

**NOTICE OF MEETING**  
CONCHO VALLEY COMMUNITY ACTION AGENCY  
BOARD OF DIRECTORS

FILED FOR RECORD  
2018 JAN -4 AM 10:23

ELIZABETH MCGILL  
COUNTY CLERK  
COUNTY OF TOM GREEN, TEXAS

Date: January 10, 2018  
Time: 5:30 PM  
Place: Cactus Hotel, Green Room  
36 E. Twohig, San Angelo  
Tom Green County, Texas

In accordance with the Americans with Disabilities Act, we invite all attendees to advise us of any special accommodations due to disability. If assistance is needed to participate, please call (325) 653-2411. Please submit your request as far as possible in advance of the meeting you wish to attend.

**Agenda**

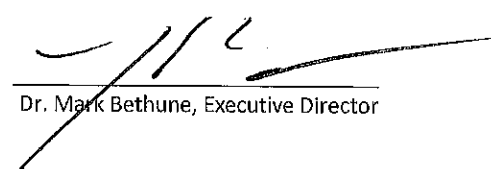
**NOTICE:** The Board of Directors may discuss, deliberate and take all appropriate action on any matter listed on this Agenda. Items on this Agenda may be taken out of the order listed. The Board reserves the right to deliberate in closed session pursuant to 551 of the Texas Government Code. Public comment is limited to five minutes per person on any agenda item.

1. Call to order and determine quorum.
2. Consider minutes for prior meeting and take appropriate action.
3. Election of board members
4. Consider and take appropriate action on Financial Report
5. Consider and take appropriate action on retirement resolution
6. Consider and take appropriate action on 2017 WAP monitoring.
7. Consider and take appropriate action on Executive Director's report.
8. Executive Director Performance Review.
9. Consider and take appropriate action on Executive Director's compensation.
10. Consider future agenda items.
11. Adjournment.

The Board may go into Executive Session (close its meeting to the public):

1. The Board may go into Executive Session Pursuant to Texas Government Code §551.074 for the purposes of discussing personnel matters including to deliberate the appointment, employment, evaluation, reassignment, duties, discipline, or dismissal of a public officer or employee, including, specifically, the performance evaluation of the Executive Director.
2. Pursuant to Tex. Gov't. Code, §551.071(1) to seek the advice of its attorney about pending or contemplated litigation or a settlement offer.
3. Pursuant to Tex. Gov't. Code, §551.071(2) for the purpose of seeking the advice of its attorney about a matter in which the duty of the attorney to the governmental body under the Texas Disciplinary Rules of Professional Conduct of the State Bar of Texas clearly conflicts with Tex. Gov't. Code, Chapter 551.
4. Pursuant to Tex. Gov't. Code, §551.072 to deliberate the possible purchase, sale, exchange, or lease of real estate because it would have a material detrimental effect on the Department's ability to negotiate with a third person; and/or-
5. Pursuant to Tex. Gov't. Code, §2306.039(c) the Department's internal auditor, fraud prevention coordinator or ethics advisor may meet in an executive session of the Board to discuss issues related to fraud, waste or abuse.

Sign this 3 day of January, 2018.

  
Dr. Mark Bethune, Executive Director

CONCHO VALLEY COMMUNITY ACTION AGENCY  
BOARD OF DIRECTOR'S MINUTES  
January 10, 2018

Meeting was held in the Green Room 2<sup>nd</sup> floor, Cactus Hotel  
36 East Twohig, San Angelo, Tom Green County, Texas

Present at meeting:

**Directors:**

**Elected Officials:** The Honorable Richard Cordes  
The Honorable David Dillard  
The Honorable Roy Blair - Absent  
The Honorable Steve Floyd  
The Honorable Leslie Mackie CVCAA Chair

**Private Sector:** Victor Belman  
Neta Wescott  
Connie Booth  
Donna Holden - Absent  
Vacant

**Low Income Sector:** Vacant  
Bernie Coffee CVCAA Secretary  
Noemi Samaniego  
Tim Grider - Absent  
Becky Trojczak CVCAA Vice-Chair

**Staff:** Executive Director, Mark Bethune                      Chief Financial Officer, Lyla Blue

**Agenda**

1. The Honorable Leslie Mackie called the meeting to order at 5:35pm. Quorum present.
  
2. Consider minutes for prior meeting and take appropriate action.  
Motion made by The Honorable David Dillard to accept minutes from prior meeting.  
Second made by Victor Belman  
Motion passed 9-0

3. Election of board members.  
Motion made by Bernie Coffee to reaffirm members Neta Wescott and Connie Booth. Discussed vacancy of Low Income Sector spot – pending reaffirmation of Jeff Lisson. Discussed Karen Huffman did not wish to reaffirm for Private Sector. Discussed on showing gratitude for Karen's service in February meeting.  
Second made by Noemi Samaniego  
Motion passed 9-0
4. Consider and take appropriate action on financial report.  
Motion to accept report made by The Honorable Richard Cordes.  
Second made by Becky Trojcek  
Motion passed 9-0
5. Consider and take appropriate action on retirement resolution.  
Motion made by The Honorable Richard Cordes to fund 2017 at 5% of salary.  
Second by Noemi Samaniego  
Motion passed 9-0
6. Consider and take appropriate action on 2017 WAP monitoring.  
Motion made to accept report by Victor Belman.  
Second by Neta Wescott  
Motion passed 9-0
7. Consider and take appropriate action on Executive Director's report.  
Motion made to accept report by The Honorable Richard Cordes.  
Second by The Honorable Steve Floyd  
Motion passed 9-0
8. Executive Director Performance Review. Executive Director left meeting.  
  
Discussion on evaluation of goals. Discussed how effective Executive Director has been in not only maintaining and improving on communications with Board and the public. Discussed Executive Director's ability to keep Board informed on all levels of operation.  
Motion made to accept evaluation by Victor Belman.  
Second by The Honorable David Dillard  
Motion passed 9-0

Executive Director returned to meeting. Evaluation discussed.

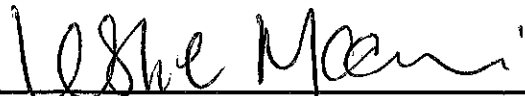
9. Consider and take appropriate action on Executive Director's compensation.  
Motion made by The Honorable David Dillard to set Director's pay at \$75,000.  
Second by Neta Wescott  
Motion passed 9-0

10. Consider future agenda items

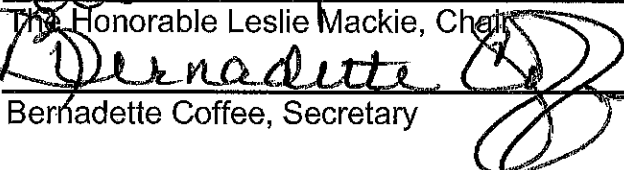
**Set date for future meeting.**

11. Wednesday, February 14, 2018, Meeting Room 2<sup>nd</sup> floor Cactus Hotel @ 5:30pm.
12. There being no further business before the Board, The Honorable Leslie Mackie adjourned the meeting at 6:12pm.

Signed this 14 day of February, 2018.



The Honorable Leslie Mackie, Chair

  
Bernadette Coffee, Secretary

**Concho Valley Community Action Agency**  
**Statement of Financial Position**  
**December 31, 2017**

	<u>Programs</u>	<u>Unrestricted</u>	<u>Total</u>
<b>Assets</b>			
Current Assets			
First Financial Checking	(50,782.82)	118,169.21	67,386.39
1st Community FCU Savings	-	30.76	30.76
First Financial MMA	-	50,052.56	50,052.56
1st Community FCU CD #20	-	117,174.43	117,174.43
Grants Receivable	189,367.00	-	189,367.00
Security Deposit	-	2,500.00	2,500.00
Total Current Assets	<u>138,584.18</u>	<u>287,926.96</u>	<u>426,511.14</u>
Long-term Assets			
Vehicles	60,604.00	-	60,604.00
Acc Dep - Vehicles	(60,604.00)	-	(60,604.00)
Software	44,495.00	-	44,495.00
Acc Dep - Software	(44,495.00)	-	(44,495.00)
Equipment	11,397.00	-	11,397.00
Acc Dep - Equipment	(11,397.00)	-	(11,397.00)
Total Long-term Assets	<u>-</u>	<u>-</u>	<u>-</u>
 Total Assets	 <u>138,584.18</u>	 <u>287,926.96</u>	 <u>426,511.14</u>
 <b>Liabilities</b>			
Short-term Liabilities			
Accounts Payable	13,575.26	179.81	13,755.07
Payroll Liabilities Payable	8,156.20	(417.26)	7,738.94
Accrued Vacation	-	26,324.50	26,324.50
Total Short-term Liabilities	<u>21,731.46</u>	<u>26,087.05</u>	<u>47,818.51</u>
 <b>Net Assets</b>			
Unrestricted	-	261,839.91	261,839.91
Temporarily Restricted	116,852.72	-	116,852.72
Permanently Restricted	-	-	-
Total Net Assets	<u>116,852.72</u>	<u>261,839.91</u>	<u>378,692.63</u>
 Total Liabilities and Net Assets	 <u>138,584.18</u>	 <u>287,926.96</u>	 <u>426,511.14</u>

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**Corporate Resolution**  
**Concho Valley Community Action Agency**

A Corporate resolution determining employer contributions to the Concho Valley Community Action Agency Profit Sharing and Trust for plan year 2017.

**Whereas:**

In 1990 Tom Green County Community Action Council a Texas 501 (c) (3) non-profit corporation established a profit sharing plan and trust with the corporation serving as the Plan administrator; and

**Whereas:**

The Plan became effective on February 1, 1991 establishing the plan year as February 1 through January 31 of each year; and

**Whereas:**

In 2003 the corporation changed the name of the corporation to Concho Valley Community Action Agency and the plan to Concho Valley Community Action Agency Profit Sharing Plan and Trust; and

**Whereas:**

The Board of Directors changed the plan year to coincide with the calendar year; and

**Whereas:**

Certain plan valuations and employer contributions are made to the plan annually; and

**Whereas:**

Each year the corporate board of directors is required to determine the amount the corporation will contribute to the Plan; and

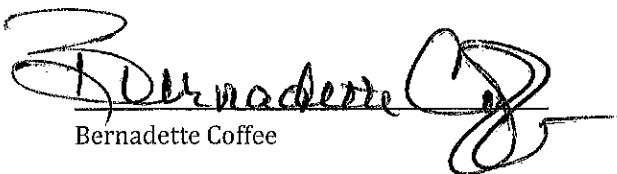
**Whereas:**

This corporate contribution is completely at the discretion of the board; now

**Therefore, let it be Resolved:**

At a called meeting of the Corporate Board of Directors held January 10, 2018 at San Angelo, Texas, the Directors considered employer contributions to the Concho Valley Community Action Agency Profit Sharing and Trust. The Board of Directors authorized a contribution of 5% of each employee's gross earnings.

This resolution of the Concho Valley Community Action Agency was duly adopted at a meeting of the board of directors held this 10 day of January, 2018.



Bernadette Coffee

Board Secretary



Honorable Leslie Mackie

Board Chairman



TEXAS DEPARTMENT OF HOUSING AND COMMUNITY AFFAIRS

[www.tdhca.state.tx.us](http://www.tdhca.state.tx.us)

Greg Abbott  
GOVERNOR

**BOARD MEMBERS**  
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Leslie Bingham-Escareño, *Vice Chair*  
Juan S. Muñoz, PhD  
T. Tolbert Chisum  
Tom H. Gann  
J.B. Goodwin

November 9, 2017

(512) 475-4608  
[earnest.hunt@tdhca.state.tx.us](mailto:earnest.hunt@tdhca.state.tx.us)

Dr. Mark Bethune  
Executive Director  
Conch Valley Community Action Agency  
San Angelo, Texas  
Email: mbethune@cvcaa.org

RE: Monitoring Report of *On-Site* Review Conducted October 16 – October 19, 2017.  
DOE Contract No. 56150002266; 56160002484; 56170002725  
LIHEAP Contract No. 81150002143; 81160002410; 81170002659

Dear Dr. Bethune:

The Texas Department of Housing and Community Affairs (the Department) conducted a monitoring review of the above mentioned contracts. The goal of the review was to provide reasonable but not absolute assurance regarding compliance with federal and state requirements and program objectives.

To achieve this goal, a sample of expenditures along with eight (8) LIHEAP, and three (3) DOE client files were selected and tested and inspected. The attached report details the finding, concerns, and observations identified during the review and required corrective action. Please provide all requested documentation no later than December 4, 2017.

If Concho Valley Community Action Agency (CVCAA) applies for funding from the Department a Previous Participation review will be conducted. The finding, concerns, and observations noted in this report, as well as the timeliness and effectiveness of the corrective action provided will be taken into consideration and reported to the Department's Executive Award Review Advisory Committee (EARAC). Therefore, if you do not agree with the finding, concerns, or observations in this letter or require additional time to correct the matter, please contact me, prior to the corrective action deadline.

