CSBG Community Action Plan

SHI
Self Help, Inc.

Fiscal Year: 2025, Period: 3, Version: 2
Status: Reviewed - Accepted
Submitted by: on 1/14/2026 1:18 PM
Reviewed by: Lauren Wallace on 1/16/2026 12:09
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Budget Statistics

Budget	CSBG 2024	CSBG 2025	State 2025
Agency CSBG $:	$517,659.00	$514,489.00	$188,883.00
Allocated $:	$0.00	$514,489.00	$148,883.00
Admin $:	$0.00	$0.00	$0.00
Unallocated $:	$517,659.00	$0.00	$40,000.00
Admin %:		$0.00	$0.00

Program: Coordinated Family and Community Engagement

Program Manager: Leslie Dunn/Michele Raynard

Program Description: The goal of the Coordinated Family and Community Engagement (CFCE) program is to provide families with children 0-6 with access to locally available comprehensive services and supports that engage and strengthen families, in order to promote optimal child development and bolster school readiness. The program looks to increase parent engagement in their child's learning, reduce parental isolation, and to promote knowledge of parenting through skill development and education. The CFCE parent-child playgroups are also geared toward ensuring children who are not in the mixed delivery system, are ready for Kindergarten. The CFCE program offers families free parent-child community based playgroups, literacy groups, STEM/STEAM groups, individual referrals, parent consultation/parenting resources, parent workshops, Ages and Stages Developmental Screenings, and home visits to help improve family functioning. In addition, CFCE promotes wellness by providing information and referrals around mental health support and offering parent training around child mental health and wellness.

FY25 Updates:

• CFCE continues to run the Home literacy Program PC+.

• CFCE continues to expand its clothing and diaper closet for any families in the SHI towns who are in need. This is managed through partnership with Cradles to Crayons and private donations. Some high need CFCE families will also be part of the of the MASSCAP Diaper Pilot Grant for FY 24-FY26.

• CFCE continues to expand their Parent Ambassador Program enrolling 2 new parents for FY 25 for now a total of 9 parents. Through this program parents receive extensive training on Family Engagement, Parent Leadership, Systems Change, Working Together, Designing Community Impact Projects, and Valuing Mentorship. This will culminate in a Community Impact Project, and Parent Café Event as developed and planned by the parent ambassadors with support from CFCE Staff.

Relevant Objectives from 2024-2026 CARSP:

- Operate the CFCE program, providing information and referrals around mental health support as well as offering parent training around child mental health and wellness.

-Participation in the Diaper Pilot Project will also help families, making them able to divert money spent on diapers to other household needs.

Relevant Objectives from 2024-2026 CARSP:

• Operate the Coordinated Family and Community Engagement (CFCE) program, providing information and referrals around mental health support as well as offering parent training around child mental health and wellness

• Through the CFCE program, partner with the Town of Stoughton on a grant-funded project to assist families impacted by trauma and substance use

• Develop and strengthen partnerships with area mental health providers

-We continue to grow our parent ambassador leadership program with six current ambassador and three more planned for 2024 to run monthly Parent Talks with families and an annual Parent Café.

Program Comments

Budget Details

CSBG Expenditure Domain: Education and Cognitive Development

Budget	CSBG 2024	CSBG 2025	State 2025
Program Total $:	$0.00	$0.00	$0.00

Budget Comments

Is there a related Need, Goal/Strategy Statement in your agency's Organization Information for this Program? Yes

Need, Goal/Strategy Statements

Program: Coordinated Family and Community Engagement

Domain	Need, Goal/Strategy Statement
Health and Social/Behavioral Development (includes nutrition)	Individual or Family Level Need: NEED: Individuals and families need access to affordable, accessible mental health care. GOAL: Self Help Inc. will provide referrals and support to help individuals and families access affordable, accessible mental health care.

Domain	Need, Goal/Strategy Statement
Services Supporting Multiple Domains	Individual or Family Level Need: NEED: Families need affordable childcare and support services to enable caregivers to work. GOAL: Self Help Inc. will provide families with affordable childcare and support services enabling caregivers to work.

Needs Assessments Comments

Individual and Family National Performance Indicators (NPIs)

Education and Cognitive Development	Target Participants Served in programs(s) (#)	I.) Number of Participants Served in programs(s) (#)	II.) Target (#)	III.) Actual Results (#)	IV.) Percentage Achieving Outcome [III/I = IV] [% auto calculated]	V.) Performance Target Accuracy [III/II = V] [% auto calculated]
2a. The number of children (0 to 5) who demonstrated improved emergent literacy skills. **Performance Accuracy Comment:** we had more families participate in the overall CFCE program but less than expected participated in our research based literacy programs	1200	1529	200	134	8.764%	67.00%

Health and Social/Behavioral Development	Target Participants Served in programs(s) (#)	I.) Number of Participants Served in programs(s) (#)	II.) Target (#)	III.) Actual Results (#)	IV.) Percentage Achieving Outcome [III/I = IV] [% auto calculated]	V.) Performance Target Accuracy [III/II = V] [% auto calculated]
5d. The number of individuals who improved skills related to the adult role of parents/ caregivers.	1100	1132	1025	1132	100%	110.439%

NPI Comments

Individual and Family Services

Education and Cognitive DevelopmentServices	Unduplicated Number of Individuals Served
Child/Young Adult Education Programs	
2c. Other Early Childhood (0 5 yr. old) Education	1529
Adult Education Programs	
2w. Parenting Supports (may be a part of the early childhood programs identified above)	1132

Health and Social/Behavioral DevelopmentServices	Unduplicated Number of Individuals Served
Health Services, Screening and Assessments	

Program: Coordinated Family and Community Engagement

Health and Social/Behavioral DevelopmentServices	Unduplicated Number of Individuals Served
5c. Developmental Delay Screening	71

Services Supporting Multiple DomainsServices	Unduplicated Number of Individuals Served
Referrals	
7c. Referrals	58

Service Comments

Program: Early Head Start

Program Manager: Sherri Dipippio

Program Description: The Early Head Start program was new for SHI in FY 23 and the EHS program provides comprehensive family-centered services for families with children 0-3 and pregnant women. Families will receive weekly home visits from a Home Visitor who is knowledgeable about early childhood development. The home visitor partners with parent/caregiver to support skills and activities that develop the child's pre-school readiness. The home visitor also supports the whole in finding and applying for services in the community. Opportunities available also include:

• Parent Workshops

• Family Fun Events

• Literacy Events

• Play groups for parents/guardians and child

• Hearing, Vision, and Dental Screenings

• English Language Learner classes

The program serves the communities of Avon, Brockton, Holbrook, Randolph, and Stoughton. Priority enrollment will be based on family needs and income eligibility. 10% of children enrolled are eligible or receiving Early Intervention Services.

