



Community Services Agency

A Community Action Agency

Annual Report

2019- 2020

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As I look back on the last year – a period of profound change – it is remarkable on how much we have accomplished in our steadfast dedication to help our customers and communities. While it is difficult to remember the first half of the FFY as the 2020 events overtook what happened in later 2019, CSA continued to grow and pursue unique opportunities. Life threw all of us a big curveball.

In the beginning of 2020, we were faced with what I would consider one of our most serious challenges, having to close our vital services completely and then to decipher how to deliver human services virtually during the COVID-19 pandemic. It has been truly an amazing transformation of our organization, and quite frankly, the work of our dedicated team. I am excited to report that we will be continuing to expand our Early Head Start services into a more traditional classroom setting, we have expanded our Case Management services to seniors, and we will begin to pursue our roots into the communities by having a stronger presence.

The following report is full of program successes, which would not have been possible without our outstanding staff, board members, and community partners. Everyone came together to ensure that we continued our great pursuit towards our mission during such a difficult and unparalleled time in our history.

I want to personally thank every board member, every staff member, and every community partner for your dedication and support during this time. You are all truly amazing, and I am so honored to be a part of your team.

Leslie Colbrese
Chief Executive Officer



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 private nonprofit 501(c)(3) agency governed by a volunteer board of directors. The agency serves Washoe, Lyon, and Churchill Counties and Carson City in northern Nevada.



Board of Directors

Public Representative

Jerry Holloway, Chair
Suzanne Shepherd
Stanley C. Wilmoth
Laura Conklin
Donald Abbott

Private Representative

Cort Christie
William Bennett
Ken J. Stark
James V. Smith
Garrett D. Gordon

Low-Income Representative

Jenalyn Monda
Jessica De Laguna
Marcelina Trawick
Peter Lucas

CSA has been providing services for more than 55 years and continuously strives to identify needs of the community and to 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.

Our Mission

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

Our Vision

Impacting lives today for a better community tomorrow.

Our 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 judgement and feelings in order to appreciate our client's perspectives.

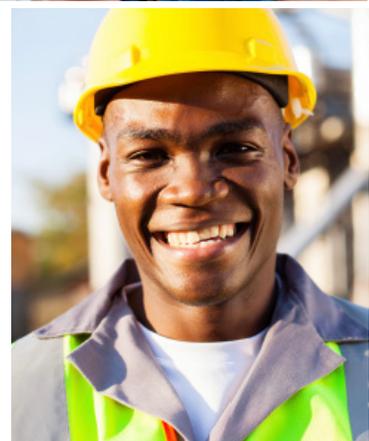
The Promise of Community Action
Community Action changes people's lives, embodies the spirit of hope, improves communities, and makes America a better place to live. We care about the entire community, and we are dedicated to helping people help themselves and each other.



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), through Early Childhood Education Programs (Early Head Start/Head Start), Workforce Development Programs that include Income and Asset Building Services, VOCA Programs, Income Tax Preparation Program, Energy Programs, and Housing Services. In addition, through our nonprofit development arm, the Community Services Agency Development Corporation (CSADC), CSA has implemented various social enterprise ventures that fulfill its mission and provide funding flexibility and has developed 26 complexes of affordable and senior housing over the past 36 years. We partner with dozens of community partners to ensure our service array is comprehensive and accessible.