The Department wishes to express our appreciation for the cooperation of your staff in facilitating this review. If you have any questions or concerns regarding this review, please feel free to contact me or Robert Moore at (512) 475-3898 or via email at [robert.moore@tdhca.state.tx.us](mailto:robert.moore@tdhca.state.tx.us).

Sincerely,

Earnest L. Hunt  
Director of Subrecipient Monitoring

cc: Michael De Young, Director of Community Affairs  
Marco Cruz  
Patricia Kremling





**Finding #1: Ensure Costs Are Allocated Based on Cost Allocation Plan**

Concho Valley Community Action Agency (CVCAA) did not consistently allocate shared overhead expenses for rent, communication and insurance. Review of CVCAA’s current Cost Allocation Plan indicated all weatherization funding sources would support all benefitted program expenses incurred on a reasonable and consistent basis. Shared overhead expenses noted were not allocated with a percentage toward utility grant funds. Based upon the sample of tested expenditures, the following 2017 analysis was prepared by CVCAA for Department review and correction:

**CVCAA Analysis:**

Current Allocation for Calendar year of 2017					Corrected Allocation for Calendar Year of 2017			
GL Title	DOE	LIHEAP	Total		DOE %	LIHEAP %	TACAA %	Total
					0.18642412	0.632959178	0.180616701	
Admin: Rent	1,860.42	3,863.90	5,724.32		1067.151321	3623.260884	1033.907795	5724.32
Admin: Communications	62.97	435.16	498.13		92.86344708	315.2959555	89.97059741	498.13
Program Support: Rent	1,001.77	1,860.41	2,862.18		533.5793888	1811.643101	516.9575101	2862.18
Program Support: Communications	213.82	841.70	1,055.52		196.7743875	668.1010719	190.6445405	1055.52
Other: Insurance	3,399.00	5,727.39	9,126.39		1701.379228	5776.632316	1648.378456	9126.39

**Corrected Allocation Applied:**

*Code of Federal Regulations 2 CFR 200.416 Cost allocation plans and indirect cost proposals (a) states the following:*

- (a) *For states, local governments and Indian tribes, certain services, such as motor pools, computer centers, purchasing, accounting, etc., are provided to operating agencies on a centralized basis. Since Federal awards are performed within the individual operating agencies, there needs to be a process whereby these central service costs can be identified and assigned to benefitted activities on a reasonable and consistent basis. The central service cost allocation plan provides that process.*

**Required Action:**

Concho Valley Community Action Agency must, in order to recapture previously reimbursed costs, and account for non-reimbursed expenses:

1. Remit its reimbursement check to the Department in the amount of \$4,411.57 representing an overcharge of overhead expenses to DOE Contract 56160002484 for the period January through June 2017.
2. Bill to its October 2017 Monthly Expenditure Report the amount of \$1,465.33 representing additional overhead expenses to DOE Contract 56170002725 for the period July through October 2017.

3. Adjust/reimburse the Department in its October 2017 Monthly Expenditure Report in the amount of \$3,638.92 representing an overcharge of overhead expenses to LIHEAP Contract 81170002659 for the period January through October 2017.

**General Concerns:**

During the case file review of DOE Contract No. 56160002484; 56170002725 and LIHEAP Contract No. 81160002410; 81170002659, Department staff noted the following items of concern. Concerns may be subject to subsequent review. Repeat concerns may be elevated to findings. Procedures must be developed to ensure these concerns are corrected in the future:

**Concern #1: Ensure DOE/LIHEAP Complete Final Inspections are Performed**

An on-site inspection of twelve (12) weatherized units revealed ten (10) units requiring a return to correct measures. Table 1 of this report details the measure that were not addressed properly or installed correctly. The Department of Energy (“DOE”) Weatherization Assistance Program and the Low-Income Home Energy Assistance Program (“LIHEAP”) contracts require that weatherization materials be installed in accordance to the Material Installation Standards Manual.

*The DOE Contract Exhibit D requires the following:*

All weatherization measures installed shall meet or exceed the standards prescribed by DOE in Weatherization Program Notice (WPN) 15-4 regarding Standard Work Specifications, as detailed in the Department’s Materials Installation Standards Manual. Materials Installation Standards Manual is required on every unit.

*The DOE & LIHEAP Contract Section 15 requires the following:*

Subrecipient shall inspect all subcontractors’ work and shall be responsible for ensuring that it is completed in a good and workmanlike manner.

*The LIHEAP Contract Section 19 requires the following:*

Installation of weatherization materials shall be in accordance with the Material Installation Standards Manual.

*The LIHEAP Contract Exhibit C also requires the following:*

Health & Safety items must meet ASHRAE standards.

AND

*WPN 11-06 requires the following:*

2010 (or most current) ASHRAE 62.2 is required to be met to the fullest extent possible, when performing weatherization activity Implementing ASHRAE 62.2 is not required where acceptable indoor air quality already exists as defined by ASHRAE 62.2. Existing fans and blower systems should be updated if not adequate.

***Table 1***

<b>Unit</b>	<b>Fund Source</b>	<b>Issue</b>
001TG017	DOE	Return to correct attic hatch insulation r-value to match that of attic insulation.
0055TG016	LIHEAP	Return to add wall insulation in wall cavities missed as specified on BWR.
002TG017	DOE	Return to address DWH closet concerns (add hi/lo combustion air, block combustion air vents in door and weather-strip closet door to isolate CAZ), and bring the unit into ASHRAE compliance (provide updated CAZ testing documentation).

062TG016	DOE	Return vent DWH T&P to exterior, install DWH exterior vent cap, vent bath fan to exterior, correct attic hatch insulation r-value to match that of attic insulation and correct attic ventilation to meet minimum standards.
048TG016	LIHEAP	Return to correct attic hatch insulation r-value to match that of attic insulation.
009TG017	LIHEAP	Return to provide access door to DWH shut-off valve and add hi/lo combustion air to DWH closet.
045TG016	LIHEAP	Return to correct attic hatch insulation r-value to match that of attic insulation and remove insulation and block heat source around furnace flue pipe.
051TG016	LIHEAP	Return to correct attic hatch insulation r-value to match that of attic insulation and add junction box at exposed electrical wire junction in attic.
004TG017	LIHEAP	Return to correct attic hatch insulation r-value to match that of attic insulation.
*Note-On 11/7/2017, CVCAA provided documentation of issues corrected.		

***Required Action:***

Prior to the completion of this report CVCAA provided documentation showing that all the measures identified above had been adequately corrected. CVCAA must ensure that all charged weatherization measures were both installed, and installed properly. No further action is required.

**Concern #2: Ensure Whole House Approach Process to Maximum Energy Savings.**

Client file review and onsite inspections revealed the need for improvements in CVCAA's whole house approach to identify maximum energy savings. Specifically, CVCAA needs to update its assessment form to capture the information listed in the Texas Administrative Code whole house assessment requirements and determine whether the Priority List or Energy Audit is the most appropriate for maximum energy savings for the unit. Additionally, should the Energy Audit be determined the most effective path, CVCAA should ensure all applicable energy conservation measures are considered during the audit process.

*The TAC Chapter 5 Subchapter F Rule §5.612 and Chapter 6 Subchapter D Rule §6.416 require the following:*

(a) *Subrecipients must conduct a whole house assessment on all eligible units. Whole house assessments must be used to determine whether the Priority List or an Energy Audit is most appropriate for the unit. Whole house assessments must include but are not limited to the items described in paragraphs (1) - (15) of this subsection:*

- (1) *Wall--Condition, type, orientation, and existing R-values;*
- (2) *Windows--Condition, type material, glazing type, leakiness, and solar screens;*
- (3) *Doors--Condition, type;*
- (4) *Attic--Type, condition, existing R-values, and ventilation;*
- (5) *Foundation--Condition, existing R-values, and floor height above ground level;*
- (6) *Heating System--For all systems: unit type, fuel source (primary or secondary), thermostat, and output; for combustion systems only: vented or unvented efficiency, CO-levels, complete fuel gas analysis, gas leaks, and combustion venting;*
- (7) *Cooling System--Unit type, condition, area cooled, size in BTU rating, Seasonal Energy Efficiency Rating (SEER) or Energy Efficiency Rating ("EER"), manufacture date, and thermostat;*
- (8) *Duct System--Condition, existing insulation level, evaluation of registers, duct infiltration, return air register size, and condition of plenum joints;*
- (9) *Water Heater--For all water heaters: condition, fuel type, energy factor, recovery efficiency, input and output ratings, size, existing insulation levels, existing pipe*

*insulation; for combustion water heaters only: carbon monoxide levels, draft test, complete fuel gas analysis;*

*(10) Refrigerator--Condition, manufacturer, manufacture date and make, model, and consumption reading (minutes and meter reading); customer refusal must be documented;*

*(11) Lighting System--Quantity, watts, and estimated hours used per day;*

*(12) Water Savers--Number of showerheads, estimated gallons per minute and estimated minutes used per day;*

*(13) Health and Safety--For all units: smoke detectors, wiring, minimum air exchange, moisture problems, lead paint present, asbestos siding present, condition of chimney, plumbing problems, mold; for units with combustion appliances: unvented space heaters, carbon monoxide levels on all combustion appliances, carbon monoxide detectors;*

*(14) Air Infiltration--To be determined from Blower Door testing; areas requiring air sealing will be noted;*

*(15) Repairs--Measures needed to preserve or protect installed Weatherization measures may include lumber, shingles, flashing, siding, masonry supplies, minor window repair, gutters, downspouts, paint, stains, sealants, and underpinning.*

*(b) If using the Energy Audit, all allowable Weatherization measures needed must be entered. Measures will be performed in order of highest SIR to lowest depending on funds available. If using the Priority List, included Weatherization measures must be addressed in the order they appear on the list, or an explanation for excluding a measure must be provided.*

***Required Action:***

CVCAA must update its whole house assessment form and unit approach to maximize energy savings to align with the above referenced Texas Administrative Code and consider all energy saving measures to ensure compliance moving forward.

\*NOTE-Sample whole house assessment forms are available on the Departments website.

**General Observations:**

During the case file review of DOE Contract No. 56160002484; 56170002725 and LIHEAP Contract No. 81160002410; 81170002659, Department staff noted the following observations which do not require corrective action submitted to the Department:

- **DOE/LIHEAP Materials Specifications Manual.** During this monitoring review, it was noted that the material specifications manual provided by CVCAA had not been recently updated. CVCAA must continue to update the specifications for all materials used; the Department recognizes the materials installed in the houses inspected did, in fact, meet program specifications. The Department recommends CVCAA formally collect the materials specifications of all potential weatherization measures installed to ensure compliance with 10 CFR 440 Appendix A.
- **DOE QCI Final Inspections.** A review of client files and onsite inspections revealed that CVCAA was not performing water heater temperature testing as part of their QCI process. The Department recommends that CVCAA update their testing protocols and documentation to include water heater temperature testing in their QCI inspection process to ensure QCI compliance.
- **Contract Updates.** During the monitoring review it was noted that CVCAA had not updated procedures to include to all the PY17 LIHEAP contract requirements listed in Section 9, B. Client Files. The Department recommends comparison of previous to current year contracts for verification of new or modified documentation and procedural requirements.

- **Lead Safe RRP Documentation.** A review of client files revealed incomplete Lead Safe test kit documentation and testing results for homes built prior to 1978 that could trigger Lead Safe rules. DOE and LIHEAP programs require all WAP Subrecipients to comply with triggered Lead Safe rules and record keeping requirements per TAC Chapter 6 Subchapter D Rule §6.413, Environmental Protection Agency's Renovation, Repair and Painting Program (RRP) Final Rule, 40 CFR Part 745 and HUD's Lead Based Housing Rule, 24 CFR Part 35.

### **Monitoring Scope:**

The scope of the monitoring review covered contract activity from PY15, PY16 closeout and active PY17 to determine if LIHEAP and DOE funds were used to assist eligible households and whether those funds were expended in accordance with applicable federal and state regulations and contractual requirements. Department staff conducted the following steps:

- WAP case file testing and unit inspections
  - Total of thirteen (13) case file with eleven (11) inspected
  - PY16 LIHEAP five (5) case files tested, four (4) inspections
  - PY16 DOE one (1) case file tested, One (1) inspected
  - PY17 LIHEAP five (5) case files tested, four (4) inspected
  - PY17 DOE two (2) case files tested, two (2) inspected
- Financial/Policy review
  - Personnel Policies & Procedures Testing
  - Property Management
  - Payroll & Travel
  - Disbursement Testing
  - Reconciliations
- Procurement Review
  - Procurement and Contract testing



TEXAS DEPARTMENT OF HOUSING AND COMMUNITY AFFAIRS

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Greg Abbott  
GOVERNOR

**BOARD MEMBERS**  
J.B. Goodwin, *Chair*  
Leslie Bingham-Escareño, *Vice Chair*  
Paul A. Braden, Member  
Asusena Reséndiz, Member  
Sharon Thomason, Member  
Leo Vasquez, Member

December 6, 2017

(512) 475-4608  
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Dr. Mark Bethune  
Executive Director  
Conch Valley Community Action Agency  
San Angelo, Texas  
Email: [mbethune@cvcaa.org](mailto:mbethune@cvcaa.org)

RE: Closed Monitoring On-Site Review Conducted October 16-19, 2017  
DOE Contract No. 56150002266; 56160002484; 56170002725  
LIHEAP Contract No. 81150002143; 81160002410; 81170002659

Dear Dr. Bethune:

The Texas Department of Housing and Community Affairs (the Department) is in receipt of the corrective action submitted by Concho Valley Community Action Agency in response to the monitoring report dated **November 9, 2017**.

