THE BIG PICTURE
2019-2020
1. **CAC Program Services and Family National Performance Indicators**
   - Education and Cognitive
   - Employment
   - Income and Asset Building
   - Housing
   - Health and Social/Behavioral Development
   - Civic Engagement and Community Involvement
   - Services Supporting Multiple Domains

2. **Staff Certifications**
EDUCATION AND COGNITIVE SERVICES

- **Home Visits**: 4,367 received educational and/or case management home visits.
- **School Supplies**: 482 received school supplies.
- **Post-Secondary Education Supports**: 46 received assistance completing college applications or were provided textbooks, computers, or other post-secondary assistance.
975 children (0-5) demonstrated improved emergent literacy skills.

307 children (0-5) demonstrated skills for school readiness.

1,054 children and youth demonstrated improved positive approaches toward learning.

340 children and youth achieved at basic grade level.
**EDUCATION AND COGNITIVE INDICATORS**

<table>
<thead>
<tr>
<th>Education and Cognitive Improvement programs</th>
<th>1,172</th>
<th>2</th>
<th>44</th>
<th>1</th>
</tr>
</thead>
<tbody>
<tr>
<td>parents/caregivers improved their home environments.</td>
<td>obtained a high school diploma and/or equivalency certificate or diploma.</td>
<td>obtained a recognized credential, certificate, or degree relating to the achievement of educational or vocational skills.</td>
<td>obtained an Associates degree.</td>
<td></td>
</tr>
</tbody>
</table>
## EMPLOYMENT SERVICES

<table>
<thead>
<tr>
<th>Service</th>
<th>Quantity</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Career Counseling</td>
<td>245</td>
<td>received <strong>career development coaching</strong>.</td>
</tr>
<tr>
<td></td>
<td>156</td>
<td>attended <strong>career development workshops</strong>.</td>
</tr>
<tr>
<td>Employment Supplies</td>
<td>18</td>
<td>received <strong>employment tools/supplies</strong>.</td>
</tr>
<tr>
<td>Post-Employment Supports</td>
<td>18</td>
<td>received <strong>job coaching</strong>.</td>
</tr>
<tr>
<td></td>
<td>98</td>
<td>requested staff <strong>interaction with employers</strong>.</td>
</tr>
<tr>
<td>Skills Training and Opportunities for Experience</td>
<td>20</td>
<td>engaged in <strong>skills training</strong> and/or were provided <strong>opportunities for work experience</strong>.</td>
</tr>
<tr>
<td>Job Search</td>
<td>294</td>
<td>received <strong>job search assistance</strong>, such as resume development, interview skills training, and job placement referrals.</td>
</tr>
</tbody>
</table>
EMPLOYMENT INDICATORS

Employment programs

6 unemployed youth obtained employment (ages 18-24).

90 unemployed adults obtained employment (ages 25+).
## EMPLOYMENT INDICATORS

<table>
<thead>
<tr>
<th>Career-advancement programs</th>
<th>Achieved wage or salary increases.</th>
<th>Increased number of hours worked.</th>
<th>Improved employment-related benefits.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>28</td>
<td>22</td>
<td>7</td>
</tr>
</tbody>
</table>
### INCOME AND ASSET BUILDING SERVICES

<table>
<thead>
<tr>
<th>Service</th>
<th>Count</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Asset Building</td>
<td>3,260</td>
<td>received assistance with VITA, EITC, or other asset building accounts.</td>
</tr>
<tr>
<td>Training and Counseling Services</td>
<td>207</td>
<td>received <strong>financial coaching/counseling.</strong></td>
</tr>
<tr>
<td></td>
<td>26</td>
<td>participated in <strong>financial management programs.</strong></td>
</tr>
<tr>
<td>Benefit Coordination and Advocacy</td>
<td>1,644</td>
<td>received assistance with <strong>benefits coordination and advocacy</strong> (e.g. TANF, SNAP, SOAR, etc.).</td>
</tr>
</tbody>
</table>
## HOUSING SERVICES

<table>
<thead>
<tr>
<th>Service</th>
<th>Count</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>House Maintenance and Improvements</td>
<td>81</td>
<td>received <strong>minor home repairs</strong> (e.g. safety equipment, lawn care, etc.).</td>
</tr>
<tr>
<td></td>
<td>255</td>
<td>received <strong>major home repairs</strong> (e.g. roof repair, porch rebuild, etc.).</td>
</tr>
<tr>
<td>Eviction Prevention Services</td>
<td>511</td>
<td>received <strong>eviction counseling</strong>.</td>
</tr>
<tr>
<td></td>
<td>388</td>
<td>engaged staff in <strong>landlord/tenant mediations</strong>.</td>
</tr>
<tr>
<td>Housing Payment Assistance</td>
<td>449</td>
<td>received <strong>rental or mortgage financial assistance</strong>.</td>
</tr>
<tr>
<td>Utility Payment Assistance</td>
<td>8,342</td>
<td>received <strong>utility arrearage, deposit or other assistance</strong>.</td>
</tr>
<tr>
<td>Housing Placement/Rapid Re-Housing</td>
<td>368</td>
<td>established <strong>safe, permanent housing</strong>.</td>
</tr>
</tbody>
</table>
HOUSING INDICATORS

Home Repair and Weatherization programs

- **350** housing repairs improved the health and safety of the household.
- **172** weatherization improvements increased home energy efficiency and/or reduced home energy burden.
- **672** households at risk of eviction or foreclosure maintained safe and affordable housing.
## HOUSING INDICATORS

| Housing Stabilization programs | 130 families experiencing homelessness obtained **safe, temporary shelter.** | 705 families obtained **safe and affordable housing.** | 635 families maintained housing by **avoiding eviction.** | 11 families maintained housing by **avoiding foreclosure.** |
Health and Social/Behavioral Development Services

<table>
<thead>
<tr>
<th>Services</th>
<th>Statistics</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Health and Social/Behavioral Development</td>
<td>1,157</td>
<td>received home care assistance, dental or vision screenings, and/or help paying doctor’s bills.</td>
</tr>
<tr>
<td>Mental and Behavioral Health</td>
<td>36</td>
<td>received mental health consultations.</td>
</tr>
<tr>
<td>Support Groups</td>
<td>60</td>
<td>attended substance abuse support groups.</td>
</tr>
<tr>
<td>Family Skills Development</td>
<td>300</td>
<td>engaged in family skills development activities, such as family mentoring, life skills coaching, and parenting classes.</td>
</tr>
</tbody>
</table>
HEALTH AND SOCIAL/BEHAVIORAL DEVELOPMENT SERVICES

**Nutrition, Food, and Meals**
- 674 participated in community gardening activities.
- 1,242 attended gardening, cooking/nutrition classes.
- 6,947 received prepared meals.
- 12,767 received shelf-stable food or grocery gift cards.

**Wellness Education**
- 2,391 attended health and wellness classes.
- 567 engaged in exercise/fitness activities.

**Emergency Hygiene Assistance**
- 929 received hygiene supplies, including face masks and toiletries.
Health and Social/Behavioral Development programs

11,410 demonstrated improved physical health and well-being.

1,053 demonstrated improved mental and behavioral well-being.
Health and Social/Behavioral Development programs

2,340 demonstrated increased nutrition skills.

724 improved parent/adult caregiver skills.

680 increased sensitivity and responsiveness with their children.
HEALTH AND SOCIAL/BEHAVIORAL DEVELOPMENT INDICATORS

Health and Social/Behavioral Development program participants maintaining independent living:
- 6,018 seniors (65+).
- 7,822 individuals with disabilities.
- 87 individuals with chronic illnesses.
CIVIC ENGAGEMENT AND COMMUNITY INVOLVEMENT INDICATORS

1,104 joined in volunteer training.

116 engaged in leadership training.

26 united in tri-partite board membership.

Our community is integral to CAC.
SERVICES SUPPORTING MULTIPLE DOMAINS

38,269 asked for assistance and were eligible for help.

9,991 received information and/or referrals.

6,924 were provided transportation through Transit, VAT, or other means.
SERVICES SUPPORTING MULTIPLE DOMAINS

- 4,043 received case management services.
- 3,522 were provided mediation/customer advocacy interventions.
- 2,267 obtained emergency clothing assistance.
SERVICES SUPPORTING MULTIPLE DOMAINS

10 received assistance obtaining a birth certificate.

4 received assistance obtaining a driver’s license or state ID.

2 received assistance with criminal record resolution.

25 benefitted from our eldercare day center.
STAFF CERTIFICATIONS THAT INCREASE AGENCY CAPACITY

- 2 Nationally Certified ROMA Implementors
- 2 State Registered Dieticians
- 2 State Certified SHIP/ SMP III Specialists
- 3 SOAR State Certifications (SSI/SSDI Outreach, Access, and Recovery)
- 4 Information and Referral in Aging and Disability Specialists

Individual certifications include:
- Bridges out of Poverty Trainer
- Your Money, Your Goals Train the Trainer
- FDIC Money Smart
- Trauma Crisis
- Domestic Violence
- Comprehensive Victim Intervention
- National Organization for Victim Assistance Advocate
- National Career Development Association Master Trainer
STAFF CERTIFICATIONS THAT INCREASE AGENCY CAPACITY

- 52 Child Development Certifications
- 25 certified teachers
- 14 CLASS Certified (Classroom Assessment Scoring System)
- 2 ACEs Trainers (Adverse Childhood Experiences)
- 1 Family Development Certification
- 1 Family Workers Family Support Credential
- 1 Special Education Advocacy Certified
- 4 CPR/First Aid Instructors
- 250 CPR/First Aid Certified
STAFF CERTIFICATIONS THAT INCREASE AGENCY CAPACITY

- 378 Emergency Care & Safety Institute Basic Wheelchair Securement and NADTC Driver Safety and Transition Training
- 198 CDL (Commercial Driver’s License)
- 3 Home Energy Professional Certifications
- 3 Energy Auditors
- 3 LEED Risk Certified Assessors
- 3 BPI Certified (Building Performance Institute)
- 2 Quality Control Inspectors
Knoxville-Knox County CAC