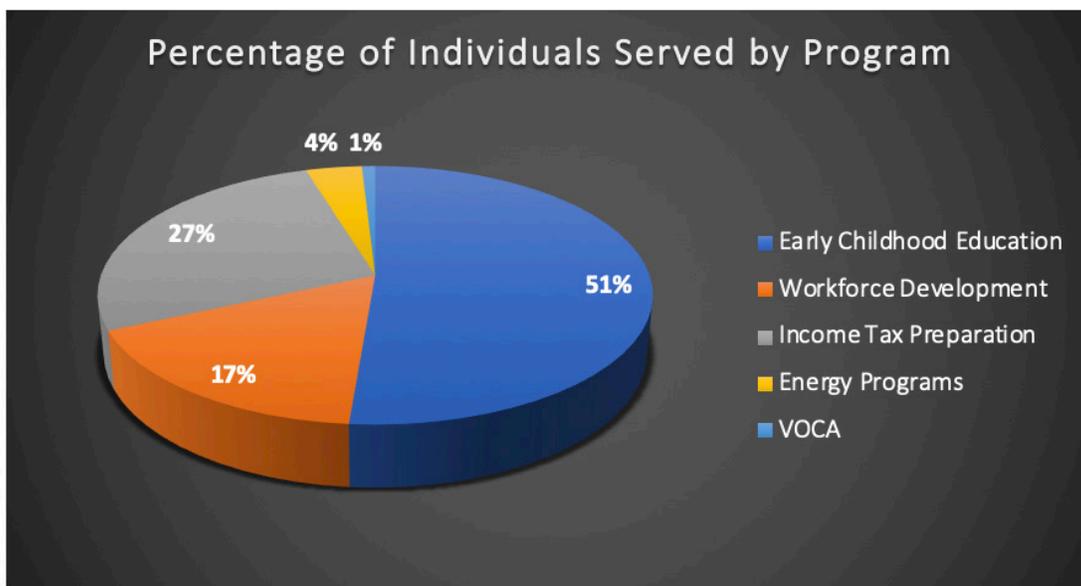




CSA is committed to expanding opportunities while providing assistance to low-income residents as they work to achieve financial self-sufficiency and an improved standard of living. Focused on the needs of northern Nevada, CSA tailors our approach to meet the specific needs of the communities we serve through a variety of programs, including:

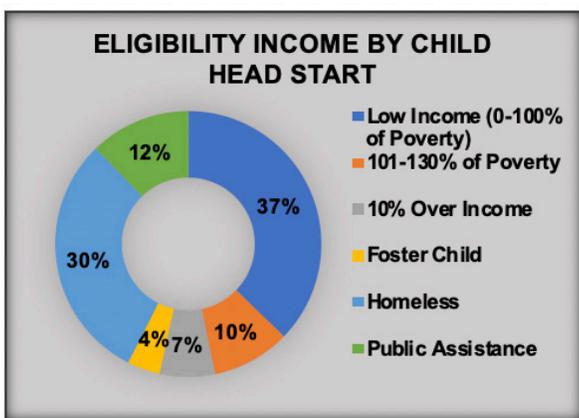
- Early Childhood Education Programs (Early Head Start, Head Start, Pre-K)
- Workforce Development Programs (YouthBuild, Nevadaworks – DW/OSY)
- Income Tax Preparation Program
- Energy Programs (Weatherization)
- Housing Services
- VOCA Programs
-

In March of 2020, Nevada's Governor shut down in-person gatherings and programs for public health reasons due to COVID-19. This impacted CSA's ability to gather post program data for many of our programs. The data below is a snapshot of our service numbers, which we expect will rise to pre COVID-19 levels in the coming year, and perhaps exceed prior year's data due to increased poverty and need.



Early Childhood Education Programs (ECE)

ECE programs ensure that our community's most vulnerable children receive the care and education necessary to meet developmental milestones necessary to enter kindergarten. CSA operates Early Head Start and Head Start programs that provide comprehensive child development and family engagement services to low-income children, including those with special needs, from birth to age 5 and their families. In addition, CSA operates a State Pre-K program. Program services 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.



Parent involvement is one of the cornerstones of the program, which is emphasized through home visits, parent leadership councils, and social events, supporting and strengthening parent-child relationships and engaging families around their child's education and development. Parents and families are also supported in achieving their own goals, including housing stability, continuing education, and financial security through CSA's comprehensive array of services.

CSA's 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.

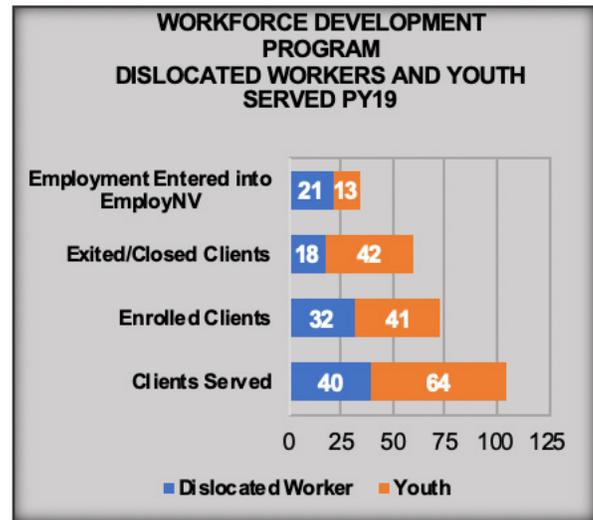
Impact & Results

- ◇ Funded enrollment included 205 Early Head Start, 572 Head Start, and 80 Pre-K children.
- ◇ Programs served 75 Head Start children with IEPs and 24 Early Head Start with IFSPs last year for a total of 99 children with special needs served.
- ◇ A total of 8,486 ECE health services were provided.
- ◇ CSA was again awarded Pre-K funds and is continuing 80 blended slots.
- ◇ 9 out of 9 sites have received a 5 star rating from QRIS.
- ◇ 100% of children enrolled received free developmental, behavioral, health, nutrition, and dental screenings.
- ◇ Over 700 volunteers, 612 of whom were parent or former parent volunteers, assisted with programs through approximately 37,000 hours of service.
- ◇ Parents serve on Head Start Policy Council and Parent Center Committees.
- ◇ Head Start uses The Creative Curriculum® for Preschool.
- ◇ 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.