After careful review of the documentation submitted, it has been determined the documentation resolves the finding. The attached report details the review of the documentation submitted. No further action is required at this time for this review. This review is **closed**.

The Department appreciates your efforts to administer these programs. If you have any questions or concerns regarding this review, please feel free to contact me or Robert Moore at 512-475-3898 or via email at [robert.moore@tdhca.state.tx.us](mailto:robert.moore@tdhca.state.tx.us).

Sincerely,

Earnest L. Hunt  
Director of Subrecipient Monitoring

rwm

cc: Janet Appleton, Ben Rose, Jason Gagne



**Finding 1: Ensure Costs Are Allocated Based on Cost Allocation Plan - RESOLVED**

Concho Valley Community Action Agency (CVCAA) did not consistently allocate shared overhead expenses for rent, communication and insurance. Review of CVCAA’s current Cost Allocation Plan indicated all weatherization funding sources would support all benefitted program expenses incurred on a reasonable and consistent basis. Shared overhead expenses noted were not allocated with a percentage toward utility grant funds. Based upon the sample of tested expenditures, the following 2017 analysis was prepared by CVCAA for Department review and correction:

**CVCAA Analysis:**

Current Allocation for Calendar year of 2017					Corrected Allocation for Calendar Year of 2017			
GL Title	DOE	LIHEAP	Total		DOE %	LIHEAP %	TACAA %	Total
					0.18642412	0.632959178	0.180616701	
Admin: Rent	1,860.42	3,863.90	5,724.32		1067.151321	3623.260884	1033.907795	5724.32
Admin: Communications	62.97	435.16	498.13		92.86344708	315.2959555	89.97059741	498.13
Program Support: Rent	1,001.77	1,860.41	2,862.18		533.5793888	1811.643101	516.9575101	2862.18
Program Support: Communications	213.82	841.70	1,055.52		196.7743875	668.1010719	190.6445405	1055.52
Other: Insurance	3,399.00	5,727.39	9,126.39		1701.379228	5776.632316	1648.378456	9126.39

**Required Action:**

Concho Valley Community Action Agency must, in order to recapture previously reimbursed costs, and account for non-reimbursed expenses:

1. Remit its reimbursement check to the Department in the amount of \$4,411.57 representing an overcharge of overhead expenses to DOE Contract 56160002484 for the period January through June 2017.
2. Bill to its October 2017 Monthly Expenditure Report the amount of \$1,465.33 representing additional overhead expenses to DOE Contract 56170002725 for the period July through October 2017.
3. Adjust/reimburse the Department in its October 2017 Monthly Expenditure Report in the amount of \$3,638.92 representing an overcharge of overhead expenses to LIHEAP Contract 81170002659 for the period January through October 2017.

**Corrective Action Reviewed: *No further action is necessary.***

1. Concho Valley Community Action Agency (CVCAA) submitted the Department a check in the amount of \$4411.57 for an overcharge of overhead expenses to DOE Contract 56160002484.
2. \$1,465.33 representing additional overhead expenses to DOE Contract 56170002725 has been reported on October 2017 MER.
3. \$3,638.92 representing an overcharge of overhead expenses to LIHEAP Contract 81170002659 has been adjusted on the October 2017 MER.

Combating poverty in our communities through public and private partnerships

Concho Valley Community Action Agency  
Executive Director's Report  
Wednesday, January 10, 2018

FOUR QUESTIONS OF ENGAGEMENT

1. Does it align with our mission?
2. Is it a need of the community?
3. Do we have the capacity?
4. Is it cost effective?

**CEAP**

The initial 2018 CEAP contract is \$1,166,780.

CVCAA rolled approximately \$3,500 direct service dollars into 2018. Although we lost an outreach worker at the end of 2017, we hired three. In order to increase services to the outer counties as well as to elderly or disabled persons who may not be able to visit our facility, we will begin taking applications via mail. We hope to have the system in place by March.

**Utility Assistance - December 2017**

County	Households	Individuals	Monthly Expenditures	Monthly Average/HH	YTD Expenditures
Coke	26	53	5,031.90	193.53	29,989.84
Concho	26	62	6,058.54	233.02	35,538.83
Crockett	13	34	3,750.81	288.52	19,949.07
Irion	5	8	1,439.66	287.93	8,660.73
Kimble	15	24	2,395.71	159.71	17,911.03
Menard	41	74	7,401.68	180.53	42,152.84
Reagan	10	35	1,940.71	194.07	9,148.72
Schleicher	26	44	3,467.83	133.38	24,894.31
Sterling	3	13	657.73	219.24	2,654.53
Sutton	33	74	5,666.56	171.71	32,065.50
Tom					
Green	745	1,741	137,305.90	184.30	870,783.18
Total	943	2,162	175,117.03	185.70	1,093,748.58

**WEATHERIZATION**



## Combating poverty in our communities through public and private partnerships

The initial 2018 LIHEAP WAP contract is \$295,207. Plus some 2017 LIHEAP funds rolled over and 2017 DOE WAP contract is still in effect. We have not received the 2018 TACAA AEP contract.

Weatherization eligibility is capped at 200% of the Federal Poverty Rate. See attached scale.

2017 monitoring report to be presented at January 1018 Board of Directors' Meeting.

### 2017 WAP units

Commented [MDB1]:

Month	Units	Counties
January	6	tom green, irion
February	3	tom green
March	9	tom green
April	7	tom green, menard
May	4	tom green mcculloch
June	10	tom green, concho, kimble, sterling city
July	5	tom green, irion, concho
August	5	tom green, runnels, schliecher
September	9	tom green
October	11	tom green, menard, runnels
November	4	tom green
December	1	tom green

### CSBG

The initial 2018 CSBG contract is \$238,171 and we have about \$30,000 from 2017 that must be spent before 3/31/2018.

In 2017, 15 individuals transitioned out of poverty. Our goal was 9. There are currently 22 persons on Case Management. One person is being tracked to transition.

CSBG Case Management eligibility is capped at 125% of the Federal Poverty Guideline. See attached scale.

### VITA

We will begin processing and filing federal tax returns on February 5. This is a free, IRS sponsored and monitored service. This is our only program that is not income based. Clients may call after 1/22 to set up appointments. We'll be in the Adult Literacy Council building this year.

### FUND RAISING

The Crazy Desert Trail Race will be Saturday, March 10<sup>th</sup> at the San Angelo State Park. TXU is sponsoring the event on our behalf.

Combating poverty in our communities through public and private partnerships

San Angelo Gives will be Tuesday, May 1. Please consider contributing to CVCAA during this 24 hour event. All gifts are amplified through the San Angelo Area Foundation.

On Monday, January 15, 10% of food sales from Texas Roadhouse will be donated to CVCAA. Coupon must be presented.

#### **UNITED WAY**

An application was submitted to United Way for funding to the tune of \$5,000 representing unreimbursed costs associated with the weatherization program.

#### **CORPORATE OFFICES**

Executive Director is investigating the feasibility of securing a new location that would be owned by CVCAA. UPDATE (October): We are considering the Salvation Army's invitation to move into their future facility.

#### **TENANT BASED RENTAL ASSISTANCE**

We are currently compiling a waiting list for rental assistance. The assistance can last up to 2 years and includes the entire CVCAA service delivery area except the City of San Angelo. Our contract will support about 4 households. However, we also have access to the Reservation System which would allow service to additional households. TBRA clients must reside outside of San Angelo city limits.

#### **USDA PACKAGING**

CVCAA is now a USDA packager. That means that we will be paid \$350 for each application that we process. Our obligations will be limited to assisting clients with USDA applications. We will not administer any USDA programs.

#### Strategic Priorities

- Establish low cost, branded office space
- Fully expend all grants
- Implement effective marketing strategy
- Secure adequate, qualified weatherization applications
- Maintain equitable distribution of services
- Implement new management information system for weatherization assistance program
- Foster a climate of innovation

Combating poverty in our communities through public and private partnerships

Program Year 2017 Income Limits for CSBG (Effective January 24, 2017)		
Persons in Family/Household	100% of Federal Poverty Guidelines	125% of Federal Poverty Guidelines
1	\$12,060	\$15,075
2	\$16,240	\$20,300
3	\$20,420	\$25,525
4	\$24,600	\$30,750
5	\$28,780	\$35,975
6	\$32,960	\$41,200
7	\$37,140	\$46,425
8	\$41,320	\$51,650
Families with more than 8 persons	Add \$4,180 for each additional person	Add \$5,225 for each additional person

# CONCHO VALLEY COMMUNITY ACTION AGENCY

## EXECUTIVE DIRECTOR EVALUATION AND GOALS

DATE: January 10, 2018

### EVALUATION

#### I. Knowledge of programs and Agency operations.

Does the ED demonstrate knowledge of Agency programs and operations, including methods of maximizing funding sources and use of funds for the populations we serve?

Rating (1-5): 1

Comments:

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#### II. Communication with the Board.

Does the ED provide the Board with sufficient information for the Board to stay informed, to understand Agency operations, and to exercise its oversight authority?

Rating (1-5): 1

Comments:

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#### III. Communication with the Public.

Does the ED or his/her designee provide information to the public, including: (a) Program information to our target populations; (b) Information to agencies CVCAA can partner with, or that also serve our target populations; and (c) General information to the public, to build support for the Agency and the programs the Agency administers.

Rating (1-5): 1

Comments:

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#### IV. Financial stability.

Does the ED take appropriate steps to maximize the short- and long-term financial stability of the Agency, and to protect Agency assets?

Rating scale:

1. Consistently exceeds expectations
2. Sometimes exceeds expectations
3. Consistently meets expectations
4. Sometimes fails to meet expectations
5. Consistently fails to meet expectations

Rating (1-5): 1  
Comments:

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**V. Collaboration.**

Does the ED work with other agencies or programs to maximize services to our target populations?

Rating (1-5): 1  
Comments:

*Excellent*

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**VI. Geographic equity.**

Does the ED assure that Agency resources are used throughout our geographic region, taking into account the socioeconomic and demographic profile of each county?

Rating (1-5): 1  
Comments:

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**VII. Management.**

Does the ED demonstrate appropriate management skills, including: (a) Relationships with subordinates; (b) Alignment of personnel to programs; (c) Efficient operations of the Agency; (d) Agency worker morale; (e) Training, development, and advancement opportunities for Agency personnel; and (e) Compliance with federal, state, and Board policies. Traits to consider are the ED's conflict resolution; decision-making process; planning; leadership;

Rating (1-5): 1  
Comments:

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**VIII. Other.**

Provide any other comments regarding the ED.

Rating scale:

1. Consistently exceeds expectations
2. Sometimes exceeds expectations
3. Consistently meets expectations
4. Sometimes fails to meet expectations
5. Consistently fails to meet expectations

Comments:

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Rating scale:

1. Consistently exceeds expectations
2. Sometimes exceeds expectations
3. Consistently meets expectations
4. Sometimes fails to meet expectations
5. Consistently fails to meet expectations

## GOALS FOR COMING YEAR

Specific goals for the ED for the coming year:

1. *Keep doing what you doing*
- 2.
- 3.
- 4.
- 5.
- 6.

ORIGINAL FILED IN ROOM 101  
TOM GREEN COUNTY CLERK  
FEB 18 2018  
COPY NOT COMPLETED

**NOTICE OF MEETING**  
CONCHO VALLEY COMMUNITY ACTION AGENCY  
BOARD OF DIRECTORS

Date: February 14, 2018  
Time: 5:30 PM  
Place: Cactus Hotel, Green Room  
36 E. Twohig, San Angelo  
Tom Green County, Texas

In accordance with the Americans with Disabilities Act, we invite all attendees to advise us of any special accommodations due to disability. If assistance is needed to participate, please call (325) 653-2411. Please submit your request as far as possible in advance of the meeting you wish to attend.

### Agenda

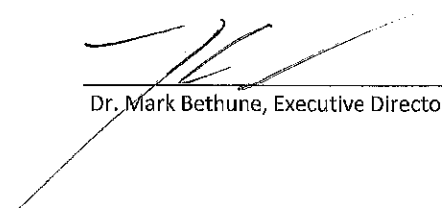
**NOTICE:** The Board of Directors may discuss, deliberate and take all appropriate action on any matter listed on this Agenda. Items on this Agenda may be taken out of the order listed. The Board reserves the right to deliberate in closed session pursuant to 551 of the Texas Government Code. Public comment is limited to five minutes per person on any agenda item.