FY24 Updates:

• EHS program served forty-nine (49) and five (5) prenatal individuals in the home visiting during the program year. The program was consistently fully enrolled at 40 (forty) individuals and maintained a waitlist that continues to grow daily. The program saw little turnover in enrolled individuals. EHS program was fully staffed with no staff turnover. The program hired a Nurse Consultant to join the EHS Team, which has directly resulted in an increase of vision and screening exams and improved well checks and up-to-date immunizations for children. Early vision and hearing screening have also detected signs of vision and hearing.

• The program offered several program services for enrolled families. A car seat safety event and CPR/First aide training for families. Partnered with Children's Hospital for training and family who participated received new car/booster seats for their children. The program also participated in the pilot MASSCAP Diaper Pilot program with fifteen (15) families receiving 100 diapers, plus wipes monthly. This has been invaluable to families participating as it alleviates the expensive, but necessary purchase of diapers and enables families to put limited resources to other household necessities. Additionally, the program offered a beginning ESOL class for HS/EHS families. Ten (10) adults signed up for the weekly beginning English classes. The program has seen an increase in families who are dual language learners, with one-third of children enrolled living in a household where a language other than English is spoken in the home. The program also partnered with Raising a Reader to enhance the programming and parent education around literacy and language development. Families are offered a wide variety of books in various languages to share and enjoy with their children. Parents also participated in a literacy workshop and will be offered another in June.

• EHS held Socialization programs 2 times monthly. Family participation has steadily increased and has been consistent during the year. Access to transportation has been a barrier for some families to attend Socialization. The EHS program has explored options to purchase a van to transport families to/from socialization and other family events. The program has identified an option and hopes to purchase by the end of May.

The EHS Program hopes to continue its services at Self Help Inc. Head Start. Self Help submitted an Office of Head Start Grant for continuation of EHS program and with the awarding of the grand hope to add a small toddler classroom to the program. The room would consist of adding an eight (8) child toddler classroom at the Shelton site and hiring of toddler teaching staff.

FY 25 Updates:

The Self Help Inc. Early Head Start program received the notice of award from the Office of Head Start in November 2023 for forty-eight (48) funded slots.

Forty slots (40) in home based programing and eight (8) spots in a new Toddler Classroom. Construction on the Toddler classroom at the Self Help Inc. Shelton location was completed in March 2025. Two new Self Help Inc EHS staff members, a Lead Toddler Teacher and a Assistant Toddler Teacher were hired and joined the EHS Team. Eight (8)children were enrolled in the classroom in April 2025.

Additionally, the program renovated and created a new Socialization room for the home based families bi-weekly playgroup complete with new educational materials and a comfortable space for babies and adults to connect. A new eight (8) passenger van was also purchased to support families with limited access to transportation to attend Socialization group.

The program currently purchased equipment for a Toddler playground. We anticipate playground construction to be completed by the summer 2025.

Program: Early Head Start

Relevant Objectives from 2024-2026 CARSP:

• Operate the Early Head Start program, providing , providing home-based support to children under three and their caregivers to help with parent-child interactions, daily routines, and household materials

-New for FY 25, the EHS program will be opening a new EHS classroom at the Shelter HS site. The classroom will serve 8 toddlers.

Program Comments

Budget Details

CSBG Expenditure Domain: Education and Cognitive Development

Budget	CSBG 2024	CSBG 2025	State 2025
Program Total $:	$0.00	$0.00	$0.00

Budget Comments

Is there a related Need, Goal/Strategy Statement in your agency's Organization Information for this Program? Yes

Need, Goal/Strategy Statements

Domain	Need, Goal/Strategy Statement
Services Supporting Multiple Domains	Individual or Family Level Need: NEED: Families need affordable childcare and support services to enable caregivers to work. GOAL: Self Help Inc. will provide families with affordable childcare and support services enabling caregivers to work.

Needs Assessments Comments

Individual and Family National Performance Indicators (NPIs)

Education and Cognitive Development	Target Participants Served in programs(s) (#)	I.) Number of Participants Served in programs(s) (#)	II.) Target (#)	III.) Actual Results (#)	IV.) Percentage Achieving Outcome [III/I = IV] [% auto calculated]	V.) Performance Target Accuracy [III/II = V] [% auto calculated]
2a. The number of children (0 to 5) who demonstrated improved emergent literacy skills.	57	62	57	56	90.323%	98.246%
2b. The number of children (0 to 5) who demonstrated skills for school readiness.	57	62	53	50	80.645%	94.340%
2e. The number of parents/caregivers who improved their home environments.	65	66	65	66	100%	101.538%

Health and Social/Behavioral Development	Target Participants Served in programs(s) (#)	I.) Number of Participants Served in programs(s) (#)	II.) Target (#)	III.) Actual Results (#)	IV.) Percentage Achieving Outcome [III/I = IV] [% auto calculated]	V.) Performance Target Accuracy [III/II = V] [% auto calculated]
5b. The number of individuals who demonstrated improved physical health and well-being.	122	130	122	118	90.769%	96.721%

Program: Early Head Start

NPI Comments

Individual and Family Services

Education and Cognitive DevelopmentServices	Unduplicated Number of Individuals Served
Child/Young Adult Education Programs	
2a. Early Head Start	62
Home Visits	
2cc. Home Visits	130
Adult Education Programs	
2w. Parenting Supports (may be a part of the early childhood programs identified above)	78

Health and Social/Behavioral DevelopmentServices	Unduplicated Number of Individuals Served
Health Services, Screening and Assessments	
5c. Developmental Delay Screening	62
5d. Vision Screening	62
Family Skills Development	
5mm. Parenting Classes **Reason Deleted:**	

Service Comments

Program: Head Start

Program Manager: David Bigda

Program Description: The Head Start program of Self Help, Inc. is a comprehensive early childhood education, health, nutrition, and family services program focused primarily on low income, pre-school children ages 2.9-5, and their families. Self Help Head Start provides high quality education, a USDA sponsored nutrition program, developmental/behavioral and health/dental screenings, physical health and wellness activities for children and caregivers, nutrition classes for caregivers including healthy food to take home, a child development certificate class for parents/ caregivers, and home visits to help improve home environments.

