Community Action Agencies & SNAP E&T Third-Party Partnerships Survey February 2021

Summary of Community Action Agency Responses[1]

[1] These survey results are based on the responses of 100 Community Action Agencies (CAAs) representing 39 states CAAs may have skipped questions that did not apply. CAAs were not included in final response calculations for questions that they did not answer.

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Introduction

Community Action Agencies (CAAs) are local public and private organizations responsible for administering the Community Services Block Grant (CSBG) and offer a range of services, including quality early education programs, workforce development, housing, utility assistance. The National Community Action Partnership (NCAP) represents a network of over 1,000 CAAs.

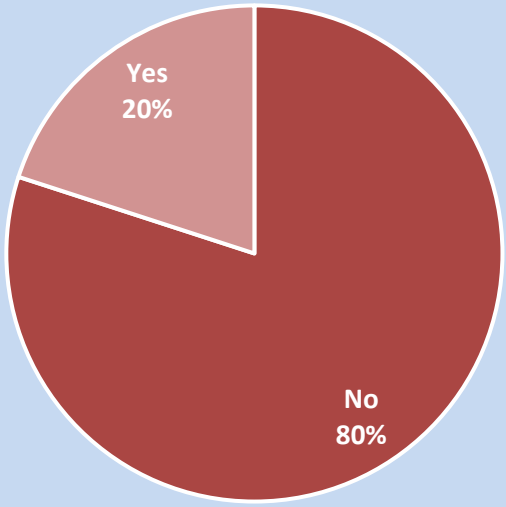
As trusted place-based and mission-oriented community anchors, CAAs play a critical role in implementing employment and training (E&T) strategies locally and serve as mandatory partners to local workforce agencies, as mandated under the Workforce Innovation and Opportunity Act (WIOA). Several CAAs within NCAP's network already serve state and local Supplemental Nutrition Assistance Programs (SNAP) as providers. For example, Westmoreland Community Action (WCA), in southwestern Pennsylvania, assists SNAP recipients in gaining skills, training, work, or experience that will increase their ability to obtain gainful employment and move into the workforce through their SNAP Work Ready program. Many CAAs employ the evidence-based whole family approach to service provision which includes support to parents, specifically related to workforce development, job training and job placement, and early childhood education. CAAs routinely partner with local social services, school districts, health care systems, local governments and neighborhoods, and can leverage this reach to promote SNAP E&T services to their customers and communities. Many CAAs already partner with their SNAP agencies and this investment can be expanded to increase the number of third-party partnerships.

In January 2021, in partnership with the American Public Human Services Association (APHSA), NCAP deployed a survey to Community Action Agencies to further explore existing and potential partnerships between SNAP E&T programs and CAAs. These survey results are based on the responses of 100 CAAs representing 39 states. While this survey does not represent every CAA, the results indicated that of the 100 CAAs represented only 20% are currently third-party providers, indicating that there is room for growth. Many of the respondents indicated experience with matching funds and approximately 30% identified revenue streams outside of federal grants that they are currently utilizing.

CAAs may have skipped questions that did not apply. CAAs were not included in final response calculations for questions that they did not answer. The number of replies received for each question is indicated in each chart.

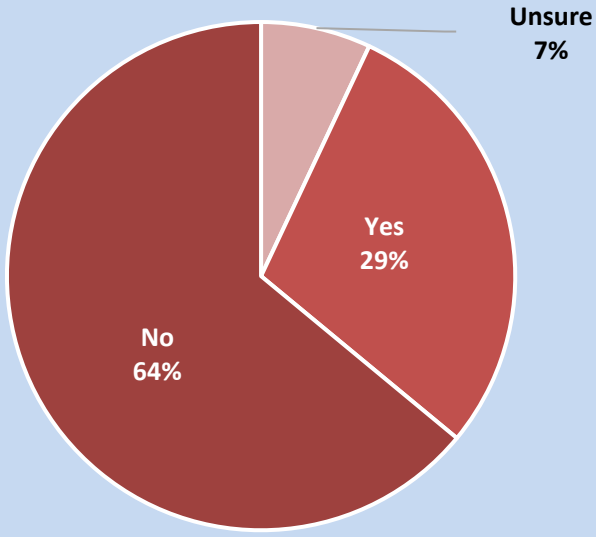
General Information

Table 1: Are you currently a SNAP E&T provider contracting with the State or County SNAP agency and drawing down reimbursement dollars?



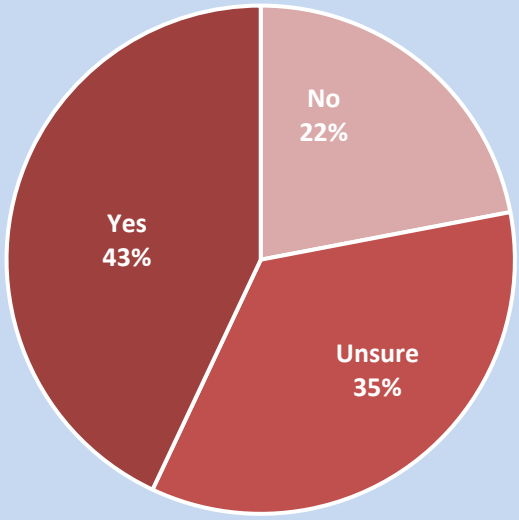
100 participant responses

Table 2: Do you have a formal referral partnership with the State or County SNAP agency to serve SNAP E&T participants?