1. Call to order and determine quorum.
2. Consider minutes for prior meeting and take appropriate action.
3. Election of Board Members.
4. Resolution recognizing Karen Huffman's many years of service as a CVCAA Board Member.
5. Consider and take appropriate action on Financial Report.
6. Consider and take appropriate action on Budget Amendment.
7. Consider and take appropriate action on SAHF grant application.
8. Receive input from board members concerning Community Needs Assessment.
9. Consider and take appropriate action on Executive Director's report.
10. Consider and take appropriate action on Combined Policies.
11. Consider future agenda items.
12. Adjournment.

The Board may go into Executive Session (close its meeting to the public):

1. The Board may go into Executive Session Pursuant to Texas Government Code §551.074 for the purposes of discussing personnel matters including to deliberate the appointment, employment, evaluation, reassignment, duties, discipline, or dismissal of a public officer or employee, including, specifically, the performance evaluation of the Executive Director.
2. Pursuant to Tex. Gov't. Code, §551.071(1) to seek the advice of its attorney about pending or contemplated litigation or a settlement offer.
3. Pursuant to Tex. Gov't. Code, §551.071(2) for the purpose of seeking the advice of its attorney about a matter in which the duty of the attorney to the governmental body under the Texas Disciplinary Rules of Professional Conduct of the State Bar of Texas clearly conflicts with Tex. Gov't. Code, Chapter 551.
4. Pursuant to Tex. Gov't. Code, §551.072 to deliberate the possible purchase, sale, exchange, or lease of real estate because it would have a material detrimental effect on the Department's ability to negotiate with a third person; and/or-
5. Pursuant to Tex. Gov't. Code, §2306.039(c) the Department's internal auditor, fraud prevention coordinator or ethics advisor may meet in an executive session of the Board to discuss issues related to fraud, waste or abuse.

Sign this 8 day of February, 2018.

  
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Dr. Mark Bethune, Executive Director



CONCHO VALLEY COMMUNITY ACTION AGENCY  
BOARD OF DIRECTOR'S MINUTES  
February 14, 2018

Meeting was held in the Green Room 2<sup>nd</sup> floor, Cactus Hotel  
36 East Twohig, San Angelo, Tom Green County, Texas

Present at meeting:

**Directors:**

**Elected Officials:** The Honorable Richard Cordes - Absent  
The Honorable David Dillard - Absent  
The Honorable Roy Blair - Absent  
The Honorable Steve Floyd  
The Honorable Leslie Mackie CVCAA Chair

**Private Sector:** Victor Belman  
Neta Wescott  
Connie Booth  
Donna Holden  
Vacant

**Low Income Sector:** Vacant  
Bernie Coffee CVCAA Secretary  
Noemi Samaniego  
Tim Grider - Absent  
Becky Trojcak CVCAA Vice-Chair - Absent

**Staff:** Executive Director, Mark Bethune            Chief Financial Officer, Lyla Blue  
Tracey Dishon, Community Programs Director    Ty'Ann Aranda, Case Manager

**Agenda**

1. The Honorable Leslie Mackie called the meeting to order at 5:31pm. Quorum present. Introduction of staff present at meeting – Tracey Dishon and Ty'Ann Aranda; and special guest Sherrill Bethune.
  
2. Consider minutes for prior meeting and take appropriate action.  
Motion made by The Honorable Steve Floyd to accept minutes from prior meeting.  
Second made by Noemi Samaniego  
Motion passed 8-0

3. Election of board members. Discussion on vacancy representation in Crockett County. Noemi Samaniego to make contact with possible replacement. Jeff Lisson submitted by representation of Low Income Sector by Concho Valley Food Bank.  
Motion made by Connie Booth to reaffirm member Jeff Lisson.  
Second made by Victor Belman  
Motion passed 8-0
4. Resolution recognizing Karen Huffman's many years of service as a CVCAA Board Member.  
Motion made by Bernie Coffee to recognize Karen Huffman's 12 years of service with a certificate and mug with inscription.  
Second by Donna Holden  
Motion passed 8-0
5. Consider and take appropriate action on financial report. Discussion on Unrestricted funds and available uses. Explained by Executive Director – rainy day funds and used to assist with future plans.  
Motion to accept report made by The Honorable Steve Floyd.  
Second made by Noemi Samaniego  
Motion passed 8-0
6. Consider and take appropriate action on Budget Amendment. No action at this time. To be considered at next month's meeting.
7. Consider and take appropriate action on applying for SAHF grant application. Discussion on use of grant will be to assist with strategic plan.  
Motion made to apply for grant made by Bernie Coffee.  
Second by Victor Belman  
Motion passed 8-0
8. Receive input from board members concerning Community Needs Assessment. No action needed. Tracey Dishon shared information on the Assessment portion of The Results Oriented Management and Accountability Cycle (ROMA) and Ty'Ann Aranda shared information on the surveys and community forums to assist in the assessment. Board members were requested to assist in providing locations to hold forums and names of potential people to be surveyed.

The Honorable Steve Floyd left meeting.

9. Consider and take appropriate action on Executive Director's report. Executive Director shared information CVCA Programmatic Information and that they will begin accepting mail-in applications for utility assistance on March 13, 2018.  
Motion made to accept report by Connie Booth.  
Second by Donna Holden  
Motion passed 7-0
  
10. Consider and take appropriate action on Combined Policies. Board members given copy of combined policies and advised policies will be placed on server for easy access. Motion made to accept action by Connie Booth  
Second by Donna Holden  
Motion passed 7-0
  
11. Consider future agenda items – Board training by TDHCA.

**Set date for future meeting.**

12. Wednesday, March 21, 2018, Meeting Room 2<sup>nd</sup> floor Cactus Hotel @ 5:30pm.
13. There being no further business before the Board, The Honorable Leslie Mackie adjourned the meeting at 6:21pm.

Signed this 18 day of Apr. 1, 2018.

  
\_\_\_\_\_  
The Honorable Leslie Mackie, Chair

  
\_\_\_\_\_  
Bernadette Coffee, Secretary



# Concho Valley Regional Food Bank

P.O. Box 1207

San Angelo, Texas 76902

325-655-3231 • Fax 325-658-3987

January 23, 2018

Dr. Mark Bethune, Executive Director  
Concho Valley Community Action Agency  
36 E. Twohig Ave, Ste. B2  
San Angelo, TX 76903

Dear Mark:

The Concho Valley Regional Food Bank Board of Directors met January 18, 2018.

During that regular meeting, a motion was made, seconded, and passed unanimously that Jeffrey L. Lisson be accepted for another term of service on the Concho Valley Community Action Agency Board of Directors.

The CVRFB BOD believes that Jeffrey has exceptional capability and capacity to represent the mission of the CVCAA.

Sincerely,



Gregory A. Duke  
Executive Director



**Concho Valley Community Action Agency**  
**Statement of Financial Position**  
**January 31, 2018**

	<u>Programs</u>	<u>Unrestricted</u>	<u>Total</u>
<b>Assets</b>			
Current Assets			
First Financial Checking	67,997.93	108,627.43	176,625.36
1st Community FCU Savings	-	30.76	30.76
First Financial MMA	-	50,054.69	50,054.69
1st Community FCU CD #20	-	117,273.95	117,273.95
Grants Receivable	205,250.42	-	205,250.42
Security Deposit	-	2,500.00	2,500.00
Total Current Assets	<u>273,248.35</u>	<u>278,486.83</u>	<u>551,735.18</u>
Long-term Assets			
Vehicles	60,604.00	-	60,604.00
Acc Dep - Vehicles	(60,604.00)	-	(60,604.00)
Software	44,495.00	-	44,495.00
Acc Dep - Software	(44,495.00)	-	(44,495.00)
Equipment	11,397.00	-	11,397.00
Acc Dep - Equipment	(11,397.00)	-	(11,397.00)
Total Long-term Assets	<u>-</u>	<u>-</u>	<u>-</u>
 Total Assets	 <u>273,248.35</u>	 <u>278,486.83</u>	 <u>551,735.18</u>
 <b>Liabilities</b>			
Short-term Liabilities			
Accounts Payable	19,397.17	624.94	20,022.11
Payroll Liabilities Payable	5,985.44	2,313.64	8,299.08
Accrued Vacation	-	26,324.50	26,324.50
Total Short-term Liabilities	<u>25,382.61</u>	<u>29,263.08</u>	<u>54,645.69</u>
 <b>Net Assets</b>			
Unrestricted	-	249,223.75	249,223.75
Temporarily Restricted	247,865.74	-	247,865.74
Permanently Restricted	-	-	-
Total Net Assets	<u>247,865.74</u>	<u>249,223.75</u>	<u>497,089.49</u>
 Total Liabilities and Net Assets	 <u>273,248.35</u>	 <u>278,486.83</u>	 <u>551,735.18</u>

**Concho Valley Community Action Agency  
Income/Expenses  
2018**

**Grants**

<b>CSBG - 8% of Grant Period</b>	<u>January</u>	<u>YTD</u>	<u>Budget</u>	<u>Over/(Under)</u>	<u>% of Budget</u>
<b>Income</b>	<b>38,544.78</b>	<b>38,544.78</b>	<b>230,853.00</b>	<b>(192,308.22)</b>	<b>16.70%</b>
Personnel	11,622.06	11,622.06	117,480.00	(105,857.94)	9.89%
Fringe Benefits	2,984.40	2,984.40	34,174.00	(31,189.60)	8.73%
Travel	1,408.10	1,408.10	21,093.00	(19,684.90)	6.68%
Equipment	-	-	2,574.00	(2,574.00)	0.00%
Supplies	1,003.00	1,003.00	3,600.00	(2,597.00)	27.86%
Contractual	-	-	2,520.00	(2,520.00)	0.00%
Other	6,420.66	6,420.66	49,412.00	(42,991.34)	12.99%
<b>Total Expenses</b>	<b>23,438.22</b>	<b>23,438.22</b>	<b>230,853.00</b>	<b>(207,414.78)</b>	<b>10.15%</b>

<b>CEAP - 8% of Grant Period</b>	<u>January</u>	<u>YTD</u>	<u>Budget</u>	<u>Over/(Under)</u>	<u>% of Budget</u>
<b>Income</b>	<b>92,684.21</b>	<b>92,684.21</b>	-	<b>92,684.21</b>	<b>#DIV/0!</b>
Administration	19,245.07	19,245.07	-	19,245.07	#DIV/0!
Household Crisis	4,011.41	4,011.41	-	4,011.41	#DIV/0!
Utility Assistance	-	-	-	-	#DIV/0!
Program Services	1,301.82	1,301.82	-	1,301.82	#DIV/0!
Travel	-	-	-	-	#DIV/0!
<b>Total Expenses</b>	<b>24,558.30</b>	<b>24,558.30</b>	-	<b>24,558.30</b>	<b>#DIV/0!</b>

<b>DOE - 8% of Grant Period</b>	<u>January</u>	<u>YTD</u>	<u>Budget</u>	<u>Over/(Under)</u>	<u>% of Budget</u>
<b>Income</b>	<b>27,472.39</b>	<b>27,472.39</b>	-	<b>27,472.39</b>	<b>#DIV/0!</b>
Administration	-	-	-	-	#DIV/0!
Insurance	-	-	-	-	#DIV/0!
Fiscal Audit	-	-	-	-	#DIV/0!
Materials/Labor	-	-	-	-	#DIV/0!
Program Support	2,334.49	2,334.49	-	2,334.49	#DIV/0!
Health & Safety	-	-	-	-	#DIV/0!
Training	-	-	-	-	#DIV/0!
<b>Total Expenses</b>	<b>2,334.49</b>	<b>2,334.49</b>	-	<b>2,334.49</b>	<b>#DIV/0!</b>

<b>LIHEAP - 8% of Grant Period</b>	<u>January</u>	<u>YTD</u>	<u>Budget</u>	<u>Over/(Under)</u>	<u>% of Budget</u>
<b>Income</b>	<b>46,549.04</b>	<b>46,549.04</b>	-	<b>46,549.04</b>	<b>#DIV/0!</b>
Administration	2,783.76	2,783.76	-	2,783.76	#DIV/0!
Materials/Labor	11,656.01	11,656.01	-	11,656.01	#DIV/0!
Program Support	9,610.34	9,610.34	-	9,610.34	#DIV/0!
Health & Safety	4,095.00	4,095.00	-	4,095.00	#DIV/0!
Training	-	-	-	-	#DIV/0!
<b>Total Expenses</b>	<b>28,145.11</b>	<b>28,145.11</b>	-	<b>28,145.11</b>	<b>#DIV/0!</b>

**Concho Valley Community Action Agency  
Income/Expenses  
2017**

**Grants**

<b>TACAA - 8% of Grant Period</b>	<u>January</u>	<u>YTD</u>	<u>Budget</u>	<u>Over/(Under)</u>	<u>% of Budget</u>
<b>Income</b>	-	-	-	-	<b>#DIV/0!</b>
Administration	8.65	8.65	-	8.65	#DIV/0!
Materials/Labor	-	-	-	-	#DIV/0!
Program Support	20.14	20.14	-	20.14	#DIV/0!
<b>Total Expenses</b>	<b>28.79</b>	<b>28.79</b>	-	<b>28.79</b>	<b>#DIV/0!</b>

**Other**

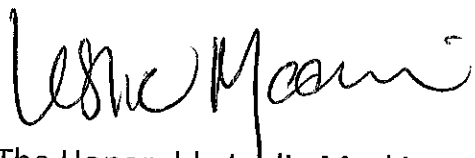
	<u>Income January</u>	<u>Income YTD</u>	<u>Expenses January</u>	<u>Expenses YTD</u>
VITA	2,500.00	2,500.00	873.71	873.71
Neighbor to Neighbor	-	-	15.00	15.00
TXU Energy Aid	-	-	-	-
Sharing the Warmth	211.22	211.22	-	-
Reliant CARE	-	-	-	-
Case Management	2,500.00	2,500.00	100.00	100.00
Make a Difference	-	-	-	-
Interest	101.65	101.65	-	-
Unrestricted	1,801.50	1,801.50	13,066.31	13,066.31



# CONCHO VALLEY COMMUNITY ACTION AGENCY

To Whom It May Concern:

On Wednesday, February 14, 2018, during a regular meeting of the Concho Valley Community Action Agency Board of Directors in which there was a quorum, the Board voted to seek funds from the San Angelo Health Foundation for the development and implementation of a three-year Strategic Plan.