Relevant Objectives from 2024-2026 CARSP:

- Provide food assistance through the Head Start program (Fair Foods, Food Stabilization Grant and excess food from USDA Food service that will go home with families)

- Operate the Head Start program, providing early education and care to area children.

- Provide caregiver employment supports through Head Start and MASSHIRE/Massasoit Apprentice program to provide apprentice placement at Head Start while taking classes to gain their CDA Certification, and starting a new 5 person cohort in FY 24. In addition, each year HS holds a career fair onsite for all families.

- Operate Head Start program, employing a full-time behavioral health manager, two licensed social workers, and 18 family advocates to help children and families address issues related to health, mental health and substance use. They also provide a 7week Positive Solutions class for caregivers.

-HS will continue to utilize several Foundation/Grant funding streams to offset family expenses for car seats, clothing (socks, sneakers, underwear, costs, etc); as well as assist with funding for families with emergency needs (housing, electric, fire, etc)

-HS also utilizes elderly community readers to come and read to children, which not only positively impacts children but also reduces isolation for the elder and increase community connections.

FY 24 Updates:

The Apprenticeship Pilot Program

Self Help Inc. Head Start is in the final phase of our partnership of the pilot Apprenticeship Program, which is a collaboration between MassHire, Greater Brockton Career Center, and the EEC Career Pathways Grant of Massasoit.

Four staff from the Head Start Program who are at the entry level of their teaching careers will shortly be completing their fourth and final course at Massasoit Community College. The grant provided four Early Childhood Education courses with the end goal of the students earning their Child Development Associate (CDA) credential. Two of the Float or Assistant Teachers are bilingual with English as their secondary language. Also, Self Help Inc. Head Start hired a master's level Apprenticeship Coach, Lenore Erwin to provide training and guidance with the four students to fulfill the grant collaboration and she is currently in the process of compiling final reports.

Brockton Public Schools Partnership:

Self Help Inc. Head Start has continued our collaboration with the Brockton Public Schools to open a special education classroom at our Shelton Pre-school site. All our children with IEP's are receiving their services at Head Start. This is a wonderful opportunity for our children and families. Less transitions for children so they don't have to take a bus to PS then a bus back to Head Start.

Relevant Objectives from 2024-2026 CARSP:

• Operate Head Start program, employing a full-time behavioral health manager, two licensed social workers, and 18 family advocates to help children and families address issues related to health, mental health and substance use

• Provide food assistance through the Head Start program

-In partnership with Massasoit Community College and MassHire, Self Help Head Start will offer apprenticeships to select individuals taking relevant college coursework work in early childhood education. Participants will receive ongoing coaching and support from a consultant and upon completion will receive their Child Development Associate credential and be eligible for Early Education and Care Certification

Program Comments

Budget Details

CSBG Expenditure Domain: Education and Cognitive Development

Program: Head Start

Budget	CSBG 2024	CSBG 2025	State 2025
Program Total $:	$0.00	$75,000.00	$0.00

Budget Comments

Is there a related Need, Goal/Strategy Statement in your agency's Organization Information for this Program? Yes

Need, Goal/Strategy Statements

Domain	Need, Goal/Strategy Statement
Health and Social/Behavioral Development (includes nutrition)	Individual or Family Level Need: NEED: Individuals and families need access to affordable, accessible health care, including services and support for mental health, substance use disorders, and COVID-19. GOAL: Self Help Inc. will provide referrals and support to help individuals and families access affordable, accessible health care, including services and support for mental health, substance use disorders, and COVID-19.

Domain	Need, Goal/Strategy Statement
Services Supporting Multiple Domains	Individual or Family Level Need: NEED: Families need affordable childcare and support services to enable caregivers to work. GOAL: Self Help Inc. will provide families with affordable childcare and support services enabling caregivers to work.

Needs Assessments Comments

Individual and Family National Performance Indicators (NPIs)

Education and Cognitive Development	Target **Participants Served** in programs(s) (#)	I.) Number of **Participants Served** in programs(s) (#)	II.) Target (#)	III.) Actual Results (#)	IV.) **Percentage Achieving Outcome** [III/I = IV] [% auto calculated]	V.) **Performance Target Accuracy** [III/II = V] [% auto calculated]
2b. The number of children (0 to 5) who demonstrated skills for school readiness.	695	709	695	709	100%	102.014%
2c.1. The number of children and youth who demonstrated improved positive approaches toward learning, including improved attention skills. (auto total). Early Childhood Education (ages 0-5)	695	709	695	709	100%	102.014%
2e. The number of parents/caregivers who improved their home environments.	950	945	950	945	100%	99.474%
2h. The number of individuals who obtained a recognized credential, certificate, or degree relating to the achievement of educational or vocational skills. **Performance Accuracy Comment:** fewer people enrolled and completed the program than initially expected	25	11	25	11	100%	44.00%

Program: Head Start

Health and Social/Behavioral Development	Target Participants Served in programs(s) (#)	I.) Number of Participants Served in programs(s) (#)	II.) Target (#)	III.) Actual Results (#)	IV.) Percentage Achieving Outcome [III/I = IV] [% auto calculated]	V.) Performance Target Accuracy [III/II = V] [% auto calculated]
5b. The number of individuals who demonstrated improved physical health and well-being.	695	709	695	709	100%	102.014%
5z. The number of individuals or households: **The number of individuals with increased food access.**	2600	2612	2600	2612	100%	100.462%