Workforce Development Programs

CSA's workforce mission is to address barriers to employment and work with customers to help them identify their strengths and weaknesses, as well as guide them in choosing careers in the sectors with the most potential for employment. CSA is a leading Workforce Development provider in northern Nevada with high levels of individualized service delivery for customers with multiple barriers to employment.

No cost Workforce Development assistance services are designed to help individuals find employment as well as improve upon skills to obtain and maintain employment, including resume and cover letter development, soft skills development, career assessments and job coaching, vocational training, work experience, and job placement. Additionally, CSA uses other grant funds and agency resources to wrap clients with supportive services and opportunities, including Income and Asset Building Services, access to Head Start and Early Head Start and Weatherization, for example.



CSA's 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.

YouthBuild Follow-Up Program

Graduates of the Children's Cabinet Washoe YouthBuild program are provided follow-up services to support credential attainment, job placement, and/or education enrollment.

Impact & Results

- ◇ 208 workforce program enrollments in PY19-20 (includes dual-enrollments); 73 unique customers were enrolled in Dislocated Worker (DW) and Youth Out-of-School (YOS) programs.
- ◇ 159 hours of financial coaching provided.
- ◇ 372 hours of soft skills workshops delivered.
- ◇ 180 resumes and/or cover letters developed.
- ◇ Provided follow-up services to 43 YouthBuild graduates.
- ◇ Provided \$154,278 in occupational skills and job training for DW and YOS customers.
- ◇ Provided \$93,345 in work experience wage subsidies. Enrolled customers completed more than 6,900 work experience hours with 11 local employers at an average wage of \$12.69.
- ◇ In partnership with Reno and Sparks Job Connect, Truckee Meadows Community College (TMCC), Western Nevada College (WNC), Parole and Probation, Step 1, and Northern Nevada Transitional Housing, CSA began piloting a workforce reentry program that successfully assisted 11 adults who did not qualify for the agency's current Nevadaworks programs with training, housing, skill development, and supportive services as they transitioned back into their communities.

VOCA Program

In 2018, CSA was awarded Victim of Crime (VOCA) funding to provide comprehensive services for rural, low-income seniors who were victims of crime. This past year, we were again awarded VOCA funding to expand victim services to underserved populations including Children and Minors, Immigrants, Elderly, People with Disabilities, LGBTQIA2+, and Homeless individuals.

Impact & Results

- ◇ Currently serving **11** victims of crime in Washoe County.
- ◇ Currently serving **4** victims of crime in rural locations.

Income Tax Preparation Program



CSA participates in the IRS-sponsored Volunteer Income Tax Assistance (VITA) Program, which offers free tax preparation services to income-eligible families. 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.

Due to the abrupt agency closing caused by COVID-19, we served an estimated **450 clients** through this program during the 2019 tax season.

Energy Programs

CSA's Energy Programs provide free energy-efficient and rehabilitation improvements to eligible low-income families - particularly the elderly, people with disabilities and children - to help decrease utility bills and energy costs.



Impact & Results

- ◇ Total homes Weatherized: **63** (Direct Energy Assistance Loan {DEAL} program and Energy Assistance Program {EAP} excluded)
- ◇ **5** DEAL projects completed in PY2020
- ◇ Average direct weatherization cost per home: **\$6,124**
- ◇ **68%** (43 of 63) of households were occupied by residents aged **65** or older.
- ◇ **14%** (9 of 63) of households were occupied by families with children aged **6** and under.
- ◇ **48%** (30 of 63) of households were occupied by one or more individuals with a disability.
- ◇ 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.

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.

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
Austin Crest Apartments	268-unit moderate-income luxury housing complex that is a Section 42/Washoe County HOME Funds funded program
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



Community Assessment

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 local Community Assessment, which is conducted every three years to determine the needs of the local community and to strategically develop programs and services.

The Reasons We Conduct Community Assessments



In May 2019, CSA conducted a comprehensive review of community needs and strengths focused in Washoe County and northern Nevada. The Community Assessment consists of primary data collected from staff within CSA, low-income program participants, community providers from local organizations, the Board of Directors, Policy Council members and community members. The 2019 report identified the top three needs experienced by low-income residents in our service are:

1. **Housing**
2. **Employment**
3. **Education, Health and Support Services** (tied for third place)

- The results reflect an understanding that there are many unaddressed needs in northern Nevada as well as a sense that if people have a roof over their heads and work, they have a start at self-sufficiency.
- A large number of participants commented on the need for better pay (living wages).
- Feedback regarding education focused on early care and education that allows parents to work, get training, pursue education to improve the family situation as well as giving children a start at school readiness skills.
- Health was more a focus of community providers than low-income respondents.
- Low-income participants frequently commented that nutrition education and preventative health information would be a plus.
- Those who are low income are more focused on improvement in their shorter term circumstances out of necessity.
- Low-income respondents and providers consistently signaled the need for support services to address immediate gaps including rental assistance, substance abuse services and domestic violence and other victimization including physical and sexual abuse.

Head Start and Early Head Start Community Assessment

CSA also conducts a Head Start and Early Head Start Community Assessment every three years. In May 2018, CSA completed the Head Start and Early Head Start Community Assessment, which was approved by the CSA Policy Council. The process included conducting parent and staff interview sessions, distributing and collecting survey questionnaires, interviewing the Head Start and Early Head Start Policy Council, participating in CSA Board retreats, participating in a wide variety of existing community assessments, and reviewing a wide variety of community data.

Summary Of Community Strengths And Needs Identified

Strengths

- Nevada has a strong community spirit
- Tight-knit community
- Food banks and pantries are plentiful
- Strong Children in Transition services in WCSD
- The State Pre-school initiative has created more 4-year-old opportunities for up to 200% of poverty
- Tesla, Amazon, Apple are creating more job opportunities and growth.
- Elementary schools are neighborhood-based, so there is a community-wide neighborhood focus

Needs

- Better paying jobs
- Access to career ladders
- Full-day childcare and year-round pre-school and Head Start
- More affordable housing
- Health care
- Assistance with trade school
- Financial assistance for legal immigration status
- Continue to improve high school graduation rates
- More positive recreational opportunities for youth
- Increase in hourly pay rate



Balance Sheet 7/31/2020

Assets	\$5,911,120.84
Liabilities	\$ 927,129.12
Net Assets	\$4,983,991.72

Financials FY 7/1/2019 to 6/30/2020

SOURCES OF FUNDS

Head Start	\$ 5,477,247.87
Early Head Start Old	\$ 365,565.90
Early Head Start	\$ 1,759,536.65
Pre-K Grant	\$ 320,586.97
USDA Revenue	\$ 192,582.57
Children's Cabinet	\$ 282,283.00
CSBG	\$ 483,008.45
LIHEAP	\$ 88,456.49
Housing Trust Funds	\$ 29,271.20
YOS	\$ 307,057.74
DW	\$ 202,297.85
VOCA - Washoe	\$ 19,137.37
VOCA - Fernley	\$ 7,253.48
Misc Grants	\$ 99,337.41
Indirect Revenue	\$ 897,247.23
InKind	\$ 834,897.30

Total Sources of Funds **\$11,365,767.48**



Workforce Program

Nevadworks OSY: Customer was referred to CSA by Casa de Vida, a housing program for women who are pregnant and in need of services to gain independence and employment. Customer is in recovery for substance abuse, which led to temporarily losing custody of her children. Through CSA's Workforce Program, she gained knowledge and skills that helped her increase stability in her life and work towards her goal of getting custody of her kids. Through supportive services and a paid work experience placement, the participant was able to gain employment that led to a full-time position. This resulted in her securing an apartment and getting her children back. The customer gained the confidence she needed to maintain her employment, advocate for herself and her family in times of need, and to be a self-sufficient citizen who contributes greatly to her community.

Nevadworks OSY: A customer came to CSA looking for assistance with cosmetology training at Redken. She had been struggling financially for quite some time due to being a parenting youth who became unemployed after giving birth. Since then, customer has set several important career goals, including completing training, securing full-time employment, and gaining self-sufficiency. The customer has been an active program participant, ensuring that she earns all training hours and completes any online work. She has recently completed a certificate in Cosmetology and has agreed to participate in additional training and workshops to increase her job readiness. The participant is active in her job search and feels confident in her ability to secure employment that will allow her to support her family.