The Honorable Leslie Mackie



Dr. Mark Bethune



36 E. Twohig Suite B-2  
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Concho Valley Community Action Agency  
Executive Director's Report  
Wednesday, February, 2018

FOUR QUESTIONS OF ENGAGEMENT

1. Does it align with our mission?
2. Is it a need of the community?
3. Do we have the capacity?
4. Is it cost effective?

**CEAP**

The initial 2018 CEAP contract is \$1,166,780.

CVCAA rolled approximately \$3,500 direct service dollars into 2018. Although we lost an outreach worker at the end of 2017, we hired three. In order to increase services to the outer counties as well as to elderly or disabled persons who may not be able to visit our facility, we will begin taking applications via mail. We hope to have the system in place by March. UPDATE (February): The flyer announcing mail-in applications is ready. Please help us get the word out.

**Utility Assistance - January 2018**

County	Households	Individuals	Monthly Expenditures	Monthly Average/HH	YTD Expenditures
Coke	2	5	\$353.07	\$176.54	\$353.07
Concho	-	-	\$0.00	N/A	\$0.00
Crockett	-	-	\$0.00	N/A	\$0.00
Irion	-	-	\$0.00	N/A	\$0.00
Kimble	-	-	\$0.00	N/A	\$0.00
Menard	-	-	\$0.00	N/A	\$0.00
Reagan	-	-	\$0.00	N/A	\$0.00
Schleicher	-	-	\$0.00	N/A	\$0.00
Sterling	-	-	\$0.00	N/A	\$0.00
Sutton	-	-	\$0.00	N/A	\$0.00
Tom					
Green	16	47	\$3,658.34	\$228.65	\$3,658.34
Total	18	52	\$4,011.41	\$222.86	\$4,011.41

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**WEATHERIZATION**

The initial 2018 LIHEAP WAP contract is \$295,207. Plus some 2017 LIHEAP funds rolled over and 2017 DOE WAP contract is still in effect. We have not received the 2018 TACAA AEP contract.

Weatherization eligibility is capped at 200% of the Federal Poverty Rate. See attached scale.

2017 monitoring report to be presented at January 1018 Board of Directors' Meeting.

2018 WAP units

Month	Units	Counties
January	3	tom green
February		
March		
April		
May		
June		
July		
August		
September		
October		
November		
December		

**CSBG**

The initial 2018 CSBG contract is \$238,171 and we have about \$30,000 from 2017 that must be spent before 3/31/2018.

In 2017, 15 individuals transitioned out of poverty. Our goal was 9. There are currently 22 persons on Case Management. One person is being tracked to transition. UPDATE (February): There are currently 20 persons on Case Management, 3 persons being tracked, and 1 person transitioned in January.

CSBG Case Management eligibility is capped at 125% of the Federal Poverty Guideline. See attached scale.

**VITA**

We will begin processing and filing federal tax returns on February 5. This is a free, IRS sponsored and monitored service. This is our only program that is not income based. Clients may call after 1/22 to set up appointments. We'll be in the Adult Literacy Council building this year. UPDATE (February): In 1 ½ weeks, we've prepared and filed 266 returns. We're already booked until March 5.

## **FUND RAISING**

The Crazy Desert Trail Race will be Saturday, March 10<sup>th</sup> at the San Angelo State Park. TXU is sponsoring the event on our behalf.

San Angelo Gives will be Tuesday, May 1. Please consider contributing to CVCAA during this 24 hour event. All gifts are amplified through the San Angelo Area Foundation.

On Monday, January 15, 10% of food sales from Texas Roadhouse will be donated to CVCAA. Coupon must be presented. UPDATE (February): We received \$50 from this event.

## **UNITED WAY**

An application was submitted to United Way for funding to the tune of \$5,000 representing unreimbursed costs associated with the weatherization program.

## **TENANT BASED RENTAL ASSISTANCE**

We are currently compiling a waiting list for rental assistance. The assistance can last up to 2 years and includes the entire CVCAA service delivery area except the City of San Angelo. Our contract will support about 4 households. However, we also have access to the Reservation System which would allow service to additional households. TBRA clients must reside outside of San Angelo city limits.

## **ORGANIZATIONAL STANDARDS**

CVCAA submitted required documents for the Organizational Standards as mandated by the Office of Community Services (OCS). UPDATE (February): We received feedback on our Organizational Standards submission. There are a few areas that require our attention, most will be cleared up at the submission of the next Community Needs Assessment and Strategic Plan (see below).

## **COMMUNITY NEEDS ASSESSMENT**

Every 3 years, entities administering Community Services Block Grants must complete a comprehensive Community Needs Assessment (CNA). The next is due June 1, 2018. The CNA requires Board involvement, input from low-income persons covering the entire CVCAA Service Delivery Area, staff participation, and contributions from key members in the community (community leaders, non-profit organizations, schools, local governments, etc.). The CNA will be presented to CVCAA's Board of Directors during the May meeting.

## **STRATEGIC PLAN**

Every 5 years, entities administering Community Services Block Grants must complete a Strategic Plan. Although our next Strategic Plan is not due until 2020, we've decided to link it to the completion of the CNA since the CNA is the basis of the Strategic Plan. We will begin

## Combating poverty in our communities through public and private partnerships

working on the Strategic Plan in June. Much like the CNA, the Strategic Plan requires input from varied sources.

### **USDA PACKAGING**

CVCAA is now a USDA packager. That means that we will be paid \$350 for each application that we process. Our obligations will be limited to assisting clients with USDA applications. We will not administer any USDA programs.

### Strategic Priorities

- Establish low cost, branded office space
- Fully expend all grants
- Implement effective marketing strategy
- Secure adequate, qualified weatherization applications
- Maintain equitable distribution of services
- Implement new management information system for weatherization assistance program
- Foster a climate of innovation

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**2018 Income Guideline effective 2/1/18**

Family Size	50%	75%	100%	125%	150%	200%
1	6,070	9,105	12,140	15,175	18,210	24,280
2	8,230	12,345	16,460	20,575	24,690	32,920
3	10,390	15,585	20,780	25,975	31,170	41,560
4	12,550	18,825	25,100	31,375	37,650	50,200
5	14,710	22,065	29,420	36,775	44,130	58,840
6	16,870	25,305	33,740	42,175	50,610	67,480
7	19,030	28,545	38,060	47,575	57,090	76,120
8	21,190	31,785	42,380	52,975	63,570	84,760
Each Additional Family Member	2,160	3,240	4,320	5,400	6,480	8,640

# **PERSONNEL AND PROGRAMMATIC POLICIES MANUAL**

## **CONCHO VALLEY COMMUNITY ACTION AGENCY**

**Revised: February 1, 2018**

## NOTICE TO EMPLOYEES

Concho Valley Community Action Agency (CVCAA) operates under the legal doctrine of "**employment-at-will**" and within requirements of state and federal law regarding employment can dismiss an employee at any time, with or without notice, for any reason or no reason. CVCAA will attempt to ensure that employee dismissals are not made in an arbitrary or capricious manner; however, these personnel policies do not constitute or imply a contract, agreement, promise, or guarantee of employment or of continued employment. CVCAA has the right to change these policies at any time, without prior notice to employees.

Each reference in these policies to CVCAA means Concho Valley Community Action Agency, San Angelo, Texas.



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Personnel and Programmatic Policies Manual  
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## **ABOUT THE CONCHO VALLEY COMMUNITY ACTION AGENCY**

### **Authority**

The Board of Directors (“the Board”) of CVCAA retains ultimate authority for the Administration of the Agency. However, the Board reserves the right to specifically delegate authority to the Executive Director per the Bylaws. The Board retains the authority to employ or dismiss the Executive Director. The Board retains the power to establish objectives and priorities, and to issue broad policy statements for the direction of the Executive Director. The authority delegated to the Executive Director includes the authority to employ and discharge all employees of the Agency. The Executive Director will make “State of the CVCAA Reports” at each regular meeting of the Board of Directors. All meetings of the CVCAA Board of Directors will be held in compliance with the Open Meetings Act and all records subject to the Open Records Act.

### **History**

The Tom Green Community Action Council underwent reorganization on or about July 31, 2003. The Texas Department of Community Affairs named an Interim Board of Directors charged with reorganizing the Community Action Council. The Interim Board of Directors named an Interim Executive Director and an Interim Chief Financial Officer. As part of the reorganization plan the Council will be hereafter referred to as “Concho Valley Community Action Agency”.

#### **Interim Board of Directors**

**Honorable Allen Amos, Chairman  
Concho County Judge**

**Honorable Mike Brown, Vice-Chairman  
Tom Green County Judge**

**Honorable Richard Cordes  
Menard County Judge**

**Honorable Robert Browne  
Sterling County Judge**

**Honorable Roy Blair  
Coke County Judge**

**Sid Mabry, Interim Executive Director  
Former Irion County Judge**

**Dianna Spieker, Interim Chief Finance Officer  
Tom Green County Treasurer**

**SERVICE TO THE PUBLIC**

On a day-to-day basis, citizens base their opinion of the Concho Valley Community Action Agency on the actions of employees like you. The Administration has developed a code of personal conduct we think will help reinstate a reputation of integrity for the good of the Community and the Concho Valley Community Action Agency.

- Remember our Primary Function is to serve the citizens of the Concho Valley who are in need.
- Our responsibility is to provide fair, efficient service in a courteous manner.
- Be a good and sincere listener, our clients want us to understand and care about their problems.
- Learn about of the Services that CVCAA provides so that you can refer a client to the proper person quickly and efficiently.
- Document all information that may be needed to best serve the client.
- Fulfill all promises you make. If you cannot complete a promised task as anticipated, get back in touch and explain the circumstances.
- Respect the dignity of every individual; try honestly and sincerely to see the other person's point of view; speak kindly; avoid arguments; and be friendly.
- Be punctual in your work, to your appointments and in meeting deadlines.
- Make suggestions about ways to improve our services.
- Dress and appearance must be appropriate for the job.
- CVCAA employees are trustees of public funds; conserve funding as if it were your own.
- Finally, public service requires that we not only obey the law, but it is important that we avoid even the appearance of any improper action or use of our position to gain personal advantage.

## **1.00 GENERAL POLICIES**

**1.01 AUTHORITY** These policies are established by the CVCAA Board of Directors and any additions, deletions, amendments, or revisions must be approved by the Board of Directors.

These policies completely replace and supersede any and all personnel policies previously adopted, individually or as a set of policies, by the Board of Directors.

**1.02 SEVERABILITY** The provisions of these policies are severable, and if any provision or part of a provision is held invalid, illegal, or unenforceable, this will not affect the validity of the remaining provisions or parts of provisions, which will remain in force and effect.

**1.03 PURPOSE** These policies set forth the primary rules governing employment with CVCAA. The policies contained herein inform employees of the benefits and obligations of employment with CVCAA. They have been prepared and adopted in order to promote consistent, equitable, and effective practices by both employees and supervisors, which will result in high quality public service to the citizens of the Concho Valley.