Civic Engagement and Community Involvement	Target Participants Served in programs(s) (#)	I.) Number of Participants Served in programs(s) (#)	II.) Target (#)	III.) Actual Results (#)	IV.) Percentage Achieving Outcome [III/I = IV] [% auto calculated]	V.) Performance Target Accuracy [III/II = V] [% auto calculated]
6a. The number of Community Action program participants who increased skills, knowledge, and abilities to enable them to work with Community Action to improve conditions in the community. **Performance Accuracy Comment:** fewer parent participants in leadership activities	18	13	18	13	100%	72.222%
6a.1. The number of Community Action program participants who increased skills, knowledge, and abilities to enable them to work with Community Action to improve conditions in the community. the number of Community Action program participants who improved their leadership skills. **Performance Accuracy Comment:** fewer parent participants in leadership activities	18	6	18	6	100%	33.333%
6a.2. The number of Community Action program participants who increased skills, knowledge, and abilities to enable them to work with Community Action to improve conditions in the community. the number of Community Action program participants who improved their social networks. **Performance Accuracy Comment:** fewer parent participants in leadership activities	18	13	18	13	100%	72.222%

Services Supporting Multiple Domains	Target Participants Served in programs(s) (#)	I.) Number of Participants Served in programs(s) (#)	II.) Target (#)	III.) Actual Results (#)	IV.) Percentage Achieving Outcome [III/I = IV] [% auto calculated]	V.) Performance Target Accuracy [III/II = V] [% auto calculated]
7z. The number of individuals or households: **Number of individuals who received bundled services and achieved one or more outcomes.**	1532	1481	1532	1481	100%	96.671%

NPI Comments

Program: Head Start

Individual and Family Services

Education and Cognitive DevelopmentServices	Unduplicated Number of Individuals Served
Child/Young Adult Education Programs	
2b. Head Start	709
Adult Education Programs	
2w. Parenting Supports (may be a part of the early childhood programs identified above)	15

Health and Social/Behavioral DevelopmentServices	Unduplicated Number of Individuals Served
Health Services, Screening and Assessments	
5c. Developmental Delay Screening	709
Dental Services, Screenings and Exams	
5dd. Child Dental Screenings/Exams	350
Nutrition and Food/Meals	
5jj. Food Distribution (Food Bags/Boxes, Food Share Program, Bags of Groceries)	476
Family Skills Development	
5mm. Parenting Classes	853
Wellness Education	
5p. Wellness Classes (stress reduction, medication management, mindfulness, etc.)	0
Mental/Behavioral Health	
5u. Mental Health Assessments	709

Civic Engagement and Community InvolvementServices	Unduplicated Number of Individuals Served
Civic Engagement and Community Involvement	
6b. Leadership Training	13

Service Comments

Program: Parent-Child+

Program Manager: Gina McGarrigle

Program Description: With EEC grant funding, in January 2020 SHI implemented the high-risk home visiting program ParentChild+, which works with parents and their two- and three-year-old children in one-on-one home visits. SHI has contracted with two trained community-based Early Learning Specialists to visit each family's home twice a week for 30 minutes to help the family learn creative ways to read and play with their child, learn about literacy and child development, for a minimum of 23 weeks per year. Families are provided a free high-quality book or educational toy each week, receiving at least 46 new books and toys during participation. The goal of the program is to help families be their child's first and best teacher and to prepare the child for school success.

Relevant Objectives from 2024-2026 CARSP:

- Operate the ParentChild+ Home Visiting program, providing support services to families and children around literacy development and school readiness.

-Enroll families in to the SHI/MASSCAP Diaper Pilot

FY 24 Updates:

-In FY 24 we had to reduce the number of children served due to high costs for materials as well as now we have 1 full time home visitor who is receiving full benefits.

-PC+ program received additional funding through National PC+ and their collaboration with a foundation, to provide PC+ services to migrant families living in shelters. These services will be implemented over the summer 2024.

FY25 Updates:

-In Fy25 we had to hire 2 new staff, and as a result the program started a bit late. We are so happy to have our new Home visitors and they are dong great!

-We have struggled to get families enrolled all year. But hoping this changes in the future.

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Relevant Objectives from 2024-2026 CARSP:

• Operate the ParentChild+ program, providing support services to families and children

-In 2024 this program will expand to serve 23 communities.

Program Comments

Budget Details

CSBG Expenditure Domain: Education and Cognitive Development

Budget	CSBG 2024	CSBG 2025	State 2025
Program Total $:	$0.00	$0.00	$0.00

Budget Comments

Is there a related Need, Goal/Strategy Statement in your agency's Organization Information for this Program? Yes

Need, Goal/Strategy Statements

Domain	Need, Goal/Strategy Statement
Services Supporting Multiple Domains	Individual or Family Level Need: NEED: Families need affordable childcare and support services to enable caregivers to work. GOAL: Self Help Inc. will provide families with affordable childcare and support services enabling caregivers to work.

Needs Assessments Comments

Program: Parent-Child+

Individual and Family National Performance Indicators (NPIs)

Education and Cognitive Development	Target Participants Served in programs(s) (#)	I.) Number of Participants Served in programs(s) (#)	II.) Target (#)	III.) Actual Results (#)	IV.) Percentage Achieving Outcome [III/I = IV] [% auto calculated]	V.) Performance Target Accuracy [III/II = V] [% auto calculated]
2b. The number of children (0 to 5) who demonstrated skills for school readiness.	13	13	13	13	100%	100%
2e. The number of parents/caregivers who improved their home environments.	24	27	24	27	100%	112.500%

NPI Comments

Individual and Family Services

Education and Cognitive DevelopmentServices	Unduplicated Number of Individuals Served
Child/Young Adult Education Programs	
2c. Other Early Childhood (0 5 yr. old) Education	13
School Supplies	
2k. School Supplies	13

Health and Social/Behavioral DevelopmentServices	Unduplicated Number of Individuals Served
Family Skills Development	
5kk. Family Mentoring Sessions	27

Service Comments

Program: Food Assistance

Program Manager: Leslie Dunn/Vanessa Garnetto

Program Description: Self Help has offered food assistance throughout our service area in a number of ways, including operating a food pantry, distributing/delivering food and grocery store gift cards through various SHI programs for all ages from children to seniors, offering application assistance for the Supplemental Nutrition Assistance Program (SNAP), and providing support to other area food banks particularly during the COVID-19 pandemic. For many years the agency operated the Attleboro Food Pantry but during FY22 we temporarily shut down that site in order to plan strategically alongside area partners to effectively and efficiently meet the food assistance needs of the region. Prior to and during the closure, Self Help has increased the amount of food assistance available directly through its other programs, as well as to other area providers. For the purposes of reporting, "increased food access" refers to direct provision of food whereas "improved food security" refers to receipt of SNAP benefits.