100 participant responses

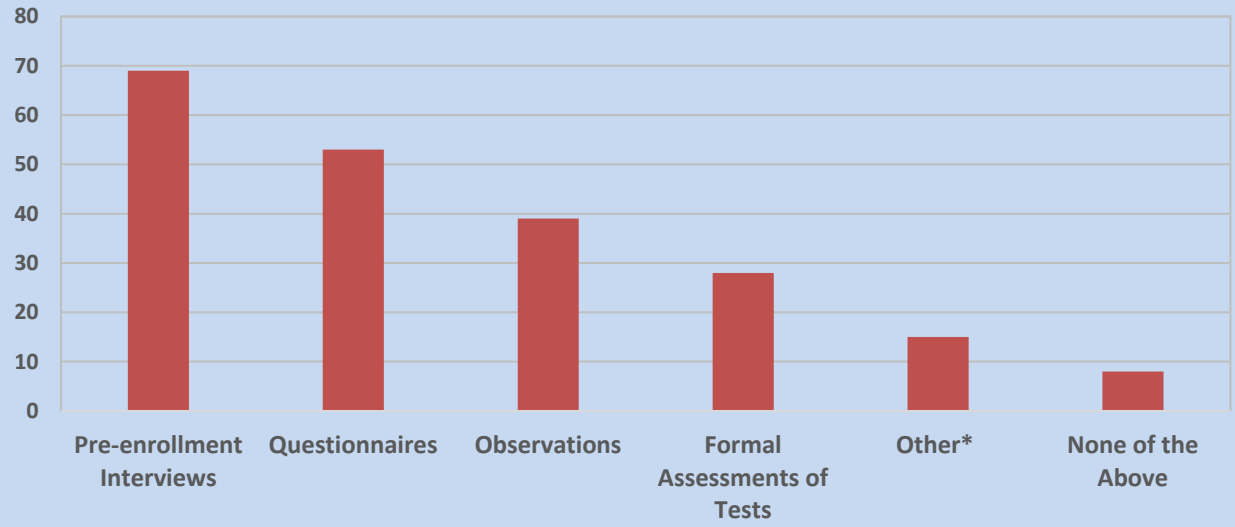
Table 3: If no, has your organization ever considered becoming a SNAP E&T Third-Party Provider?



100 participant responses

Employment and Training Services

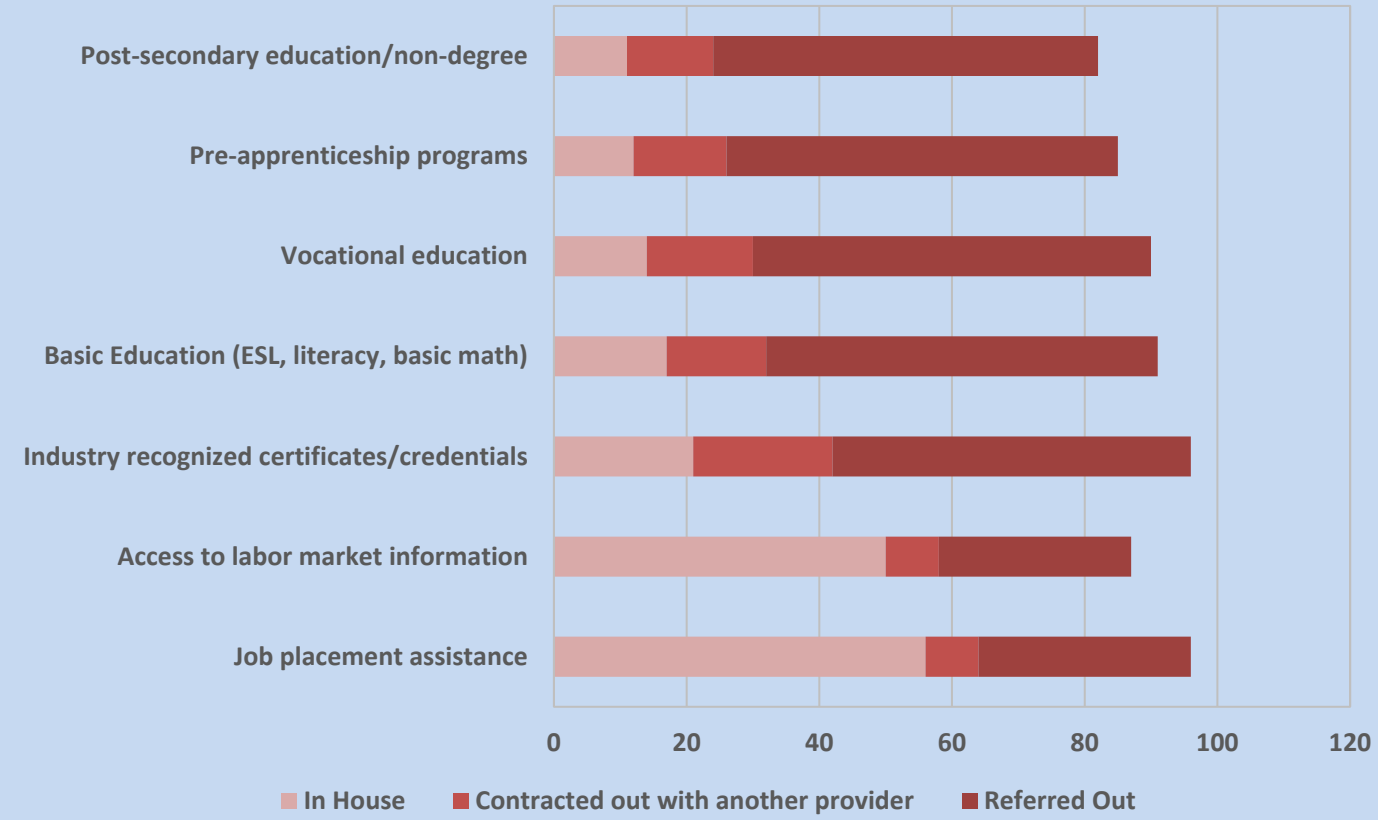
Table 4: What processes do you use to assess customer's skills, strengths, educational background, or needs?



* Other: Self assessment tools, online programs, agency referral information, and demographics.

