him to seek a career path under the medical field versus returning to a laborious and somewhat unstable position in the lumber industry. In his previous position, Joshua had been earning \$17.00 per hour in his assigned position with no additional benefits and had collected Unemployment Compensation following his layoff. After his successful enrollment with CSA, Joshua began Medical Assistant training with Carrington College in September 2021. During his training period, Joshua received financial and career coaching from his Employment Specialist, along with transportation and clothing assistance to ensure that he was able to maintain stability and successfully complete his occupational skills training.

Joshua completed his training on July 7, 2022, and secured full-time employment as a Medical Assistant/Receptionist with Tahoe Forest Hospital Specialty Clinics, on July 17, 2022, earning \$24.70 per hour in addition to a substantial monetary bonus earned 30 days following employment plus fringe benefits. Not only did this new position provide him with a substantial increase in pay and benefits, but also offers him advancement opportunities.

Joshua is now benefiting from a more stable and higher paying position that allows him to support himself. He reports being overjoyed with his position at Tahoe Forest Hospital and his supervisor reports that Joshua is a very valuable asset to the team and that they intend to continue supporting him with his career progression. Joshua appreciates the guidance and support he received from CSA throughout this process.

Navarre - Adult

Navarre was referred by Desert Knight for tuition assistance to obtain a CDL-A. Before enrolling at CSA, Navarre was relying on savings from a previous job and was homeless as he was temporarily couch-surfing with friends. Navarre reported holding a few temporary positions through temp agencies and had an inconsistent work history. He was ready to find a stable career as a truck driver that would allow him to earn a livable income and obtain his own housing.

CSA assisted Navarre with the training costs at Desert Knight, and Navarre earned his certificate on 1/30/2023. After a short while of job searching, Navarre started full time employment as a truck driver at High Mountain Transport on 2/28/2023.



Navarre began earning an average of \$800 a week, has started to look for his own housing, and is receiving healthcare benefits through his employer. In addition to training tuition assistance, Navarre also received assistance with career counseling. Navarre is eager for the career advancement opportunities he now has after obtaining his CDL.

Mariah - Adult

Mariah was referred by her aunt (a previous CSA customer) in pursuit of a CNA license. She moved from Oklahoma City, OK in early August 2022 to pursue better opportunities and connect with her family. She worked as a housekeeping supervisor for an assisted living facility in Oklahoma and was inspired by the caregivers there and wanted to help people in the same way. O*NET defines Nursing Assistants as a Bright Outlook career with a Much Faster Than Average projected growth of 18%.

Mariah was effectively homeless at enrollment as she was living in a camper on her aunt's property which does not have access to water or utilities. She was therefore determined eligible for WIOA-Adult and was living off SNAP, her aunt's assistance, and her own savings. Mariah was grateful for her aunt's support but was eager to become independent and obtain better housing.

Mariah was not sure of a school at time of enrollment but with CSA assessment and assistance chose to attend TMCC where she qualified for FAFSA for tuition. However, she needed assistance with several other fees for textbooks, online training, licensure application and testing, as well as supportive services such as gasoline, which CSA was able to provide.

Mariah successfully completed her training program in December 2022 and obtained employment at Infinity Hospice as an Office Assistant until she successfully obtained her CNA licensure. Her licensure was completed in January 2023, at which time she was promoted to CNA. At customer's last employment in Oklahoma, she made \$15 per hour and after her promotion at Infinity rose to \$21 per hour, representing a significant income increase of an additional \$12,000 per year.

Early Childhood Education Program

The cost of living in Reno and surrounding cities has become higher than ever! For many families, such as my own, having family watch our children is not an option, daycare tuition is higher than rent, and the stress of finding a daycare that does not have a waitlist months long is only half the struggle.

When I became pregnant with my second child, after long discussion, my husband and I decided it was best if I stayed home to care full-time for our daughters. I always had in mind that I would return to work after our youngest turned one, but three years went by, and I was still at home. Being home allowed me to pick and drop off my oldest from school, but my mental health was taking a toll on me. I had several friends mention the Community Services Agency, but I was always hesitant to apply. I was afraid our family would not meet enough of the requisites, and I would be turned down. Finally, I took a chance to apply. It was not long before I heard back from the program and I was only a few points away from qualifying. The staff worked with me and before I knew it, our youngest was to start the half day program. I was excited my daughter would be able to spend time with other children her age, build social skills but most importantly, for her to have a structured environment where she would also be learning. I was excited to get some time to myself and just unwind for a few hours. I took this time to run errands on my own, began going to the gym, started physical therapy for an injury a few months prior and volunteered in the head start class.