FY24 Updates:

• We have received a commitment from the City of Attleboro to provide us with new space for our Attleboro food bank (in the same building it is currently housed). This additional space will allow us to set things up as a shopping experience for clients, so they can pick the food their family will eat and have a say in the process. Stop and Shop has committed to providing us with some grocery shelving to assist with the new set up. We have also established a good relationship with the other programs in the building and most specifically we will be working closely with the SVDP Pre-Release program to assist those clients with their food needs, SNAP application assistance, and fuel assistance at the Attleboro site.

• The Food Stabilization Grant has been extended through FY 24 and we will continue to partner with a local farm (MA Audubon Moose Hill Farm) to provide fresh fruits and vegetables to food banks in the designated towns, as well as funding directly to food banks to increase capacity by providing funding for staff. This funding will also be utilized to address food insecurity for families at the Norwood HS site, and we will be working with the local grocery store to provide culturally appropriate food staples to these families, as well as fresh fruits and vegetables. We will continue to utilize the truck we bought with the funding and we will continue to reach out to the local housing authorities to use the truck as a mobile food bank, so we can distribute food at local housing developments in the designated towns.

• We have added an additional staff person who is trained to do SNAP Applications, which brings that to 6 staff total.

FY25 Updates:

-The city of Attleboro has closed the Attleboro site, so the food pantry never was able to re-open.

-We are currently in our last quarter of the Food Stabilization Grant, which has brough food and resources to several communities and residents

Relevant Objectives from 2024-2026 CARSP:

- Strengthen partnerships with other area food providers

-Re-Open Attleboro Food Pantry

- Provide food assistance through the Head Start program/Attleboro/Brockton Sites

- Provide assistance with SNAP (Supplemental Nutrition Assistance Program) applications

Program Comments

Budget Details

CSBG Expenditure Domain: Health and Social/Behavioral Development (includes nutrition)

Budget	CSBG 2024	CSBG 2025	State 2025
Program Total $:	$0.00	$5,000.00	$0.00

Budget Comments

Is there a related Need, Goal/Strategy Statement in your agency's Organization Information for this Program? Yes

Need, Goal/Strategy Statements

Program: Food Assistance

Domain	Need, Goal/Strategy Statement
Services Supporting Multiple Domains	Individual or Family Level Need: NEED: Individuals and families need financial assistance and support to be able to afford basic living expenses like food and heat/ utilities. GOAL: Self Help Inc. will provide financial assistance and support to help individuals and families afford basic living expenses like food and heat/utilities.

Needs Assessments Comments

Individual and Family National Performance Indicators (NPIs)

Health and Social/Behavioral Development	**Target Participants Served** in programs(s) (#)	**I.) Number of Participants Served** in programs(s) (#)	**II.) Target (#)**	**III.) Actual Results (#)**	**IV.) Percentage Achieving Outcome** [III/I = IV] [% auto calculated]	**V.) Performance Target Accuracy** [III/II = V] [% auto calculated]
5z. The number of individuals or households: **The number of individuals with increased food access.**	100	119	100	119	100%	119.00%
5z. The number of individuals or households: **The number of individuals with improved food security.**	45	48	40	35	72.917%	87.500%

NPI Comments

Individual and Family Services

Income and Asset BuildingServices	Unduplicated Number of Individuals Served
Benefit Coordination and Advocacy	
3l. SNAP Benefits	48

Health and Social/Behavioral DevelopmentServices	Unduplicated Number of Individuals Served
Nutrition and Food/Meals	
5jj. Food Distribution (Food Bags/Boxes, Food Share Program, Bags of Groceries)	71
Emergency Hygiene Assistance	
5nn. Kits/boxes **Reason Added:** Diaper Pilot Program reporting added as it was not included in initial CAP	205

Service Comments

Program: Energy Programs

Program Manager: Anne Gross-Shannon (Fuel), Jason Preuss (Energy)

Program Description: The Energy Programs of Self Help, Inc. are designed to provide relief to households most vulnerable to high home heating costs. The Fuel Assistance/LIHEAP Program helps low-income families and individuals pay for and lower the cost of heating their home in winter. The Energy Conservation Program helps stretch your energy dollars by providing free upgrades for insulation and weatherization, as well as heating system repairs and energy efficient replacements for income eligible households. SHI has also receive COVID Safe Cooling funding for the last several years to assist eligible Brockton Resident with AC units/Fans. Additionally this grant also assists with some funding for heating costs to Brockton families who may be slightly over-income, have expended their fuel benefit, or are in a fuel emergency.

FY24 Updates:

- Online client portal will be available for both new and renewal Fuel clients.

- Clients eligible for SNAP will be categorically eligible for Fuel and will require a much less intensive review for more than 6,000 potential clients.

- Fuel will hire additional Intake Certification and Informational Specialist staff.

- Fuel will continue to partner with local councils on aging to provide intake as well as continuing the intake site by fuel staff in Attleboro

- Two SHI case managers will participate in the Fuel Volunteer training so they are better equipped to assist their clients through documentation collecting and submission of their fuel applications.

- Fuel will stagger release of applications with an early focus on delivered applications. We are hoping this will help to reduce our emergency numbers.

- Energy Conservation received the WAP/WAP BIL grant and will no longer be a subcontractor through SMOC. This will increase efficiency and increase SHI ability to secure additional contractors for all the work done through this program. They will also add additional staff including: 2 auditors, 1 dedicated AMP auditor and a new position Heat Pump Project Coordinator. In FY 23 the program did approximately 25 heat pumps, they are anticipating doing almost 100 in FY 24.

