CSBG Eligible Entity Management Accomplishments

CSBG funding provides critical administrative support for Self Help Inc. and during FY24 was used to continue with capacity improvements to better enable the agency to address agency, individual/family, and community level needs identified in the 2024-2026 CARSP as well as ongoing emerging needs. Administrative efforts/functions supported in part through CSBG include: strategic planning, program development, outcome measurement and reporting, ROMA, data systems, grants and fundraising, community outreach, marketing/communications, community relations and partnership building, human resources, fiscal management, and organizational and programmatic direction and oversight. Self Help also continued efforts to develop and implement new services, programming, and operational improvements with support from CSBG State funds. We continue to utilize the Community Outreach Coordinator position, created in FY 22, to provide case management, application assistance, information and referrals, and attend outreach events to inform the community about SHI services. Through discussions during our Triennial in FY 24, we were able to streamline our process for intake and documentation collection for our case management clients. The outreach position has also made many inter-agency connections in Attleboro and the Brockton area and sits on several community meeting groups. SHI's management team and Board of Directors was greatly focused around strategic goals from the 2024-2026 CARSP, as well as starting discussions and planning to complete the FY 2027-2029 CARSP. In FY 24 our Fuel Assistance Program moved into their newly renovated building, which was designed for easier accessibility (right on the bus line, and ADA compliant). With this move, the fuel department was able to streamline some of the internal processes to improve efficiency and decrease errors. SHI was also able, in FY 24, to solidify our management of the Early Head Start Program, by responding to the RFP. Early Head start is now a part of our Regular Head Start Grant Cycle and application

Innovative Solutions Highlights

The conservation department continues to grow exponentially. They have hired additional staff in FY 24 and will continue hiring in FY25. The conservation department is now providing more and varied services than ever before (windows, heat pumps, audits, etc) Because of this rapid growth, the Director of Conservation has been spearheading efforts across the state to consolidate all audit forms, into 1 form, that will gather all information needed (regardless of funding source). Through working groups, they have submitted a form to the Department of Energy for approval. If approved this would mean consistency across the state on what information is being collected and increase workflow for all agencies. The conservation department also completed digitizing all of their files into Salesforce. All of these efforts will allow us to serve more low income families through our conservation daprtment.t the end of FY 23 we became part of the Diaper Pilot through MASSCAP, and with news of an extension of the funding we are happy to report this program will remain until 2026!

State and CSBG Eligible Entity Continuous Improvement

During FY24, Self Help continued to utilize the ROMA principles to collect and analyze data from our programs, in order to learn which programs were achieving outcomes and which programs were facing challenges which impacted their ability to achieve expected outcomes. The Director of Planning and Development also completed her Roma Implementer Certification in FY 24. Self Help continued to work with CSG in FY 24 to help improve our data integration and de-duplication efforts, as many SHI programs use data systems outside of Engage. These new strategies have helped us provide more accurate numbers of households and individuals served. We will continue to work on strategies to increase data in Engage for all SHI programs.