Nevadworks DW: A participant came to CSA with the goal of increasing his job skills to enter the logistics sector. He previously worked in woodworking but was laid off when his employer went out of business. He was seeking employment as a Class A CDL driver but required additional training to meet his career goals. CSA was able to assist him with obtaining CDL training through Nevada Truck Driving School and provided supportive services for training clothing, gas, and rent to support stability while in training. Customer obtained his CDL, found employment as a driver with Rosen on 09/16/2019, and is working full time with a pay rate increase from \$16.50/hour to \$19.00/hour.

Nevadworks DW: Customer came to CSA requesting assistance with securing full-time employment in the medical field. She was laid off from a childcare job in July 2018. The customer sought to return to the workforce as a medical assistant but needed to build her occupational skills to meet her career goals. Through the DW program, CSA assisted her with enrollment in an ETPL-approved training program and provided the supplies needed to participate in the training. She successfully completed the Medical Assistant program through TMCC in December 2019.

Upon completion of the training, the customer continued to work with CSA to gain stability and build her employability skills. The customer was able to secure full-time employment as a Medical Administrative Assistant with Eden Health and Home Services in March 2020 with a starting wage of \$16.00/hour. She has used her training and the skills built in the DW program to successfully complete her first 90 days in this new position.

Nevadworks DW: CSA assisted three re-entry clients who are grateful to have the opportunity to stabilize and have a new career. CSA is assisting with rent, tools, clothes, and with TMCC for OSHA-30 and additional certification opportunities for these clients. Their boss and parole are thrilled with their progress!

"Aubrey, thank you so much for all your help. You do amazing things for amazing people, and that's so cool. Continue to believe in the people that you help. Your help improves lives. One day, I want to be a very blessed man and give back to our community maybe be a philanthropist. Helping other people helps me believe I can accomplish anything. Have a great day, and good things will come your way."



Early Childhood Education

A child, Carlos, who is a returner from last year, was so shy the whole year and only whispered a few words the whole time. He would hide behind mom's legs as she brought him to school and rarely played with other children. This year is a whole new story. Carlos is so outgoing now and talks all the time. He is so excited to be at school and runs from mom to give us hugs as he comes to school. Carlos helps and plays with all his classmates and even identifies all his classmates written names.

Energy Programs

Weatherization: A customer came to CSA seeking assistance with weatherizing her home. Over the years, she has struggled with various health issues, leaving her unable to work. As she began to have issues in her home, the customer became overwhelmed by the challenges that were piling up and was eventually unable to function the way she did previously. Her furnace was operating in unsafe conditions, and she was concerned about the safety of her grandchildren when they visited. Through the Weatherization Assistance Program, CSA was able to assist her with replacing several old and malfunctioning appliances, as well as completing weatherization measures that will drastically improve the safety and comfort of her home. Energy Auditor Caleb Jung noted, "We were able to do quite a bit for her home, and she was continuously amazed and overwhelmed by the amount of help we could offer her. It made me so happy to be able to help her out and really reminded me of how much I love what I do."

Weatherization: A customer contacted CSA with assistance for a non-operating furnace. She had been living without heat for most of the winter. When our Energy Auditor arrived, he was overwhelmed by the amount of extension cords she had running through the home powering multiple appliances. This was a major concern, as typically these types of repairs do not fall under the program guidelines and are a major safety concern. Through collaboration with the contractor, we were able to determine that the electrical issue throughout the home was caused by the furnace circuit and was eligible for repair, in addition to replacing her 20-year old furnace. The customer no longer has dangerous cords running throughout her home and has a new furnace to provide heat in the coming winter months. Energy Auditor Aaron Jones said, "To see and hear how thankful Jeanette was that day pushes me every day to look past how bad a situation may look but hope for the best outcomes and impacts for our clients."



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

Head Start and Pre-K Sites

Agnes Risley Elementary School – Sparks, NV
Bernice Mathews Elementary School – Reno, NV
Desert Heights Elementary School – Stead, NV
Echo Loder Elementary School – Reno, NV
Fernley Cottonwood Elementary School – Fernley, NV
Smithridge Elementary School – Reno, NV
Sutro Central Office – 1100 East Eighth Street, Reno, NV
Wooster High School – Reno, NV
Vassar – Reno, NV
The Larry Johnson Community Center – Sparks, NV
Sun Valley Mary Hansen Community Center – Sun Valley, NV

Early Head Start Sites

Childs Play – 1675 Robb Drive, Reno, NV
Holy Child Early Learning Center – 440 Reno Avenue, Reno, NV
The Continuum – 3700 Grant Drive, Suite A, Reno, NV