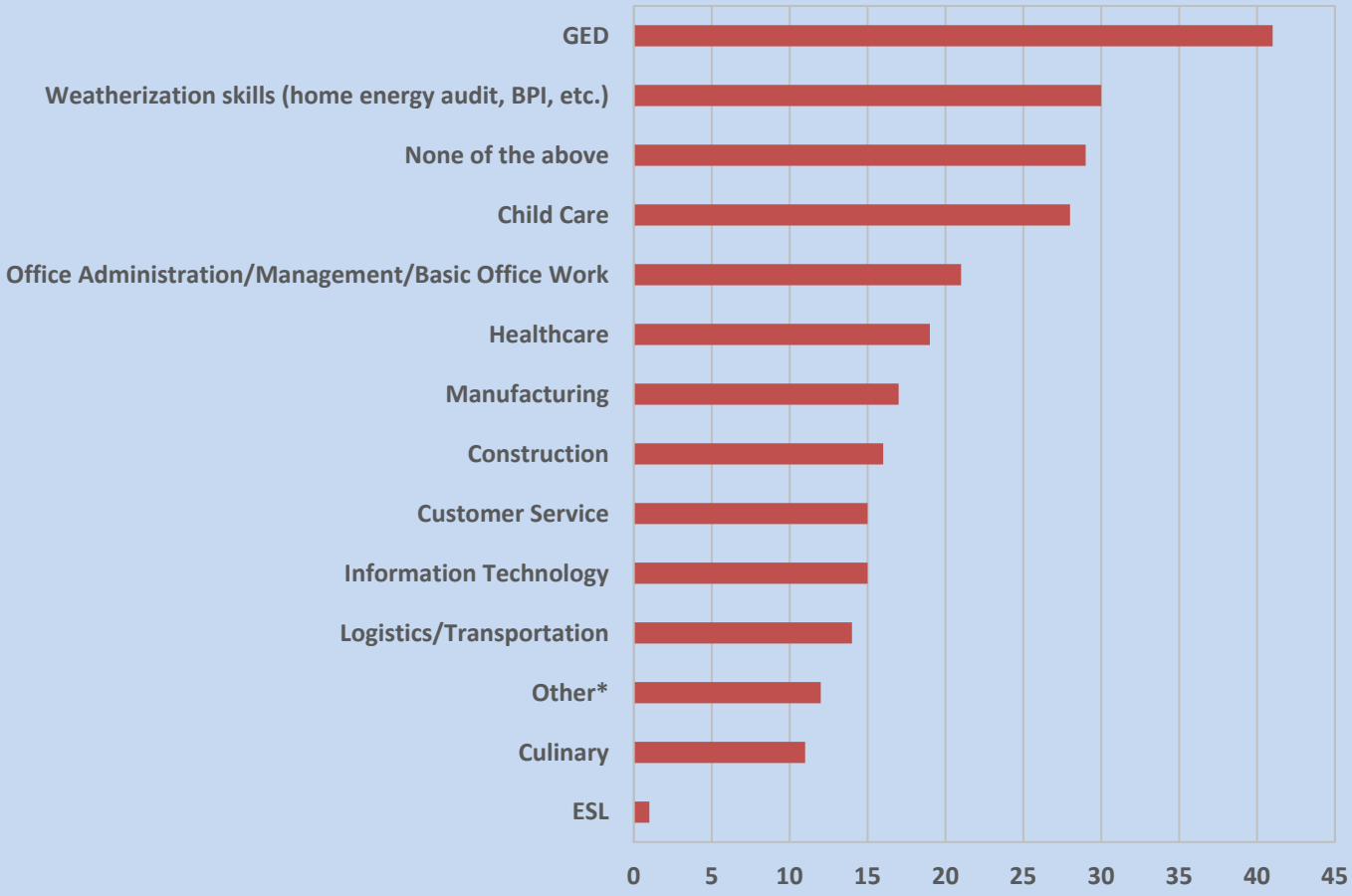
88 participant responses

Table 5: Does your Organization offer any of the following services either In-house, contracted out with another partner provider, or referred out to providers in the community?



89 participant responses

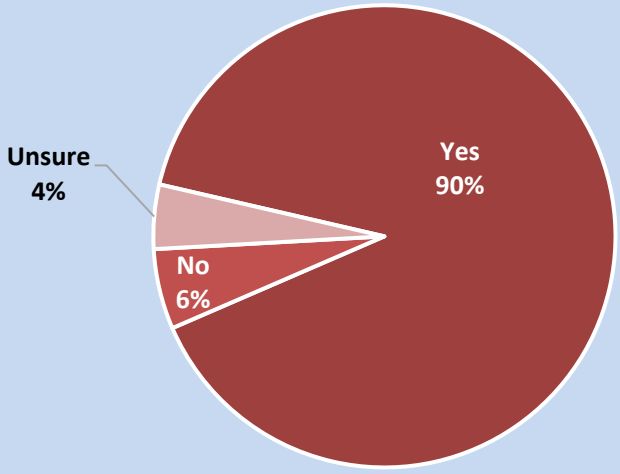
Table 6: Does your organization, either directly through your CAA, or through another CBO, College or Employer, offer non-degree, industry recognized credentials or certificates in any of the following areas? (Select all that apply)



*Other: Family Development credential, e-commerce marketing, forklift certifcation, and solar panel installation.

89 participant responses

Table 7: Does your organization have the ability to offer remote services (by phone/online application/etc.)?

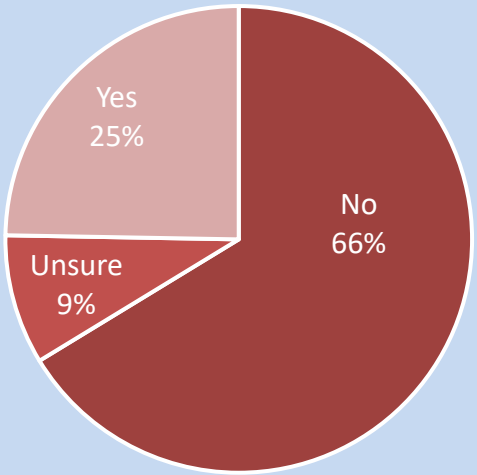


89 participant responses

Box 1: Remote Services

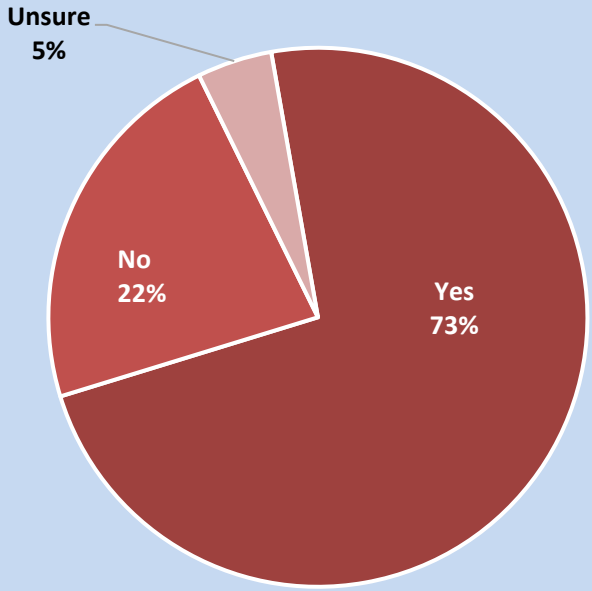
For Table 7, respondents who answered yes were asked to give a brief description of their remote services. The majority of respondents provide remote services through phone calls, texting, and/or video conferencing platforms like Zoom, Google, Webex and Microsoft Teams. Prior to COVID, some respondents were offering in home services to meet the needs of clients who were ill or did not have access to transportation. Some respondents also offer laptop loaner programs for clients who do not have access to a computer.

Table 8: Does your organization offer digital literacy/skills training?



89 participant responses

Table 9: Do any of your programs target specific populations such as people being released from incarceration, homeless?

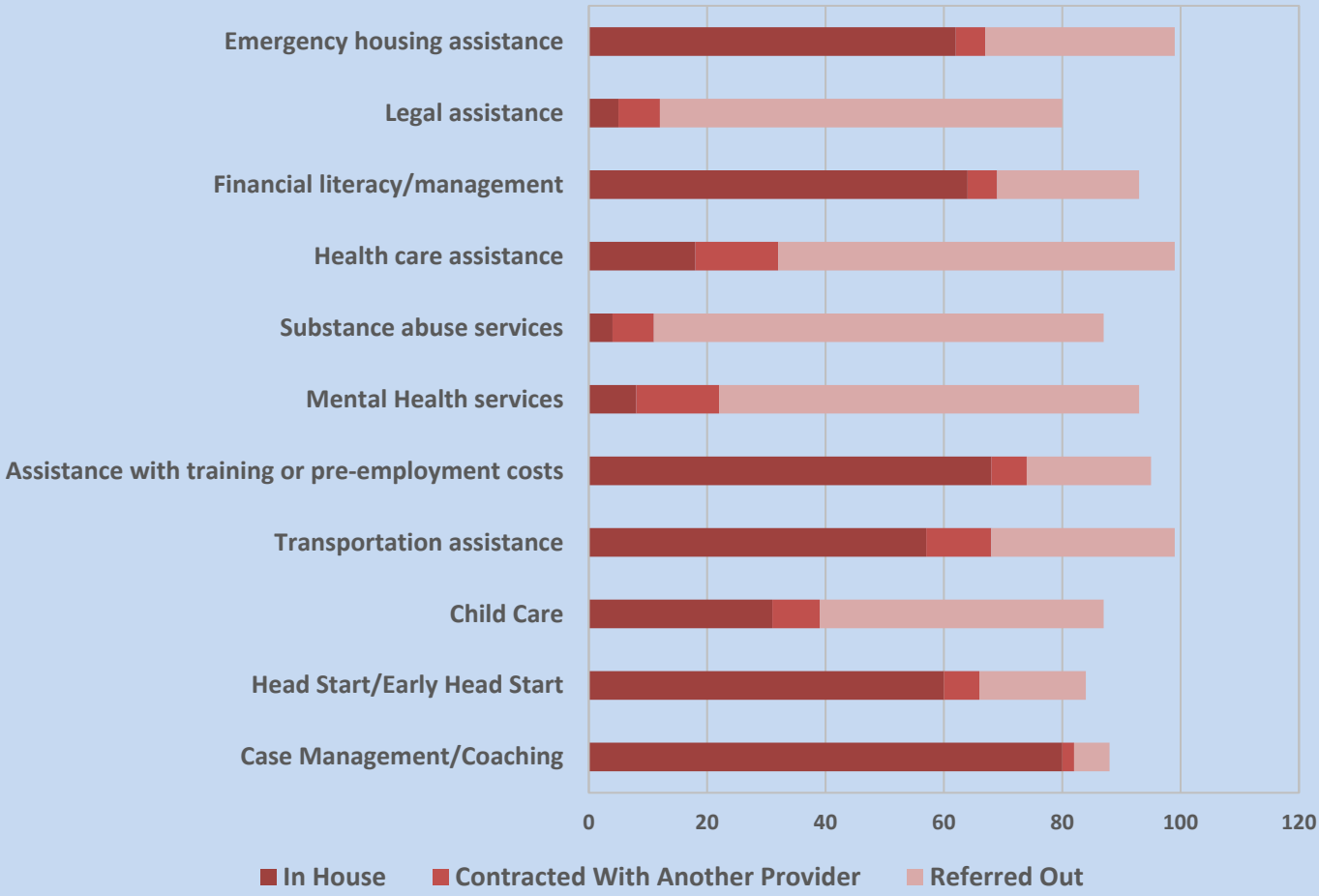


89 participant responses

Box 2: Target Population

Respondents indicated several programs and services targeting formerly incarcerated individuals and those experiencing homelessness. Common themes in support services for formerly incarcerated individuals included: pre-release classes, career literacy, financial literacy, and career readiness. Common themes in support services for those experiencing homelessness included: transitional shelter for women, children, and families, employment training, and wrap around services.

Table 10: Does your organization provide any of the following supportive services?

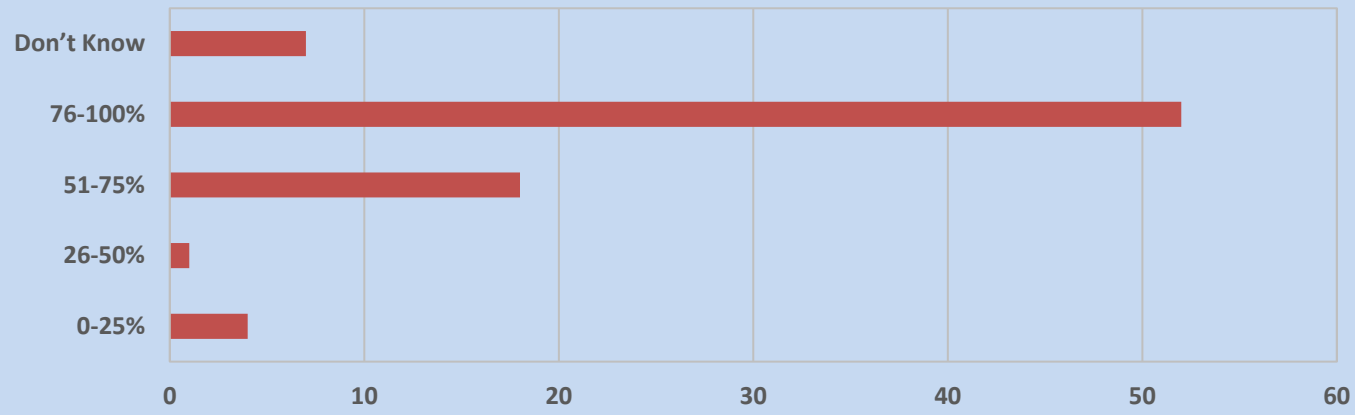


Other: Participants added college scholarships, rental assistance, nutrition programs, COVID education, and PPE as additional supportive services.