FY 24 Additional Updates (Conservation):

1. HEARTWAP Grant-We have nearly spent out our allotment of $909,000 for the current HEARTWAP PY. We are now working on cleaning up an unused work orders to repurpose the funds to clients who still need work done. We are also

waiting for the last few HEARTWAP BIL heating systems to be installed that will complete the HEARTWAP BIL grant of $91,000.

2. Heating Systems- We have completed 83 traditional heating which is slightly ahead of last year’s pace by 10 units. We also have 66 more in production.

3. Heat Pumps-We have completed 46 heat pump projects this year compared to 12 last year. We have an additional 63 units in production

4. Weatherization -We have completed 71 Weatherization Projects this year which is 9 units ahead of last year at this time. We also have 209 Projects in production at this time along with 391 prospective projects that are scheduled to be

evaluated or in the process of being sent into production.

5. Windows- We are tracking this as a new opportunity type this year. This work is performed primarily in conjunction with weatherization, but may happen on a standalone basis. This year we have completed 22 units so far and there are 38 other units in process and 38 additional bids requested.

6. Major Repair - We are tracking this as a new opportunity type this year. This work is performed primarily in conjunction with weatherization. This year we have completed 54 individual Major Repairs. We also have 83 additional repairs

in production and 107 additional repairs being bid out.

7. AMP’s -This year we have completed 99 AMPs. Last year at this time we completed 78 at this point.

8. Staffing- We have hired 7 new team members over the last 6 months in various roles across the department in order to better keep up with demand. I anticipate an increase in Weatherization, Major Repair, Windows and AMP’s in

Q3 and Q4 We have 3 new energy auditors, 1 new QCI inspector, and 3 administrative team members. This bring the team total to 19 including myself. I anticipate working with this group the majority of the rest of the year to get everyone fully trained and up to speed before evaluating for additional expansion.

FY 24 Updates (Fuel)

Program: Energy Programs

-We have several operational areas where we have focused a lot of effort. Our focus to do an early release of delivered fuels has helped to reduce by 17% the number of clients needing service restoration. Our incomplete applications are 24% lower as compared to this time last year. Our overall incomplete rate for applications received is 22% as compared to 27% last year.

-As part of the effort to address Incomplete rates intake appointment no shows we now send out appointment reminder letters, immediate calls to clients who have not shown up for their intake appointments, for portal applicants' week before reminder appointment calls, and follow up letters for missed appointments.

-We have enhanced our marketing efforts for vulnerable population (elderly, disabled and households with children), we have seen an increase in applications within this demographic.

-We have modified our portal processes. We now have a dedicated staff member to review throughout the day portal activity including printing of applications, document uploads, and self-declared emergencies. We also have improved our portal emergency response rate to 1 hour for follow up on emergency portal requests. This staff member also receives support from two other staff members on an as needed basis.

-More vendors are taking advantage of sending invoices through our encrypted email process. We now have 18 vendors participating, which represents many of our largest vendors.

-We have 5 new staff, two were hired at the end of FY23, and three in FY24, they include two Information Specialists, two portal document specialists, and an intake Certification Specialist. One Intake/Certification Specialist has resigned.

-We are anticipating moving to our new Avon facility by the Fall of 2024. Once we are settled in our new office, we will be focusing on developing and implementing our going paperless initiative.

Relevant Objectives from 2024-2026 CARSP:

- Operate the Fuel Assistance and Energy Conservation programs to help households save on home heating and utilities costs

-Operate Cooling Grant June-October to assist eligible Brockton clients with energy efficient AC/Fans who are at high risk for heat related illness and emergency funding for heating needs.

Program Comments

Budget Details

CSBG Expenditure Domain: Housing

Budget	CSBG 2024	CSBG 2025	State 2025
Program Total $:	$0.00	$100,000.00	$0.00

Budget Comments

Is there a related Need, Goal/Strategy Statement in your agency's Organization Information for this Program? Yes

Need, Goal/Strategy Statements

Domain	Need, Goal/Strategy Statement
Housing	Individual or Family Level Need: NEED: Individuals and families need financial assistance and support to maintain safe, affordable housing and avoid eviction/ foreclosure and housing insecurity. GOAL: Self Help Inc. will provide financial assistance and support to help individuals and families maintain safe, affordable housing.

Domain	Need, Goal/Strategy Statement
Services Supporting Multiple Domains	Individual or Family Level Need: NEED: Individuals and families need financial assistance and support to be able to afford basic living expenses like food and heat/ utilities. GOAL: Self Help Inc. will provide financial assistance and support to help individuals and families afford basic living expenses like food and heat/utilities.

Needs Assessments Comments

Program: Energy Programs

Individual and Family National Performance Indicators (NPIs)

Housing	Target Participants Served in programs(s) (#)	I.) Number of Participants Served in programs(s) (#)	II.) Target (#)	III.) Actual Results (#)	IV.) Percentage Achieving Outcome [III/I = IV] [% auto calculated]	V.) Performance Target Accuracy [III/II = V] [% auto calculated]
4h. The number of households with improved energy efficiency and/or energy burden reduction in their homes. **Performance Accuracy Comment:** We did a good job of leveraging funds to complete as many projects as budget would allow. There were many home that had smaller projects allowing us to serve more clients also.	900	1141	900	1141	100%	126.778%
4z. The number of individuals or households: **Number of individuals whose energy service was restored after disconnection.**	700	768	700	768	100%	109.714%
4z. The number of individuals or households: **Number of individuals whose inoperable home energy equipment was repaired or replaced.**	2400	2829	2400	2829	100%	117.875%
4z. The number of individuals or households: **Number of individuals who avoided a utility shut-off.**	3750	3466	3750	3466	100%	92.427%

NPI Comments

Individual and Family Services

HousingServices	Unduplicated Number of Individuals Served
Utility Payment Assistance	
4i. Utility Payments (LIHEAP includes Emergency Utility Payments)	28177
Weatherization Services	
4t. Energy Efficiency Improvements (e.g. insullation, air sealing, furnace repair, etc.)	4451

Service Comments

Program: VITA Program

Program Manager: Leslie Dunn/Nora Tarr

Program Description: The Volunteer Income Tax Assistance (VITA) program is a seasonal program that offers free tax preparation assistance during the tax season to qualified participants including those meeting income guidelines, persons with disabilities, and limited English-speaking taxpayers. VITA is staffed by IRS-certified volunteers providing free basic and advanced income tax return preparation with electronic filing.