**1.04 APPLICABILITY OF PERSONNEL POLICIES** These personnel policies apply equally to all employees of CVCAA unless a class of employees is specifically exempted by law or by the terms of these policies. In cases where federal or state laws or regulations supersede local policy for specific groups of employees, such laws or regulations will substitute for these personnel policies only insofar as necessary for compliance.

**1.05 EMPLOYMENT-AT-WILL** CVCAA operates under the legal doctrine of "employment-at-will" and, within requirements of state and federal law regarding employment, can dismiss an employee at any time, with or without notice, for any reason or no reason. CVCAA will attempt to ensure that employee dismissals are not made in an arbitrary or capricious manner; however, these personnel policies do not constitute or imply a contract, agreement, promise, or guarantee of employment or of continued employment.

**1.06 DISSEMINATION OF PERSONNEL POLICIES** The Executive Director maintains the official set of the personnel policies with all revisions for reference by employees. In addition, the Executive Director will provide a complete copy of this manual to each Supervisor. Supervisor will be responsible for distributing the copies of this manual to each employee and each employee shall sign notice of receiving the manual. Signed notice shall remain in employee file. If a question arises about a particular policy, the official set of policies in the Executive Director's Office should be consulted and will control. Furthermore, an electronic copy of the most recent Board approved Personnel Policy shall be kept on the agency server in a location in which all employees have access.

**1.07 EQUAL EMPLOYMENT OPPORTUNITY** It is the policy of CVCAA to prohibit discrimination against any person in job structuring, recruitment, examination, selection, appointment, placement, training, upward mobility, discipline, or any other aspect of personnel administration based on race, color, religion, gender (sex), national origin, age, disability (handicap), political affiliation, belief, or any State or Federally protected class not listed herein. Personnel decisions will be made on the basis of occupational qualifications and job-related factors such as skill, knowledge, education, experience, and ability to perform a specific job.

CVCAA expressly prohibits any form of unlawful employee harassment based on race, color, religion, sex, national origin, age, disability, or status in any group protected by state, federal, and local law. Improper interference with the ability of CVCAA employees to perform their expected job duties is not tolerated.

An employee will not engage in conduct at work, which involves the use of racial or ethnic joking or derogatory remarks. Reports of such conduct will be investigated, and necessary corrective action will be taken.

Retaliation or discrimination against an employee for alleging discrimination on any of the bases covered in this chapter is prohibited.

**1.08. Anti-Discrimination and Anti-Harassment Policy and Reporting Procedure** It is the policy of the CVCAA to provide and maintain a work environment, which is free of harassment, exploitation, and intimidation. We are

absolutely committed to a discrimination-free workplace, and will not tolerate discrimination in any form. CVCAA requires supervisors to immediately investigate and document all reports of discrimination. CVCAA prohibits the use of race, sex, national origin, and religion-based jokes, cartoons, drawings, and stories. CVCAA also prohibits personal contact, speech, and any other conduct or practice which may be offensive to another person. If you believe you or a co-worker have witnessed or been a victim of race, sex, religion, or national-origin discrimination or harassment, follow the reporting steps below.

1. You should immediately report any and all instances of suspected discrimination to your supervisor.
2. If your supervisor is involved in suspected discrimination and will not or does not take appropriate action after your report, then
3. You should report any and all instances of suspected discrimination to your supervisor's supervisor. If the supervisor's supervisor is involved in suspected discrimination and will not or does not take appropriate action after your report, then
4. You should report any and all instances of suspected discrimination to the Agency Executive Director. If the Agency Director is involved in suspected discrimination and will not or does not take appropriate action after your report, then
5. You should report any and all instances of suspected discrimination to any Agency Board member you believe is not involved in suspected discrimination. That Board Member must then immediately notify the Board chairman of the report and the Board Chairman must then have the report placed on the next Board agenda for Board discussion and action.

CVCAA will promptly investigate and take necessary action if an act of discrimination is confirmed. Such action may include counseling, demotion, or termination of employment of any individual who is involved in discrimination, tolerates discrimination, or covers up any act or acts of discrimination.

Employees with disabilities are entitled to reasonable accommodations under state and federal law. We will comply in all respects with our obligations to any disabled employees or job applicants. We do not discriminate against any employee or job applicant based upon physical or mental disability. CVCAA's Policy is to make the workplace accessible to persons with disabilities and to make reasonable accommodations to a qualified individual with a disability who is an applicant or employee unless that accommodation will place an undue hardship on CVCAA finances or operations. No person will be subject to any form of retaliation for pursuing a complaint based on disability-related discrimination.

**1.09 CHANGES TO THESE POLICIES AND EMPLOYEE SUGGESTIONS** CVCAA reserves the right to revise these policies in part or in its entirety. Once the Board of Directors has approved the revisions, sufficient copies of the new policies or amendments will be printed and distributed to all staff and board members. All employees will be subject to the rules and regulations contained in the revised policies, effective the date the revisions were adopted by the Board of Directors. New employees will be provided a copy of these policies as part of the incoming employment orientation.



**1.10 CHAIN OF COMMAND.** In absence of immediate supervisor (Program Manager) and Executive Director, Chief Financial Officer will be given temporary decision making authority and will be responsible for personnel matters. In the absence of all three, Executive Director will temporarily assign decision making authority to a Program Manager.

## **2.00 EMPLOYEE RESPONSIBILITIES**

**2.01 GENERAL** CVCAA is a public tax-supported organization. Its employees must adhere to high standards of public service that emphasize professionalism, good judgment, courtesy, and avoidance of even the appearance of illegal or unethical conduct at all times. Employees are required to give a full day's work, to carry out efficiently the work items assigned as their responsibility, to maintain honest conduct, and to do their parts in maintaining good relationships with the public, their supervisors, CVCAA officials, and their fellow employees. Children of employees are not allowed at CVCAA locations, except for brief visits.

**2.02 PROFESSIONAL APPEARANCE** Employees are hired to provide services to the citizens of the Concho Valley and to perform specific tasks in a professional manner. As representatives of CVCAA, employees are encouraged to set and meet high standards both in performing quality work and in presenting a professional personal image to the public. While CVCAA does not have a formal dress code, employees are expected to exercise regular hygiene care and to dress and groom themselves in a neat and tasteful manner which is appropriate to the particular job being performed. Expensive clothes are not necessary, but a neat, well-groomed appearance and a courteous attitude are necessary in creating and maintaining a professional, favorable image of the CVCAA work force.

**2.03 TIMELINESS AND ATTENDANCE** Employees are to be punctual in reporting for work, keeping appointments, and meeting schedules for completion of work. An employee who expects to be late for or absent from work must report the expected tardiness or absence to his or her supervisor as soon as possible. Frequent tardiness or unexcused absence is not permissible and is grounds for disciplinary action up to and including termination.

**2.04 POLITICAL ACTIVITY** Employees of CVCAA are encouraged to vote and to exercise other prerogatives of citizenship consistent with state and federal law and these policies. CVCAA employees are not required to contribute to any political fund or render any political service to any person or party. No employee will be dismissed, suspended, demoted, or otherwise prejudiced for refusing to do so. CVCAA is a non-partisan organization and the beliefs of members of the board of directors, staff, and employees must not be publicly presented in a manner which implies their views represent those of the corporation.

**2.05 TELEPHONE USE** Telephones are to be used for CVCAA business only. It is understood that occasionally personal calls are necessary. Personal long distance calls are prohibited. Employees are required to pay for any non business long distance phone calls.

**2.06 COMPUTER USE, INTERNET, AND E-MAIL** Office computers are for work use only. Using office computers to play games or for personal use is not allowed. The same is true of internet and e-mail. By working for CVCAA, you expressly consent and authorize CVCAA to monitor e-mail and internet use and to retrieve any electronically stored information on CVCAA owned computers. CVCAA prohibits the use of company computers for the distribution of any offensive materials of a sexual, racial, or religious nature.

**2.07 SMOKING** Smoking and the use of tobacco products is prohibited within CVCAA facilities.

**2.08 CONFIDENTIALTY OF EMPLOYER AND CUSTOMER/CLIENT INFORMATION AND RECORDS** CVCAA complies with the Texas Open Meetings and Open Records Act. Most of our records are public information. Certain employee and client records are confidential. Part of your obligation as an employee is to maintain these records' confidentiality and not disclose any confidential information without prior approval. Only designated employees are allowed to take company documents off company property.

**2.09 DUTY OF LOYALTY TO EMPLOYER** We expect employees to be loyal to CVCAA. All opportunities developed in our area belong to CVCAA and not any employee or group of employees.

**2.10 OFFICE SUPPLIES** We provide office supplies for CVCAA business only. Do not take any supplies home or use CVCAA supplies or postage for personal or non CVCAA use.

**2.11 EXPENSE RECORDS** All expenses you believe CVCAA should reimburse must be approved in advance. Prior approval by your immediate supervisor and Executive Director is required.

**2.12 WORKPLACE LANGUAGE.** Whenever interacting with fellow CVCAA employees during working hours, English is to be spoken unless all present speak the foreign language. This policy does not include communication with clients.

### **3.00 HIRING PRACTICES**

**3.01 METHODS OF RECRUITMENT AND SELECTION** CVCAA has five methods of recruiting and selecting persons to fill vacancies. Promotion from within; transfer from within; competitive consideration of applications for employment; referral from a job training program; or selection from a valid current eligible list of applicants.

**3.02 QUALIFICATIONS** CVCAA maintains a job (class) description, which establishes the required knowledge, skills, and abilities for each staff position and the acceptable levels of experience and training for each. The job description sets forth the minimum acceptable qualifications required to fill the position.

**3.03 AGE REQUIREMENTS** Persons under 16 years of age will not be employed in any full-time position. Persons under 18 years of age will not be hired in any hazardous

occupation. Other age limitations will be applied only as required by state or federal law applicable to CVCAA.

**3.04 EMPLOYMENT OF RELATIVES (NEPOTISM)** Nepotism is the showing of favoritism toward a relative. The practice of nepotism in hiring personnel or awarding contracts is forbidden by CVCAA. No employee may hire or supervise another employee who is related within the second degree by affinity (marriage) or within the third degree by consanguinity (blood) to any member of CVCAA for whom he or she works. The prohibited degrees of relationship are defined in the following nepotism charts.

**NEPOTISM TABLES**

**TABLE 1 – CONSANGUINITY KINSHIP CHART (RELATED BY BLOOD)**

Degree	1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>
Father		Grandfather	Great Grandfather
Mother		Grandmother	Great Grandmother
Son		Brother	Uncle
Daughter		Sister	Aunt
		Grandson	Nephew
		Granddaughter	Niece
			Great Grandson
			Great Granddaughter

Relatives of Spouses within the first or second degree of consanguinity (e.g. son-in-law, mother-in-law, brother-in-law, sister-in-law, etc.) are also included in the prohibition.

**TABLE 2 – AFFINITY KINSHIP CHART (RELATED BY MARRIAGE)**

Degree	1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>
Father in Law		Grandfather in Law	N/A
Mother in Law		Grandmother in Law	N/A
Son in Law		Brother in Law	N/A
Daughter in Law		Sister in Law	N/A
		Grandson in Law	N/A
		Granddaughter in Law	N/A

**3.05 VERIFICATION OF ELIGIBILITY TO WORK** In order to comply with the Immigration Reform and Control Act of 1986, each new employee will be required to complete and sign an INS Form I-9 within the first three days of his or her employment to provide proof of his or her identity and employment eligibility.

**3.06 DRIVING RECORD** Every CVCAA employee who is required to drive a vehicle or operate a piece of equipment requiring a valid driver's license must maintain a safe driving record and may be required to participate in defensive driving courses at the request of CVCAA. Upon request by the Executive Director, copies of an employee's driving record and criminal history may be required.

**3.07 DISQUALIFICATION** An applicant is disqualified from employment by CVCAA if he or she does not meet the minimum qualifications for performance of the duties of the position involved; has knowingly made a false statement on the application form;

has committed fraud during the selection process; is not legally permitted to hold the position; has offered or attempted to offer money, service, or any other thing of value to secure an advantage in the selection process; does not meet the physical requirements as a result of a physical examination, substance abuse screening; or has not provided proof of citizenship or legal work status in the United States within the first week of employment.

**3.08 PLACEMENT ON CVCAA PAYROLL** New employees should complete all employment forms their first day of employment. They must complete INS Form I-9 within the first three days of employment and all employment forms within the first week of employment.

**3.09 ORIENTATION AND TRAINING** Once an individual is selected for a position, that employee will be advised of the General Office Procedures and duties required of him or her. Each employee will receive a complete copy of these Personnel Policies. It shall be the employee's first assignment to become familiar with the policies. Direct Supervisors will be responsible for training the new employee. It is the Employee's responsibility to communicate to the Supervisor if additional instruction is needed. It shall be the Supervisor's responsibility to ensure the new employee understands CVCAA expectations. Additional training may be given throughout the Employee's employment with CVCAA.