89 participant responses

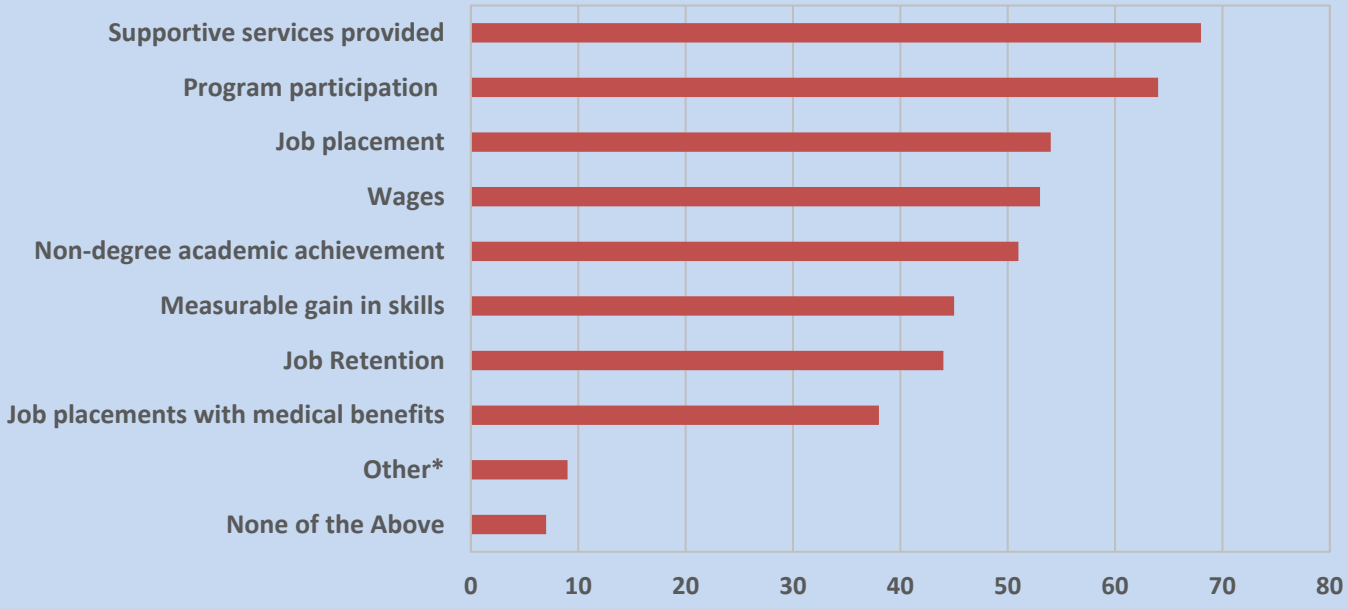
Service Population & Data Collection

Table 11: Of the population served by your organization, approximately how many are in low-income households (200% of the federal poverty level or lower)?



89 participant responses

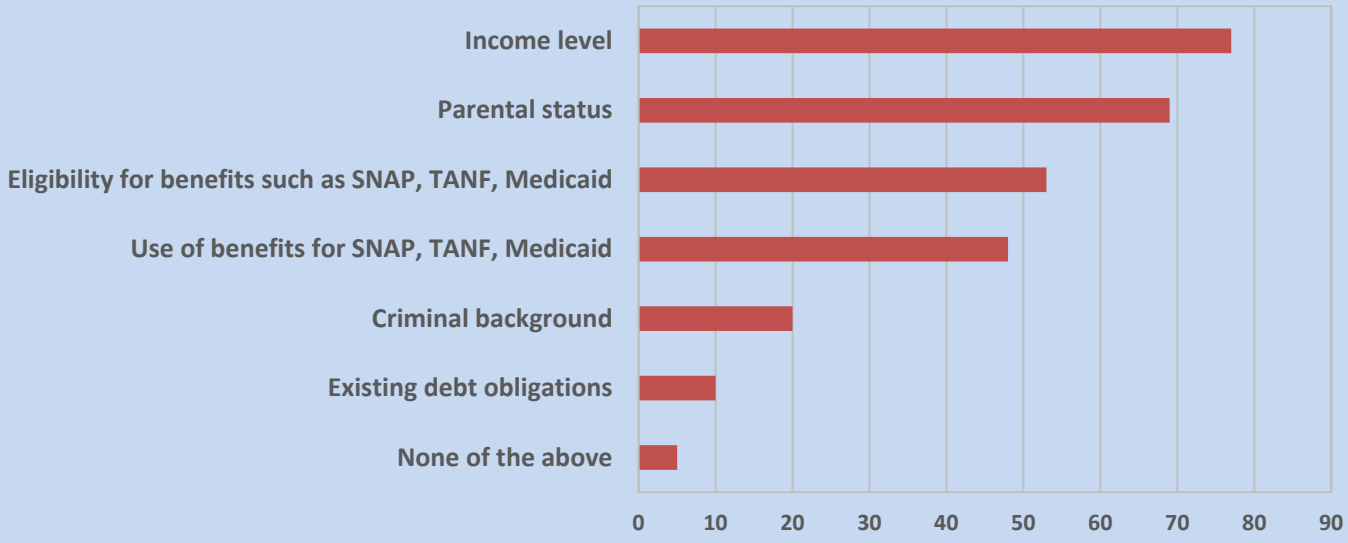
Table 12: Does your organization's database system(s) have the capacity to track any of the following program participation and outcome data?



*Other: Savings, credit score, housing, and medical history.

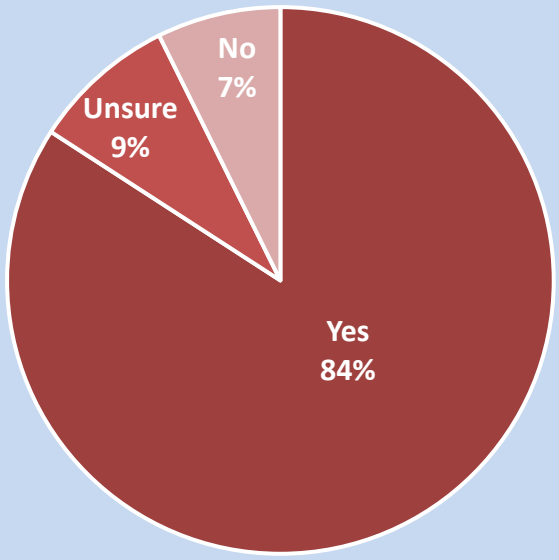
88 participant responses

Table 13: Does your organization's customer database track the following types of information about your customers?



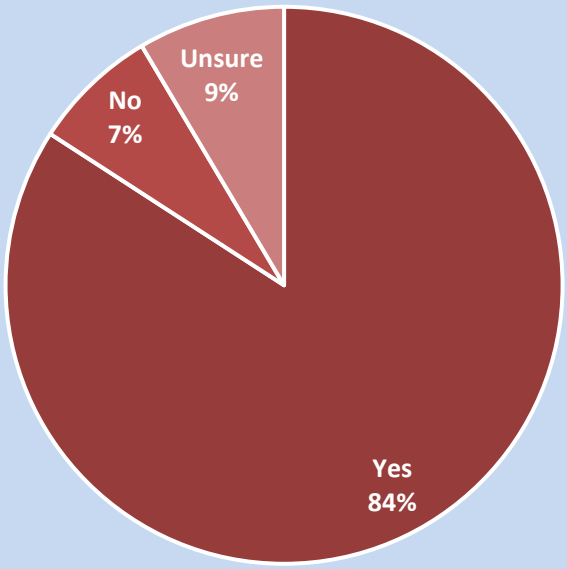
89 participant responses

Table 14: If you're not currently collecting this information, is your data collection system modifiable?



82 participant responses

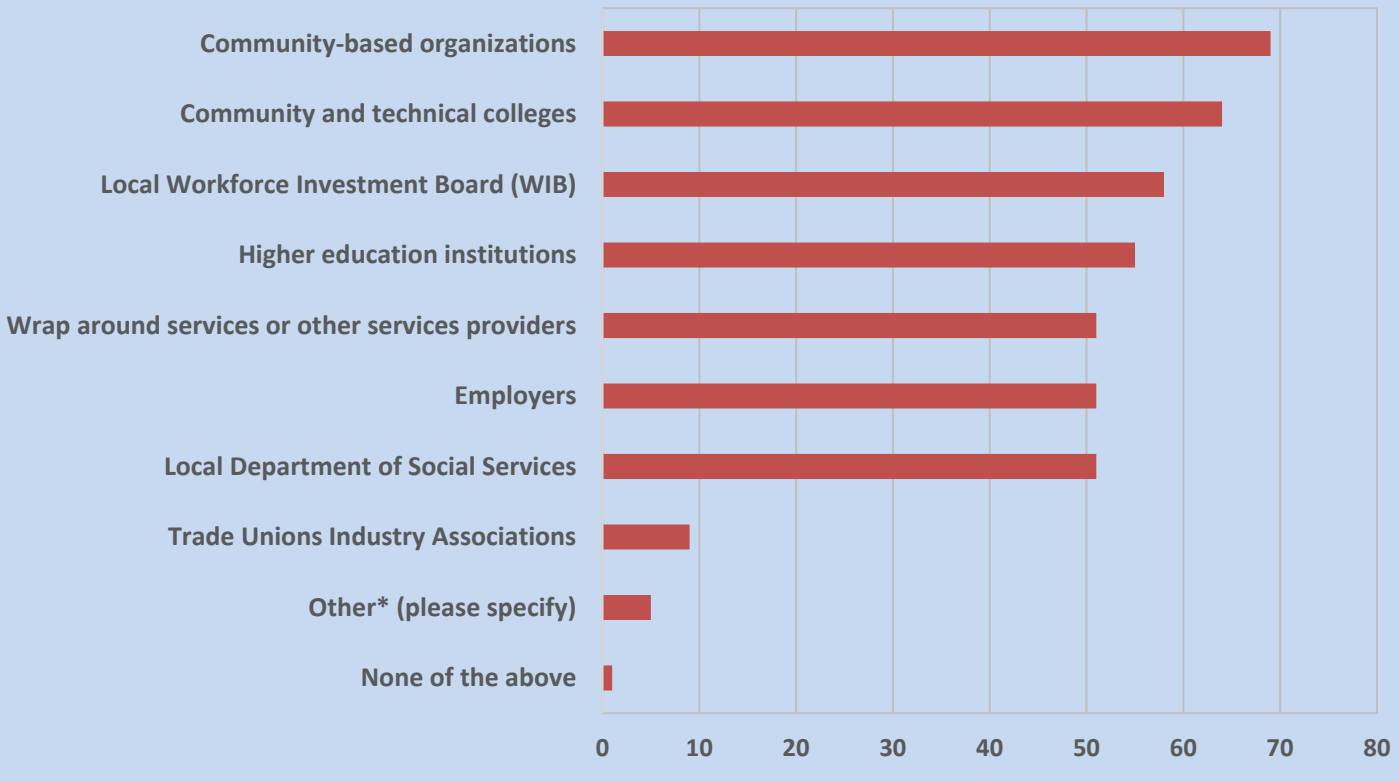
Table 15: Does your organization help individuals who appear eligible apply for benefits such as SNAP, TANF or Medicaid?