FY 24 Updates

-SHI will provide full in person tax prep for the 2023 Tax Year, as well as drop off service to meet client needs.

Relevant Objectives from 2024-2026 CARSP:

- Serve as a VITA site and help participants access tax credits and refunds

Program Comments

Budget Details

CSBG Expenditure Domain: Income, Infrastructure, and Asset Building

Budget	CSBG 2024	CSBG 2025	State 2025
Program Total $:	$0.00	$0.00	$0.00

Budget Comments

Is there a related Need, Goal/Strategy Statement in your agency's Organization Information for this Program? Yes

Need, Goal/Strategy Statements

Domain	Need, Goal/Strategy Statement
Services Supporting Multiple Domains	Individual or Family Level Need: NEED: Individuals and families need financial assistance and support to be able to afford basic living expenses like food and heat/ utilities. GOAL: Self Help Inc. will provide financial assistance and support to help individuals and families afford basic living expenses like food and heat/utilities.

Needs Assessments Comments

Individual and Family National Performance Indicators (NPIs)

Income and Asset Building	**Target Participants Served** in programs(s) (#)	**I.) Number of Participants Served** in programs(s) (#)	**II.) Target (#)**	**III.) Actual Results (#)**	**IV.) Percentage Achieving Outcome** [III/I = IV] [% auto calculated]	**V.) Performance Target Accuracy** [III/II = V] [% auto calculated]
3d. The number of individuals who increased their savings.	250	229	170	188	82.096%	110.588%
3z. The number of individuals or households: **The number of individuals who increased their income due to a tax credit.**	250	229	115	138	60.262%	120.0%

NPI Comments

Program: VITA Program

Individual and Family Services

Income and Asset BuildingServices	Unduplicated Number of Individuals Served
Asset Building	
3o. VITA, EITC, or Other Tax Preparation programs	229

Service Comments

Program: Hand-in-Hand Case Management

Program Manager: Kathie Gale/Leslie Dunn

Program Description: In FY20 SHI leveraged a CDBG Grant from the Brockton Redevelopment Authority to provide case management services to Brockton elders and was able to expand the program to serve surrounding communities. Hand-in-Hand primarily serves elders who are home-bound and experiencing social isolation. Services are provided by a case manager at the client's home, in an easily accessible community space, at the office and/or virtually. The case manager conducts Family Strengths and Needs Assessments with participants and provides assistance that may include referrals, assistance completing applications for additional services such as SNAP and health insurance, accompanying clients to appointments, advocacy, organizational help, and socialization activities.

FY24 Updates:

• Hand-in-Hand will continue to expand to serve more clients with disabilities.

• We continue to strengthen our partnerships with other area senior service programs, and plan to do more intentional outreach to enhance collaboration and coordination of services.

• City of Brockton has be provided SHI emergency funding to provide elders in Brockton who are just over the income eligibility for Fuel Assistance, in an emergency, or expended their benefit with financial assistance with deliverable fuel costs.

• We will reach out to Citizens for Citizens to see how SHI may be able to provide jobs for seniors in their program and/or connecting our senior clients with CFC if they are interested in getting to work.

Relevant Objectives from 2024-2026 CARSP:

- Operate the Hand-in-Hand Case Management program, providing seniors with SHINE health insurance counseling services, MassHealth application assistance, and referrals related to health and mental health

- Operate and expand the Hand-in-Hand Case Management program, connecting seniors with integrated services, supports and referrals

-SHI will be one of the beneficiaries of the "Festival of Trees" fundraising event from the Easton Charitable Trust. Some of the funding will be used to assist Hand-In-Hand clients with prescription costs, rental assistance, and other emergency needs (as funding is available)

Program Comments

Budget Details

CSBG Expenditure Domain: Services Supporting Multiple Domains

Budget	CSBG 2024	CSBG 2025	State 2025
Program Total $:	$0.00	$20,000.00	$0.00

Budget Comments

Is there a related Need, Goal/Strategy Statement in your agency's Organization Information for this Program? Yes

Need, Goal/Strategy Statements

Domain	Need, Goal/Strategy Statement
Services Supporting Multiple Domains	Individual or Family Level Need: NEED: Seniors need expanded support services to meet basic needs and maintain their ability to live independently. GOAL: Self Help Inc. will offer support services that help seniors meet basic needs and maintain their ability to live independently.

Needs Assessments Comments

Program: Hand-in-Hand Case Management

Individual and Family National Performance Indicators (NPIs)

Health and Social/Behavioral Development	Target Participants Served in programs(s) (#)	I.) Number of Participants Served in programs(s) (#)	II.) Target (#)	III.) Actual Results (#)	IV.) Percentage Achieving Outcome [III/I = IV] [% auto calculated]	V.) Performance Target Accuracy [III/II = V] [% auto calculated]
5b. The number of individuals who demonstrated improved physical health and well-being.	250	291	245	276	94.845%	112.653%
5f. The number of seniors (65+) who maintained an independent living situation.	185	225	185	219	97.333%	118.378%
5g. The number of individuals with disabilities who maintained an independent living situation. **Performance Accuracy Comment:** we anticipated more clients with disabilities participating in this program	115	73	115	71	97.260%	61.739%
5z. The number of individuals or households: **Number of individuals who obtained health insurance.**	150	175	140	168	96.00%	120.0%

NPI Comments

Individual and Family Services

Health and Social/Behavioral DevelopmentServices	Unduplicated Number of Individuals Served
Health Services, Screening and Assessments	
5j. Health Insurance Options Counseling	175

Services Supporting Multiple DomainsServices	Unduplicated Number of Individuals Served
Case Management	
7a. Case Management	291
Referrals	
7c. Referrals	46

Service Comments

Initiative: New Initiative

Agency Contact:

Initiative Year: 1

Problem Identification:

Goal/Agenda:

Identified Community:

Expected Duration:

Partnership Type:

Partners:

Progress on Outcomes/Indicators:

Impact Of Outcomes:

Final Status:

Lessons Learned:

Initiative Comments

Budget Details

CSBG Expenditure Domain:

Budget	CSBG 2024	CSBG 2025	State 2025
Program Total $:	$0.00	$0.00	$0.00

Budget Comments

Is there a related Need, Goal/Strategy Statement in your agency's Organization Information for this Initiative? No

Briefly explain how New Initiative fits in the agency's overall strategy::

Need, Goal/Strategy Statements

Needs Assessments Comments

Community National Performance Indicators (NPIs)

NPI Comments

Community Strategies

NPI Comments

Other: Agency Capacity Improvement

Agency Contact: Leslie Dunn

Description:
CSBG provides critical administrative support for Self Help and during FY24 will be used to continue with capacity support and improvements to enable the agency to address the agency, individual/family, and community level needs identified in the 2024-2026 CARSP.
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. In addition to the programs outlined previously in this Community Action Plan, CSBG provides support to enable the development of new programming and initiatives to meet the needs within our community and our agency.
The 2024-2026 CARSP identified the following agency-level goals, and SHI will continue to improve and expand on these goals and update once the 2024-2026 CARSP is finalized:
- Increase staff capacity
- Increase community presence
- Improve internal and external communications
- Integrate services and improve referral system
- Develop and strengthen partnerships, especially around key need areas including housing and workforce development
- Enhance succession planning and emergency preparedness
- Increase resource development
- Increase focus and engagement around diversity, equity, and inclusion
The 2024-2026 CARSP identified the following relevant agency objectives:
-Human Resources will work to increase focus on internal communication; diversity, equity and inclusion (DEI); and staff training including on topics such as DEI, mental health, customer service and communication
- Engage in regular ongoing discussions with major community providers/partners
- Strengthen partnership with MassHire and the Brockton Career Center around workforce development
- Explore engaging with the Massachusetts Department of Transitional Assistance SNAP Path to Work program
- Enhance the succession plan to include all key positions, with emergency/short-term and long-term vacancy planning
- Planning and Development staff to increase focus on resource development, including grant writing and fundraising
In addition, the 2024-2026 CARSP outlined agency-level objectives specific to the top individual/family and community need areas identified, including.
Living Expenses:
Self Help Inc. will provide resources and support to help individuals and families afford basic living expenses.
Health and Wellness:
- Develop and strengthen partnerships with area health and mental health providers
Seniors:
- Self Help Inc. will directly provide and engage in partnerships to support provision of resources, support, and integrated services that enable elders to age at home with dignity.
- Seek funding and support to assist seniors with home maintenance and repair
- Partner with sister Community Action Agency, Citizens for Citizens Inc., on senior jobs initiative to hire seniors in Self Help Inc. programs
Mental Health:
- Self Help Inc. will provide referrals and support to help individuals and families access affordable, accessible mental health care.
Childcare & Parenting Supports:
- Self Help Inc. will provide families with affordable childcare and support services.
Employment Supports:
- Self Help Inc. will directly develop and provide and/or develop and strengthen partnerships that support the provision of employment services and support.

Other: Agency Capacity Improvement

Progress: FY 25 Progress:

-Nancy Sullivan, Head Start Deputy Director received the “Leader of the Year Award” from the MA Head Start Association. We are very proud of her and the program.
• Development staff will continue to seek out additional funding that could help SHI address continuing and emerging needs in the community. SHI will be the beneficiary of fundraising efforts with the Easton Charitable Trust’s “Festival of Trees” event in Nov-Dec. This funding will be available to assist SHI clients with emergency needs not covered by other SHI funding streams (food, rental assistance, prescription help, handy man help, etc.). Additional unrestricted funding streams will continue to be researched.
• Shi hired a new HR Director in Feb 2025. She has already worked on many policies, streamlining our payroll and benefits systems. We are very excited that she joined our team.
• SHI is currently looking to increase the capacity of our fiscal department by hiring a new staff accountant. This position will be an integral part of the team, working directly under the controller and be responsible for maintaining the general ledger in accordance with generally acceptable accounting principles and ensuring adequate internal controls are in place for complete and accurate financial reporting.
• SHI is part of MASSCAP’s Diaper Pilot Project for FY 24-FY 26. We have enrolled 100 children to receive diapers monthly. Each SHI program has helped identify high need families in their programs to be enrolled. Families will receive a monthly supply of diapers and wipes for each child under the pilot, and they will participate in surveys and focus groups to help determine the impact. We are very excited to help these families and ease some of their financial burden.
• The Attleboro site is now closed. The city is selling the building. We will continue to look for some community space in that area for case management and fuel services.

• SHI is Food Stabilization Grant will end in Q3 FY 25. All funds will have been expended.

-Partnered with MASSHIRE on Early Childhood Education pilot career program to increase capacity and provide training through the SHI Head Start program.

-Improvements to HR function with hiring of new HR Director, including to staff hiring and training,.

-Increased engagement with Brockton Housing Partnership around housing-related needs.

-Joined Attleboro Self Sufficiency Coalition around community needs including housing.

-Joined Braintree Brockton and Milton Housing Authority Family Self Sufficiency Committee, focused on supportive services which empower people toward homeownership.

-Increased partnership with Brockton Council on Aging to enhance services for seniors including assistance with SHINE Medicare counseling.

Other Comments

Budget Details

CSBG Expenditure Domain: Agency Capacity Building

Budget	CSBG 2024	CSBG 2025	State 2025
Program Total $:	$0.00	$314,489.00	$148,883.00

Budget Comments

Is there a related Need, Goal/Strategy Statement in your agency’s Organization Information for this Other? Yes

Need, Goal/Strategy Statements

Domain	Need, Goal/Strategy Statement
Agency Capacity Building	Agency Level Need: NEEDS/GOALS/STRATEGIES: -Increase staff capacity -Increase community presence -Improve internal and external communications -Integrate services and improve referral system -Develop and strengthen partnerships, especially around key need areas including housing and workforce development -Enhance succession planning and emergency preparedness -Increase resource development -Increase focus and engagement around diversity, equity, and inclusion

Needs Assessments Comments