## **4.00 EMPLOYMENT**

**4.01 INTRODUCTORY PERIOD** All newly hired or employees serving in a new position must serve a three-month introductory/probationary period. Probationary periods may be extended by the employee's supervisor or the Executive Director. Newly hired employees qualify for medical benefits package on the 1<sup>st</sup> day of the month after 60 days or in accordance with federal and/or state statutes, whichever is sooner. For existing employees serving in a new position this probationary period does not take away any rights to existing qualified benefits.

## **5.00 EMPLOYEE COMPENSATION AND ADVANCEMENT**

**5.01 PAY** CVCAA Board of Directors approves CVCAA annual operating budget. Executive Director, working within the approved budget, sets salaries, approves merit raises, and may hire additional personnel as needed. When considering salary issues, Executive Director must also give consideration to salary limitations imposed by funding sources. Salaries are not to be paid using unrestricted funds without extraordinary circumstances and the approval of the Board. CVCAA Board of Directors establishes Executive Director's pay.

Payroll checks will be delivered to CVCAA employees only. The employee's spouse, other family members, or friends are not authorized to accept checks on the employee's behalf. A damaged check without the original or when checks are lost, misplaced, or destroyed will not be replaced until a stop payment has been issued and fourteen days have lapsed. All stop payment fees resulting from the negligence of the employee will be charged to the employee. The damaged/lost check policy may be determined on a case by case basis.

**5.02 PAYDAYS** CVCAA employees will be paid semi-monthly. If a payday should fall on the weekend or a holiday, that payday may be on the last workday prior to those dates.

**5.03 PAYROLL DEDUCTIONS** Any deductions must be approved and authorized by CVCAA. Deductions will be made from each employee's pay for the following:

- Federal social security and medicare;
- Federal income taxes;
- Court-ordered child support;
- Any other deductions required by law.

In accordance with policies and general procedures approved by CVCAA, deductions for other reasons may be deducted if approved by the Executive Director and Board of Directors.

If there is a change in the employee's family status, address, or other factor affecting his or her payroll withholding or benefits status, the EMPLOYEE is responsible for obtaining, completing, and returning to the Payroll Department the appropriate forms for communicating these changes.

**5.04 PAY PLAN** Pay ranges for each grade may be established by a pay plan approved by the CVCAA Board of Directors.

**5.05 CLASSIFICATION AND PAY ADMINISTRATION** A new employee normally is hired at the entry level of the pay grade to which the position is assigned. A new employee may not be hired above the entry level without specific approval of the Executive Director. In determining an employee's starting salary, the following factors will be considered:

- The applicant's knowledge, experience, and education as compared to the minimum qualifications for the job;
- If the employee is a rehired employee of CVCAA, the previous salary he or she earned prior to leaving employment as well as additional experience and knowledge gained subsequent to his or her prior service with CVCAA; and
- Any unusual external market factors affecting the job.

**5.06 PROMOTIONS** A promotion is a change in the duty assignment of an employee which results in advancement to a higher grade requiring higher qualifications and involving greater responsibility.

The Executive Director is subject to the budget limits approved by the CVCAA Board of Directors. Upon promotion, an employee serves an introductory period of three months in the new position.

**5.07 DEMOTIONS** A demotion is a change in duty assignment of an employee to a lower paid position. Demotions may be made for budgetary reasons; voluntary assumption of a less responsible position; as a result of a reclassification of the employee's position; as a disciplinary measure, or because of unsatisfactory

performance in a higher position. Disciplinary demotions always involve a decrease in pay.

5.08 EVALUATIONS Employee evaluations shall be conducted annually. Signed evaluations are to be kept in employee files.

## **6.00 WORK SCHEDULE AND TIME REPORTING**

**6.01 WORK HOURS** Normal working hours for most CVCAA employees are Monday through Friday, 8:00 a.m. to 5:00 p.m. with one hour for lunch, for a total of 40 hours per work week. Morning and afternoon breaks of 15 minutes each may be authorized, but, if authorized, this time does not accumulate if not taken and this time cannot be used to alter an employee's work hours. Law does not require breaks.

**6.02 NUMBER OF HOURS WORKED** CVCAA determines the number of hours worked by an employee for the compensation to be received subject to laws governing pay and working hours and to the provisions of the CVCAA budget. Overtime must be authorized by immediate supervisors and approved by the Executive Director prior to hours being worked.

**6.03 OFFICIAL WORK PERIOD** The official work period for CVCAA employees is a seven day work week beginning at 12:01 a.m. on Saturday and ending at 12:00 midnight on the following Friday.

**6.04 EMERGENCY CLOSINGS** Short-term emergency closings of CVCAA offices/departments may arise due to unexpected inclement weather, prolonged power failure, or other emergency situations. CVCAA emergency closings will follow the local Schools Emergency Closings as announced on local radio or television stations. When an emergency closing has been officially declared, employees may use accrued leave for the hours they would have normally worked that day.

**6.05 OVERTIME WORKED** Overtime is defined as hours worked in excess of the allowable number of hours under the Fair Labor Standards Act (FLSA) (40 hours per seven day work week). Overtime begins to accrue after the 40th hour worked during the seven day work week. The policy of CVCAA is to allow overtime only in emergencies or during times of heavy work load. All overtime must be authorized by immediate supervisors and approved by the Executive Director prior to hours being worked.

**6.06 EXEMPTIONS FROM FLSA (OVERTIME COMPENSATION)** Executive, administrative, and professional employees are exempt from the overtime provisions of the Fair Labor Standards Act (FLSA) and are expected to render necessary and reasonable overtime services with no additional compensation. The salaries of these positions are established with this condition in mind.

**6.07 HOLIDAYS WORKED** CVCAA policy is that each employee receives a specified number of paid holidays per year as set forth in these policies. If an employee is required to work on a scheduled holiday, the employee will be given an alternate day off prior to or following the holiday within the same work week.

Employees may be expected to work the actual hours on the Holiday as worked on a regular work day.

**6.08 TIME REPORTING** The Supervisor and Employee must verify all hours as worked. Each employee will be responsible for completing a time sheet twice monthly. Completed hourly (non-exempt) employee time sheets will be dated and signed by the employee and their direct supervisor and be submitted to the Chief Financial Officer at the end of the last working day of each pay period. All employee time sheets will be signed by the supervisor stipulated in each job description and as shown in the corporate organizational chart. The Program Officer's and the Financial Officer's timesheets will be signed by the Executive Director. The Executive Director's time sheet will be signed by a Board Member; preferably the Board Chair.

## **7.00 BENEFITS**

**7.01 MEDICAL AND DENTAL INSURANCE** Full-time non probationary employees may be provided general medical, hospitalization, and dental insurance as authorized by CVCAA.

**7.02 RETIREMENT** Currently, CVCAA does offer a retirement plan as a benefit.

**7.03 SOCIAL SECURITY AND MEDICARE** All employees of CVCAA are covered by social security. CVCAA also contributes to the social security system on behalf of each employee.

**7.04 WORKERS' COMPENSATION** All employees of CVCAA are covered by the workers' compensation insurance program. This coverage provides medical and salary continuation payments to employees who receive bona fide, on-the-job, work-related injuries. Detailed information about workers' compensation benefits is found in the sections of this manual under the main heading Health and Safety Section 10.

**7.05 UNEMPLOYMENT INSURANCE** All employees of CVCAA are covered under the Texas Unemployment Compensation Insurance program. CVCAA pays for this benefit.

**7.06 CAFETERIA PLAN** As authorized by CVCAA, employees may be eligible for this benefit. The Cafeteria Plan involves a salary conversion arrangement in which an eligible employee has the option of agreeing to reduce his/her normal salary and having that amount redirected by the employer to pay insurance premiums, for dependent care assistance, health care reimbursements, as well as other options under the Plan. This option is offered by signing a contract for one calendar year. The Executive Director is the plan administrator.

### **7.07 LONGEVITY PAY**

Each December following a full-time employee of CVCAA's second anniversary date, that employee shall, subject to budgetary constraints as determined by Executive Director, receive a longevity benefit based on the following scale:

- 2 years = \$200
- 3 years = \$300
- 4 years = \$400

5 years = \$500  
6 years = \$600  
7 years = \$700  
8 years = \$800  
9 years = \$900  
10 years and above = \$1000

**7.08 SERVICES OFFERED TO EMPLOYEES.** Employees of Concho Valley Community Agency are eligible for services administered by CVCAA on condition that 1) employee meets eligibility criteria, such as income level, 2) employee is given no preferential treatment, 3) if there is a waiting list, employee is placed on list in order of application received, 4) another CVCAA employee completes application, and 5) Program Manager is made aware of the application.

**7.09 Benefits.** All benefits set out in these policies that are not required by law are subject to budgetary restraints and action of the CVCAA Board. This is a general list of benefits only. The Executive Director shall keep a list of currently offered benefits in which employees may be entitled to participated, and the requirements and costs to employees to participate in each.

## **8.00 LEAVE TIME**

### **8.01 DEFINITIONS**

- **Accruals** - Leave time accruals are determined by the board of directors and are computed and posted by the payroll department.
- **Leave Time** - Leave time is time during normal working hours in which an employee does not engage in the performance of job duties. Leave time may be either paid or unpaid. Leave accruals are computed by the payroll system.
- **Holidays** - Holidays are days designated by CVCAA when CVCAA offices are closed on what otherwise would be regular business days.
- **Unauthorized Absence** - An unauthorized absence is one in which the employee is absent from regular duty without permission of the supervisor or Executive Director. Employees are not paid for unauthorized absences.

**8.02 APPROVAL OF LEAVE** The employee's supervisor must approve all leave taken by CVCAA employees.

**8.03 VACATION LEAVE** Regular, full-time employees will earn annual leave at the rate of four hours per semi-monthly pay period for the first five years of employment. In the sixth through the tenth year of employment, such employees will earn annual leave at the rate of five hours per semi-monthly pay period. After the tenth year of employment, such employees will earn annual leave at the rate of six hours per semi-monthly pay period. Leave is calculated using the annual hire date of each employee.

Regular, part-time employees will earn annual leave at the rate of two hours per semi-monthly pay period.



Maximum Accrual - Annual leave may accrue to not more than 144 hours.

Upon resignation or separation, the balance of vacation days will be paid at the rate of pay in effect at the time of termination.

**8.04 SICK LEAVE** Only full-time employees are eligible for paid sick leave. Sick leave can be used for personal illness, physical or mental incapacity, medical, dental, or optical examinations or treatments, or medical quarantine resulting from exposure to a contagious disease. Paid sick leave is awarded as follows:

1st year of employment = 5 days  
2nd year of employment = 10 days  
All years thereafter = 10 days

Sick leave will accrue and be posted semi-monthly. Leave is calculated using the annual hire date of each employee. Sick leave is allowed to accrue from year to year but cannot be allowed to exceed 30 days (240 hrs). Unused sick leave is canceled upon termination of employment without compensation to the employee.

**8.05 EMERGENCY LEAVE** Employees are allowed three paid emergency leave days per year. Emergency leave can be used for funerals of immediate family. For this purpose, immediate family is defined as the third degree of consanguinity (blood) or affinity (marriage). Emergency leave does not accrue from year to year and is canceled upon termination of employment without compensation to the employee.

**8.06 MILITARY LEAVE** Full-time employees who are members of the State Military Forces or members of any of the Reserve Components of the Armed Forces of the United States are entitled to leave of absence from their duties, without loss of time, efficiency rating, vacation time, sick time, or reduction in salary on all days during which they are engaged in authorized training or duty ordered by proper authority. CVCAA will pay such employees at regular pay while on active duty not to exceed 15 days in any one calendar year. Requests for approval of military leave must have copies of the relevant military orders attached. Full-time employees who are ordered to extended active duty with the state or federal military forces are entitled to all of the reemployment rights and benefits provided by law upon their honorable release from active duty.

**8.07 CIVIL LEAVE** Employees are granted civil leave with pay for jury duty, for serving as a subpoenaed witness in an official proceeding that involves CVCAA, and for the purpose of voting. Employees must notify the appropriate supervisor prior to taking civil leave. When an employee has completed civil leave, he or she must report to CVCAA for duty for the remainder of the workday. If the employee will be absent from work for more than one workday on civil leave, he or she must notify the appropriate supervisor daily at the beginning of the workday.

**8.08 INJURY LEAVE** For information on occupational disability or injury leave for bona fide, on-the-job, work-related injuries, please see the sections in this manual under the main heading Health and Safety.

**8.9 ABANDONMENT OF POSITION** The Executive Director will consider unauthorized absence from work for a period of three consecutive working days as a resignation. Unless the Executive Director determines otherwise, the resignation is not in good standing and the employee is not eligible for reemployment.

**9.00 HOLIDAYS**

**9.01 GENERAL POLICY** Paid holidays are established each year by the CVCAA Board of Directors. The following are normally observed as paid holidays for regular CVCAA employees:

New Year's Day; Martin Luther King's Birthday; President's Day; Good Friday; Memorial Day; Independence Day; Labor Day; Veteran's Day; Thanksgiving Day and the Friday following Thanksgiving; and Designated Christmas holidays.