82 participant responses

Partnerships

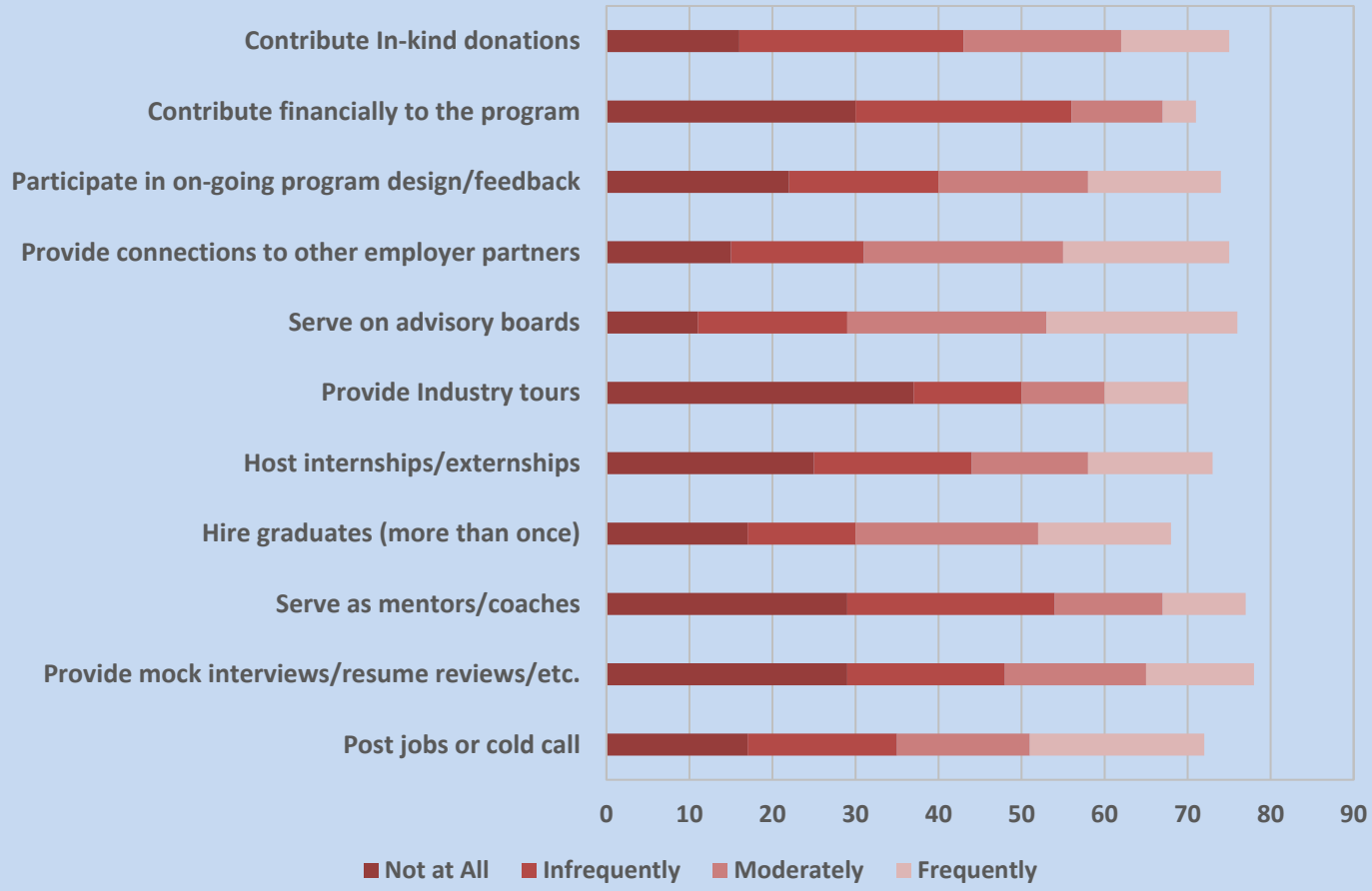
Table 16: Does your organization have established partnerships for education, training, employment or support services with any of the following? (Select all for which it does)



Other*: Additional partnerships included: county and city administrators, career centers, and WIOA programs.

80 participant responses

Table 17: How often do employers engage in the following with your agency or it's customers?



80 participant responses

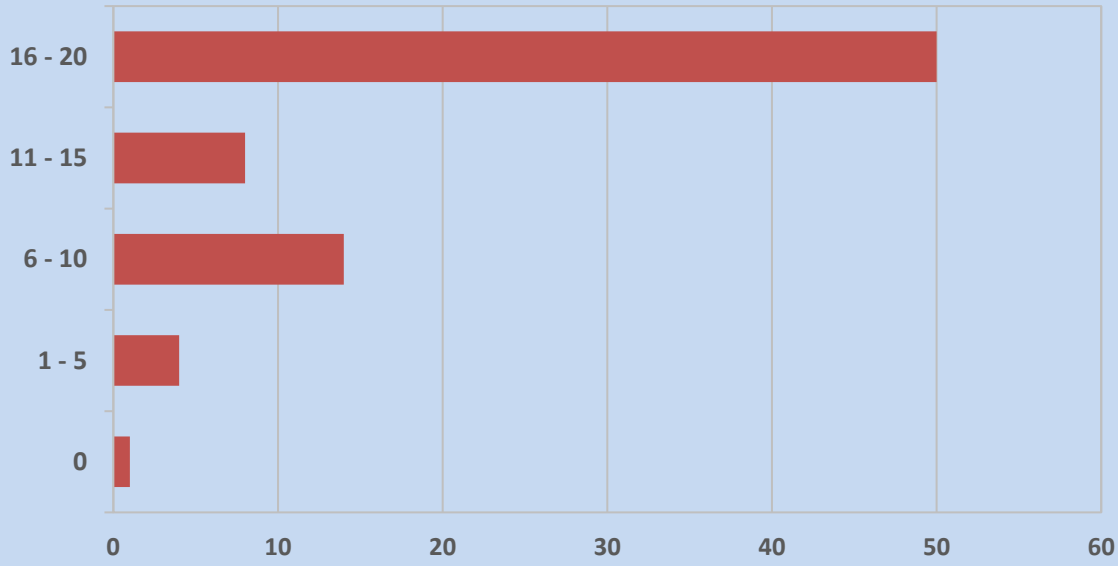
Tracking and Allocating Costs & Funding

Box 3: Please describe your organization's experience with allocating expenses for programs to multiple funding streams.

Survey respondents largely reported allocating multiple funding streams through cost allocation plans, detailed tracking, and agency audits. Several respondents further indicated that internal audits of policy and procedure keep allocations on track. Trained and certified financial staff help manage allocation of multiple funding streams, along with accounting software systems.

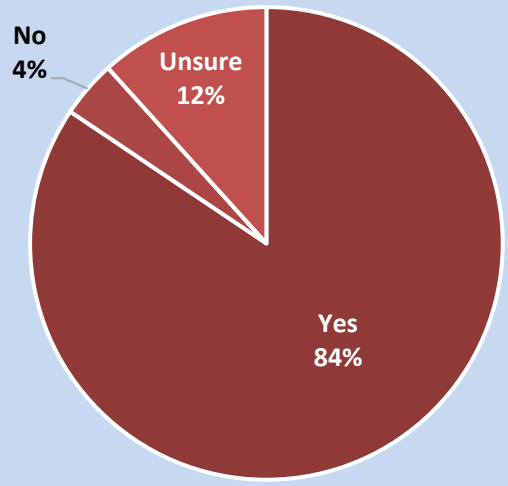
Respondents reported decades of funding allocation experience, with some managing upwards of 100+ funding streams from state, local, federal, and foundations.

Table 18: Approximately, how many grants has your organization operated over the past three fiscal years?



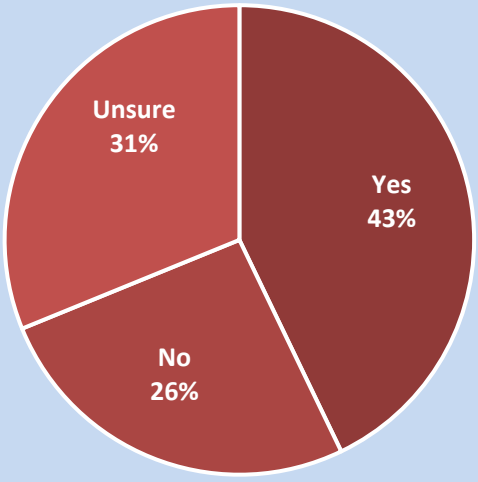
78 participant responses

Table 19: Does your organization have experience matching funds for federally funded programs?



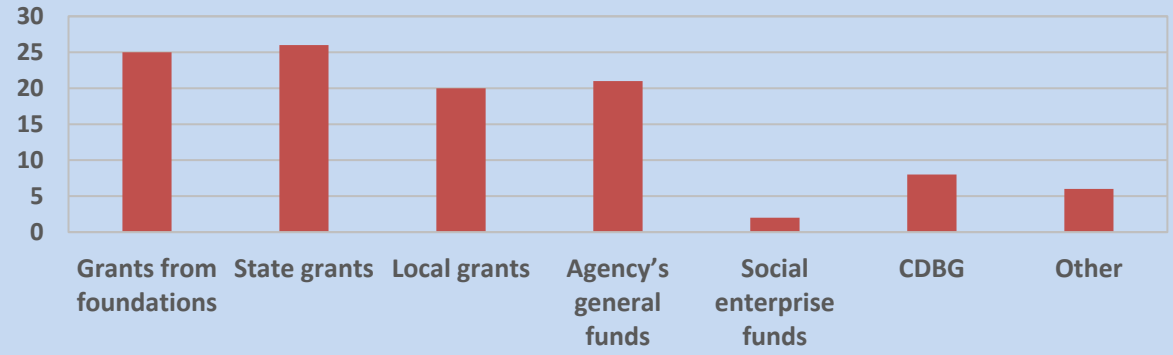
77 participant responses

Table 20a: Does your organization have funding useable for employment and training services that meet all 3 of following criteria: 1) Non-federal funds except CDBG; 2) Not committed as match for other federally funded programs; and 3) Available throughout the federal fiscal year (October 1 through September 30)?



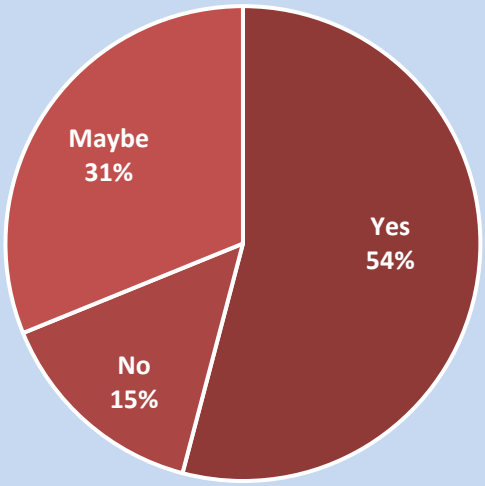
76 participant responses

Table 20b: If you answered "yes" to question 25, what are the specific funding streams? Select all that apply.



38 participant responses

Table 21: Is your organization interested in learning more about its State's SNAP E&T Program?



76 participants responded

Box 4: Questions and Comments

Several respondents expressed interest in becoming a SNAP E&T third-party provider. Most of the questions submitted were about finding the right funding to meet the 50/50 match requirement and determining service provider expectations.

The National Community Action Partnership (NCAP) is the 501(c)(3) national nonprofit membership organization that links the nation's Community Action Agencies to one another. NCAP uses training and TA to build the management and operational capacities of its agencies and support the implementation of innovative strategies to improve outcomes for individuals, children, and families with low incomes. CAAs play a critical role in implementing employment and training strategies for local communities and serve as mandatory partners to local workforce agencies under the Workforce Innovation and Opportunity Act.

The American Public Human Services Association (APHSA) is a bipartisan national membership association representing the cabinet-level leadership of state and local health and human services agencies, and the subject matter experts that help execute their mission to improve outcomes for people nationwide. Building on our long-standing relationships across the human services field and direct connection to the in-depth knowledge of leaders who administer them, we focus on generating pragmatic, community-wide solutions that advance well-being. APHSA connects its members to national policymakers and human-serving organizations across a wide circle of stakeholders in the health and human services sector, as well as key partners in education, housing, employment, and others. APHSA also helps members build more capacity for their teams through access to our professional education and development conferences, technical expertise, publications, and our Organizational Effectiveness practice.

The American Public Human Service Association (APHSA), has partnered with The National Community Action Partnership (NCAP) and the Association of Community College Trustees (ACCT) through a grant funded project, "Building A National Approach to SNAP Employment and Training (E&T) Third-Party Partnerships." The goal of this project is to expand the SNAP E&T program among third-party providers. APHSA will provide training and technical assistance (TA) to NCAP and ACCT members to develop and increase their organizational capacity to provide quality, skill based, employer driven E&T to SNAP recipients as third-party providers.

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