At our first parent meeting, we were instructed to elect class representatives, to which I campaigned myself for secretary and was elected. We were also asked to elect a representative to attend the monthly Policy meetings, to which I became the alternative representative. It did not take long for me to become the official representative for our site. In addition to being the representative for our site, I also volunteered as the secretary of the Policy Council I never missed a parent or policy council meeting. Each month I would bring the main points discussed at the PC meetings to parent meetings and at the PC meetings I would share questions or concerns from our parent meetings. I also served as the occasional translator in our parent meetings.

As someone who has not “worked” for over four years, I am happy to say I am officially ready to return to work this fall and I am forever thankful to CSA for providing the childcare I will need to get a jump start. This program opened the door to opportunities I had no idea were available to me and my family; I also want to take this time to invite parents who are or will be part of this program to get involved, volunteer in class, be available to attend parent meetings or ask your teachers how you can help. It is the least we can do if we are getting these services for free, right? Absolutely attend a PC meeting and see for yourself all the hard work and passion that goes into having these programs available to our families (childcare and dinner are provided!).

CSA, Thank You for everything you have done and will continue to do for my family. I hope I can continue to be part of the Policy Council meetings each month and form part of the board of representatives for our new site.

Head Start Program

It has been an amazing experience with the head start Sutro A with my two boys that have studied there since four years ago. My first boy graduated from head start learning to read, writing from himself and so advanced in math and science. He began kindergarten so advanced due to his learning experience with pre K! My second boy is learning so fast and so good in reading, writing, math, science and English too. My experience with the school has been so amazing!

The teachers, assistants, and Social worker had a lot of dedication with the kids. They are so respectful, professional, flexible, kind and focus with everyone. My kids learned to love the school from his teachers. The teachers always found new tools and ways to teach everyone, and every kid received some time alone with the teacher to resolve the situation and to learn education too.

The school is a safe place for the kids. All the workers are a big family that care and teach the kiddos the best that they can do. They always did a great job! I never had any problems in the school and the education system is so good!

To choose this head start Sutro program was the best choice that I could do for my kids and for myself.

I am so thankful to the teachers and all the workers because my kids have learned many things and they had beautiful memories with their teachers. I hope more and more kids can continue learning in the head start program. Surely these kids will be ready to get a successful kindergarten.

Sincerely,
Miriam Chavez

Housing

Rental Assistance

The client was a single mom who was going to school and working part time she did not have day care services and was having friends and family help her with childcare. The childcare was inconsistent, so she missed many hours of work. Her child then got ill, and she had to take a leave of absence from her part time job to take care of her child. The reduced hours and having taken a leave of absence resulted in her inability to pay her rent. We were able to get her child set up with Head Start and pay a month of her rent so she could get back on track. She was extremely appreciative and stated she would probably have been evicted without our help.

VOCA Program

In December, CSA received a call from one of our Child and Family Specialists with Head Start that they had a parent who was a victim of Domestic Violence looking for assistance with housing. Her 2 small children were attending EHS and HS. This client left an abusive relationship to relocate to Reno, NV. She was staying with her sister at the time and felt it was time to get her own place since she was cramped in a one-bedroom with her 2 small children. She finally was able to locate an apartment that met her budget. She had informed me that she had 2 other children still out-of-state, and one of them was asking to relocate to Reno, NV, to be with her.

CSA's VOCA (Victims of Crime Act) program helped her with one-month rent and deposit assistance. We were able to give her community resources to assist her with inexpensive furniture for her new apartment. She moved her other child from out-of-state to join the family in Reno and was thankful for our help.

Energy Programs

Weatherization Programation

Mr. Firestone came to CSA in November 2022 with an inoperable furnace. He and his father, both senior citizens, occupied a single-family home built in 1985 that was in poor repair upon the initial energy audit. With a cold spell settling in, the team knew it was important to get heat restored for the health and safety of both occupants. CSA worked with our HVAC contractor partner, Lincoln Heating and Air, to install a new energy-efficient furnace to restore heat to the home. Our weatherization partners at Northern Nevada Energy Solutions were also able to do general weatherization measures to ensure that the home was sealed up tightly and able to keep in the warm air. This included duct and shell sealing, along with the installation of new smoke alarms and dryer vent kit to improve health and safety.

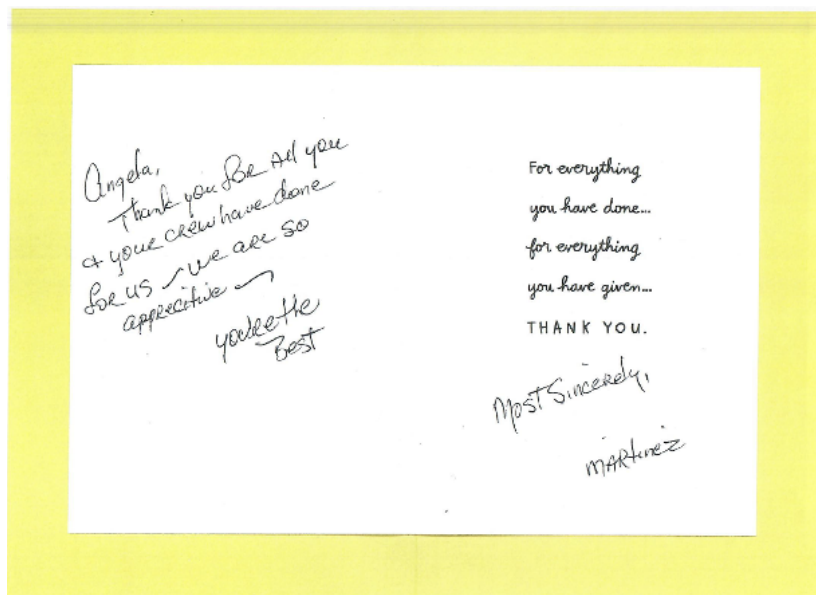
Through the Weatherization Assistance Program, CSA assisted with over \$11,000 of repairs and upgrades. Mr. Firestone was extremely grateful for the assistance and the work completed.

Weatherization Program Martinez Family - Weatherization

Mr. Martinez applied for the Weatherization Assistance Program for help with lowering his utility bills and improving his home's health and safety. He and his wife, both senior citizens, occupied a mobile home built in 1982 and were limited to a fixed income that made budgeting for major home repairs difficult.

Upon the Energy Audit, the CSA team found that several major appliances were operating inefficiently, and one was not a mobile-home compliant model. In partnership with Lincoln Heating and Air, CSA assisted with the replacement of the furnace and air conditioning unit, which will not only result in increased energy efficiency in the home, but also improved comfort and safety. Northern Nevada Energy Solutions also replaced the aging water heater, installed an ASHRAE fan to ensure that the home was property ventilated, and completed additional weatherization measures including weather stripping, smoke alarms, CO detectors, and LED lights.

CSA assisted with over \$13,000 of repairs and upgrades through the Weatherization Assistance Program and significantly improved the home's efficiency, health, and safety.



Board of Directors

CSA's dedicated Board of Directors shows how people coming together to find solutions to local needs makes a difference. This past year, Board Members participated in 56 hours of trainings to increase CSA's ability to impact positive change in our community and increase organizational effectiveness. Each member brings skills, perspectives and commitment providing governance that matters to people in need in our community. Through strategic planning and oversight, CSA's Board of Directors creates high-quality services in response to local data and customer feedback.

CSA's Board of Directors is made up of equal representation from three sectors: Public, Private, and Low-Income. The purpose is to gain input from each of these sectors on community needs, resources and program effectiveness.

Public Representative

Jerry Holloway, Chair
Suzanne Shepherd, Secretary/Treasurer
Stanley C. Wilmoth
Blake Overby
Dian Vanderwell

Private Representative

Cort Christie
James V. Smith
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Garrett D. Gordon
Barbara Mader-Scherrer

Low-Income Representative

Jenalyn Monda
Terrie Estrada
Marcelina Trawick
Linda Shelton
Jennifer Rose

Our Generous Donors and Funders

CSA would like to recognize the following individuals and organizations for their collaboration. Together, donors helped us be innovative and meet the changing and increasing needs of the communities during the pandemic, and we are expanding quality programming and services to a greater number of individuals, children and families throughout our community. Your gifts help to improve the lives of those most in need.

Sheila Colfer and Cort Cristie



**COMMUNITY
FOUNDATION**
of Western Nevada



**Washoe County
School District**

**WELLS
FARGO**

Renown
HEALTH

CSA Locations

Administrative Locations

Main Office

Administrative, Finance, Information Technology
1090 East Eighth Street
Reno, NV

Center for Families

Workforce Program
Energy Program
1094 East Eighth Street
Reno, NV

Head Start Administrative Building

Education Programs
1100 East Eighth Street
Reno, NV

Early Childhood Education Locations

Early Head Start Sites

Destiny Center - 790 Sutro Street, Reno, NV
Carson City - 200 E. Winnie Lane (Suites 288-298), Carson City, NV
Sun Valley - 115 West 6th Avenue, Sun Valley, NV
1850 Sullivan Lane, Sparks, NV

Head Start Sites

Agnes Risley – 1960 Sullivan Lane, Sparks, NV
Bernice Mathews – 2700 Elementary Drive, Reno, NV
Desert Heights – 5310 Echo Avenue, Reno, NV
Echo Loder – 650 Apple Street, Reno, NV
Fernley Cottonwood – 915 Farm District Road, Fernley, NV
Smithridge - 4950 Filbert Road, Reno, NV
Sutro – 1100 East 8th Street, Reno, NV
Vassar– 2405 Vassar Street, Reno, NV
Wooster - 1950 Villanova Drive, Reno, NV

Community Services Agency

1090 East 8th Street

Reno, Nevada 89512

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