**CHRISTMAS HOLIDAY SCHEDULE**

When Christmas falls on:

Days taken off are:

Sunday	Friday & Monday
Monday	Monday & Tuesday
Tuesday	Monday, Tuesday & Wednesday
Wednesday	Tuesday, Wednesday, & Thursday
Thursday	Wednesday, Thursday, & Friday
Friday	Thursday & Friday
Saturday	Friday & Monday

Whenever an approved legal holiday falls on a Saturday or Sunday, it will be observed on the Friday preceding or the Monday following as determined by CVCAA.

**10.00 HEALTH AND SAFETY**

**10.01 SAFETY POLICY** It is the policy of CVCAA to make every effort to provide healthful and safe working conditions for all of its employees. Refer to the CVCAA Safety Manual for additional information and requirements.

**10.02 EMPLOYEE RESPONSIBILITIES AND REPORTS** Employees are responsible for conducting their work activities in a manner that is protective of their own health and safety as well as those of other employees and the public.

An employee must report every on-the-job accident, no matter how minor, to his or her supervisor immediately, but no later than 24 hours after the injury.

The following rules are designed to promote the safety and well being of CVCAA employees and are to be observed by employees at all times:

- No employee may engage in horseplay, wrestling, or practical joking while on duty or operating CVCAA equipment;
- Employees should maintain awareness of potentially dangerous situations that may cause injury to themselves, fellow employees, or the public;

- Employees must report immediately to their supervisors any conditions that in their judgment threaten the health or safety of employees or the public;
- An employee who is unable to perform their duties safely due to illness must promptly notify his or her supervisor; and
- Employees must immediately seek proper first aid treatment for all on-the-job injuries, including minor injuries, and must immediately report all injuries to their supervisor unless emergency circumstances exist.

Failure to report an on-the-job injury, no matter how minor, is grounds for disciplinary action.

**10.03 EMPLOYEE SUGGESTIONS** Employees are encouraged to make suggestions to their supervisors for improvements that would make the CVCAA workplace safer or more healthful.

#### **10.04 ON-THE-JOB INJURIES**

**Medical Attention** An employee who sustains a bona fide, on-the-job, work-related injury may seek medical attention from the medical facility or professional of his or her choice within the parameters of the CVCAA health plan. CVCAA encourages employees to return to work as soon as they are able to do so. An employee returning to work must submit a physician's statement of medical condition and release to return to work. As determined by CVCAA, at CVCAA expense, an employee may be required to submit to examination by an independent physician.

**Insurance** CVCAA provides workers' compensation insurance for all of its employees. This insurance provides medical expenses and a weekly payment if an employee is absent from work because of a bona fide, on-the-job, work-related injury for more than one week. All workers' compensation insurance claim forms must be submitted to the Personnel Office immediately for appropriate action to be taken.

**Statutory Benefits** Employees who sustain an injury at work may be eligible to receive benefits prescribed by the Texas Workers' Compensation Act. These benefits include compensation payments, medical care as reasonably required to cure and relieve the effects of the injury or occupational disease(s), and/or death benefits.

State law provides that an employee will be eligible for weekly indemnity payments beginning on the eighth calendar day of lost time following an occupational injury. Weekly indemnity payments for compensable injuries are temporary benefits, which will continue until the doctor certifies that the employee has received maximum medical improvement. Weekly indemnity payments for compensable injuries are made at 70 percent of the difference between the employee's average pre-injury weekly wage and the employee's earnings after the injury. For employees who earn less than \$8.50 per hour, the rate of payment for the first 26 weeks of temporary benefits is 75 percent of the difference between the employee's average weekly wage before the injury and the employee's earnings after the injury. Under the "low wage earner" provision, temporary benefits cannot exceed 100 percent of the employee's actual wages for the previous year.

Compensation benefits are subject to a seven calendar day waiting period. After 28 calendar days of lost time, the seven-day waiting period will be paid retroactively under workers' compensation.

**Exclusion** Injuries caused by willful intent and attempt to injure self or to unlawfully injure another, intoxication, horseplay by the injured employee, an act of God except in certain limited circumstances (i.e. assigned to official duty during a tornado, lightning storm, etc.), or act of a third party for personal reasons are excluded specifically from coverage by injury leave with pay.

**Initiation of Injury Leave** An employee who is put on leave for a bona fide, on-the-job, work-related injury will be provided with a copy of the CVCAA policy on "On-the-Job Injuries" prior to or as soon after the beginning of the leave as is feasible. Injury leave begins on the first scheduled work day of absence due to on-the-job injury and continues until the employee returns to work, his or her eligibility expires, or the employee is removed from injury leave coverage by CVCAA.

**Compensation** For the first 40 hours of absence from work due to job related injuries, or illness, the employee will be required to use sick leave, if available. If sick leave is not available, then vacation leave shall be used. An employee who is unable to continue to work after the initial 40 hours will receive a check from the workers' compensation carrier. The employee's compensation will be paid in accordance with Texas Workers' Compensation Commission guidelines. An employee receiving workers' compensation payments does not accrue vacation or sick leave and is not entitled to receive holiday pay.

**Continuation of Group Medical Insurance for Employee** CVCAA may continue to pay the CVCAA portion of the employee's medical insurance for a period of time not to exceed one year following the employee's injury. This benefit will be determined on a case by case basis by the Board of Directors.

**Reporting Requirements** While on leave because of a bona fide, on-the-job, work-related injury, each time the employee sees the physician for consultation or treatment, he or she must provide a progress report to the Executive Director. Any change in the employee's condition which might affect his or her entitlement to workers' compensation payments must also be reported to the Executive Director. Failure to provide the required medical status reports is grounds for revoking the employee's leave and for taking disciplinary action.

**Duration of Injury Leave** The maximum duration of occupational disability or injury leave is one year. An extension may be authorized by the Board of Directors. After careful review, requests for extension may be authorized in no more than 30-day increments.

**Termination of Injury Leave** Injury leave with pay may be terminated at any time without prior notice. Evidence that an employee is able to return to work and has not done so may be submitted to legal and medical advisors prior to terminating the leave.

**Return to Service** A written statement from the attending physician certifying that the employee has been released to return to work and specifying the type(s) of work he or

she is capable of performing, as well as any limitation(s), must be received by CVCAA before an employee may return to work. All employees on injury leave must report to work after approval of either the employee's attending physician or an independent physician paid by CVCAA. Failure to return to work when directed will result in appropriate disciplinary action up to and including discharge.

The employee's supervisor must notify the Executive Director's Office upon the employee's return to duty so that the Executive Director may resume record keeping for purposes of payroll, benefits, and leave and length-of-service accruals.

**Temporary Light Duty Status** During the course of an on-the-job injury leave of absence, if an employee is released by his or her physician for light duty, the employee's job or alternative job assignment(s) will be evaluated for a determination of whether a position is available in which CVCAA can use the employee's limited services for a temporary period of time. If no acceptable light duty assignment can be found, the employee will be placed on inactive status until released by the physician to return to his or her previous job.

An employee who is able to return to work in light duty status is a temporary employee and may be required to work in a different department and perform duties not contained within his or her current job duties. When an employee is assigned to temporary light duty status and performing different duties, he or she will be paid according to the level of pay that he or she would receive for the temporary light duty job if the assignment were the result of reorganization. A light duty assignment cannot exceed one (1) year. In addition, the employee may be eligible for workers' compensation payments in a reduced amount.

**Inactive Status** At the end of the initial one (1) year period after the injury, an injured employee unable to return to regular duty will be placed on inactive status unless an extension of injury leave is expressly authorized by CVCAA. At the time the employee is placed on inactive status, the department head is free to hire or promote a temporary replacement.

Temporary replacements may be used for a period of one (1) year. If at the end of that twelve month period the injured employee remains unable to return to work, the temporary replacement may become a regular employee. The injured employee will remain on CVCAA records in an "inactive" status (not terminated).

When the injured employee has reached maximum recovery, CVCAA will consider the employee for employment in a capacity for which the employee is qualified, if a position is available.

**Reasons for Termination of Employment During Injury Leave** An employee may be terminated while on leave for an on-the-job injury for the following:

- Refusal to return to duty on the work day on which the treating physician has released the employee;
- Failure to accept a "light duty" assignment;
- Failing to follow prescribed treatment including medical appointments; or

- Participating in activities which, according to CVCAA, justify termination because they are injurious to recovery or they do not aid in healing.

**Final Release or Settlement** At the time of final release or settlement of a workers' compensation claim, the employee must furnish CVCAA with a certificate from the employee's physician stating that the employee is able to return to work. The certificate must also specify any limitation(s) on the employee's physical condition and the estimated duration of the limitation(s). CVCAA will then evaluate the employee's physical condition and determine whether he or she can perform the duties of the job previously held. If the employee cannot perform his or her previous duties, or if no vacancy exists, or if no other suitable position is available and a reasonable effort has been made to place the employee in a suitable position, then he or she will be separated and paid accrued benefits. If the employee is separated from CVCAA employment at this point, the Executive Director's office will:

1. Send him or her a certified, return receipt requested letter;
2. Explain the circumstances outlining the reasonable effort made to place the employee in a suitable position; and
3. Inform the employee that he or she has been separated from CVCAA employment and that he or she will be mailed a final paycheck, if applicable, for any accrued and payable leave benefits.

**10.05 DRUG-FREE WORKPLACE** The following policy has been adopted to implement the CVCAA desire to establish itself as a Drug-Free Workplace. In all instances where reference is made to alcohol, drugs, or other controlled substances, the references include inhalants.

All employees of CVCAA are hereby notified that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance or alcoholic beverage is prohibited in all the workplaces of CVCAA or while representing CVCAA off premises. Employees who violate this policy will be subject to immediate discharge.

- Periodic testing and testing for probable cause may be required in certain classes of employees to ensure public safety and security.
- Random drug testing and post-accident testing are required for all positions which require a commercial driver's license.
- Employees convicted of any drug or alcohol offense are subject to immediate discharge.
- CVCAA will make a good faith effort to maintain a drug-free and alcohol-free workplace through the implementation of this policy.

**10.06 ALCOHOL AND CONTROLLED SUBSTANCES** Concho Valley Community Action Agency has adopted an alcohol and controlled substances policy to ensure the safety and well-being of all employees. Company policy forbids the possession or consumption of alcoholic beverages and the possession or use of any controlled substance on the premises or while on company business.

The definition of a "controlled substance" is any drug, narcotic, inhalant, hallucinogen, barbiturate, amphetamine, mixture, or compound not prescribed by a

licensed physician for the legitimate treatment of a specific employee's medical condition.

Employees taking prescription drugs for an illness or other legitimate medical need must notify their direct supervisor in writing of the possible effects of the medication which may impair the individual's physical or mental capabilities, and/or impair their ability to perform their job functions. The notification should also include the length of time expected to take the medication.

Users of controlled substances or alcoholic beverages present a serious danger not only to themselves but to all other employees with whom they work or come in contact. Lack of mental alertness, slow reactions, and other effects of alcohol and drugs lead to poor judgment and errors that place our workers and facilities in grave danger. Management cannot and will not allow the safety of our workers and facilities to be compromised.

Violation of any of the following rules may subject an employee to disciplinary action including immediate termination:

- No alcoholic beverages may be brought onto or consumed on Concho Valley Community Action Agency's property or consumed while on company business or while operating a company vehicle or piece of equipment.
- No controlled substance may be brought onto or used on Concho Valley Community Action Agency's property or used while on company business or while operating a company vehicle or piece of equipment.
- Employees taking drugs prescribed by a physician must advise their supervisor in writing of the possible effects of such medication which may impair their physical or mental capabilities and/or impair their ability to perform their job functions. This notification must include the length of time the employee is expected to take the medication. This written information must be given to the supervisor before the employee starts work. All medical information will be kept confidential and any breach of privacy and confidentiality will be punished.
- No employee may give, sell, or otherwise transfer any controlled substance or prescription drug to any other employee. To do so is in violation of federal law and the employees involved will be reported to law enforcement authorities immediately.

Any violation of the above rules may lead to disciplinary action including immediate dismissal

## **11.00 DISCIPLINE**

**11.01 GENERAL** Employees of CVCAA serve "at will" and within the requirements of state and federal law regarding employment can be dismissed at any time, with or without notice, for any reason or no reason. Some of the actions that may result in discipline include, but are not limited to, the following:

- Insubordination;
- Absence without leave including absence without permission, failure to notify a supervisor of sick leave and repeated tardiness or early departure;
- Endangering the safety of the employee and/or other persons through negligent or willful acts;
- Use of alcohol or illegal drugs while on duty or in a CVCAA vehicle;
- Alcohol or drug abuse which may affect the performance or safety of the employee or other persons;
- Involvement with alcohol or drugs in the workplace in violation of the CVCAA Drug-Free Workplace Policy;
- Unauthorized use or theft of public funds or property;
- