

2022

COMMUNITY SERVICES, INC.

IMPACT REPORT



A Community Action Agency
Since 1966

"Helping People, Changing Lives"

Letter from our CEO

Community Services, Inc. (CSI) began its journey in the mid-sixties and has spent these years continuing to build and expand our footprint as an organization. This is a special time in our organization's history as we celebrate over fifty years of service. We recognize our successes and tremendous strategic growth as better stewards of the funds we have received and continue to receive over the years.

Prominently known as a model agency within the Community Action Network, CSI has remained compliant over the years due to meeting funder requirements and the regulatory mandates within those processes. As a result of the commitment of a nine-member Board of Directors with a shared vision for the organization, CSI's mission states its relevant part: ***"To provide support services that empower and enrich individuals, families, and communities directly and through mutual collaborations with community partners leading to self-sufficiency."***

Our dedication and commitment to providing exceptional client services and living out the core values as written in the organization's Strategic Plan is a top priority. They are the pillars that undergird our efforts to meet the immediate basic needs of those in the communities we serve. In short, CSI stands for Excellence in Leadership, Integrity, and complete Transparency in the spirit of community collaboration. "Hustle" is ingrained in our DNA, and we do not make provisions for a Plan B.

Looking ahead, we plan to accelerate our growth strategy while continuing to build on the strength of our Community Action brand. We are excited about expansion plans for our current programs and facilities, starting with our Transit Operations and adding new programming concepts that will increase the scope of our services for the elderly and disabled. All of which bring positive change to the communities where we work, live, worship, and play.

I am incredibly grateful to be associated with CSI and excited about this ongoing journey. The best of CSI is yet to come!



Daniel Edwards, Sr.
President/CEO

THE ROAD TO COMMUNITY IMPACT

Having formed in 1966 in response to the federal administration's declaration of war on poverty, Community Services, Inc. (CSI) has provided services to individuals, families, and the communities it serves for almost 60 years. Community Services, Inc. has strived to provide needed support with empathy and concern for those we serve. CSI is committed to assisting clients to become self-reliant and alleviating the debilitating effects of poverty.

Community Services, Inc. offers clients and the community an array of services, including home-delivered meals for seniors and the disabled through the Meals on Wheels program and demand response transportation through Community Transit Service. In addition, through Community Services Block Grant programs, families achieve self-sufficiency.

As a community action agency, we have assisted thousands of individuals and families in achieving home stability, realizing educational dreams, and satisfying basic life needs. In 2020, Community Services, Inc. helped 1,789 individuals and 1,037 families with our combined programs and ancillary services. Support Services are offered in ten Texas counties through local Workforce Centers, the Serve Denton Center, and CSI's corporate office.



"HELPING PEOPLE, CHANGING LIVES"

"Hey! Just a little update. Leslie, Sandra, and Ruth, and I passed our Comprehensive Exit Exam. We are going to GRADUATE!!! Thank you so much for helping make it possible!!" _LM

The Community Services Block Grant (CSBG) Program aims to reduce poverty, revitalize low-income communities, and empower low-income persons to become self-sufficient. Community Services, Inc. (CSI) provides the following support services by administering the CSBG funds for education support,

employment support, rental assistance, utility assistance, financial well-being, health and wellness, nutrition, and transportation resources.

Through the Case Management Program, individuals and families can attain the skills, knowledge, and motivation needed to achieve self-sufficiency. Service Areas: Anderson, Collin, Denton, Ellis, Henderson, Hunt, Kaufman, Navarro, Rockwall, and Van Zandt counties.



As an active participant in our program, individuals receive referrals to services provided through the Texas Workforce Commission centers, such as:

- Job Placement Assistance
- Job Skills Training
- Financial Literacy Education
- Resume Development
- Soft-Skills Training



Community Transit Service

Community Transit Service (CTS) was developed to provide safe and efficient transportation to the general public and persons with special needs as specified by the Americans with Disabilities Act (ADA) and as defined by contracts into which Community Transit Service may enter from time to time.

Our buses have low floors, so your first step on board can be easier, equipped with a wheelchair lift or ramp.

Our operators are trained to assist people with disabilities in boarding and securing their wheelchairs on the bus. By Federal Law, our operators announce major transfer points, intersections, and destination points along each route.

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- *Served about 100 households in a month*
 - *New vehicles equipped with wheelchair accessibility*
 - *Safe, Reliable, and Friendly Transportation*
 - *Mobility Manager meets each new rider with onboarding information.*




*Kimberly Vaughan
Mobility Manager*

Ridership

25,107* Passenger Trips
200,065* Miles
378* Customers

**Unduplicated count/
PY 2021*

100% Compliant with Federal Guidelines



#FEED NAVARRO COUNTY

Meals on Wheels (MOW), funded by the Texas Department of Aging and Disability Services (DADS), Molina Healthcare, Texas Department of Agricultural, United Way, and Private Insurance Providers, provides hot, home-delivered meals to age-appropriate individuals who meet the requirements of the programs for services.

Individuals with limited mobility due to illness or a disability may also qualify for the program. This program enables individuals to live independently as long as possible, relieving them from isolation and loneliness and providing nutritious meals. Over 100 households in Navarro County have benefited from receiving hot-delivered meals daily.

*45,838 Meals**

*Served 226 Customers**

*PY2021



"TEAMWORK, IMPACT, EXCELLENCE"

SERVICE DASHBOARD



COMMUNITY SERVICES BLOCK GRANT (CSBG)

- Served 111 Households
- 19 Persons Transitioned Out of Poverty (TOP)
- 40 Services (Education)
- 109 Services (Employment)
- 249 Services (Housing)
- 35 Services (Health)
- 35 Services (Income)



TOP THREE SERVICE NEEDS:

- Housing
- Employment
- Education

***PY2021 (counts below)**

130 PARTNERSHIPS

177 VOLUNTEER HOURS (*PY2021)

100% ORGANIZATIONAL STANDARDS



JANUARY-DECEMBER 2022

FINANCIAL DASHBOARD



\$156,142.75 SPENT ON HOUSING
\$131,305.85 SPENT ON EDUCATION SUPPORT
\$14,370.67 SPENT ON EMPLOYMENT SUPPORT
\$2,067.83 SPENT ON UTILITY ASSISTANCE
\$1,980 SPENT ON EMERGENCY FOOD/ GAS CARDS

\$305,867.10 TOTAL SPENT ON DIRECT CLIENT SERVICES

\$20,831.82 TOTAL SPENT (ANDERSON COUNTY)
\$29,169.59 TOTAL SPENT (COLLIN COUNTY)
\$15,148 TOTAL SPENT (DENTON COUNTY)
\$59,218 TOTAL SPENT (ELLIS COUNTY)
\$62,169.66 TOTAL SPENT (HENDERSON COUNTY)
\$17,944.75 TOTAL SPENT (HUNT COUNTY)
\$29,617.26 TOTAL SPENT (KAUFMAN COUNTY)
\$51,339.80 TOTAL SPENT (NAVARRO COUNTY)
\$7,930.22 TOTAL SPENT (ROCKWALL COUNTY)
\$12,498 TOTAL SPENT (VAN ZANDT COUNTY)



*SPEND DATA-
 COMMUNITY SERVICES BLOCK GRANT
 DIRECT CLIENT SERVICES



FUTURE PLANS

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CSI's Case Managers/Regional Managers are trained to meet our customers where they are, remove barriers, and assist in the navigation process for seeking social services. They encourage customers to pursue gainful employment opportunities via participation in certification programs provided by Career Schools in Ellis County. These efforts are intensified via a standardized referral and follow-up process.

Future funding awards will be available to households to pay current and/or delinquent (past due) expenses and any tuition expenses to attain certifications. In addition, future rent may also be covered for eligible households based on poverty scales and income guidelines to target those most in need of assistance to prevent evictions and homelessness during this recession/inflation. Such relief will alleviate life stressors, and CSI's Case Management Team can assist the head of households with budgeting to better manage any resources coming into the home.



A 501(C)(3) PRIVATE
NON-PROFIT

COMMUNITY ACTION AGENCY



Connect with Us!

Visit our Website:
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Hours of Operation

Monday-Friday
8am-5pm



#CSI SERVES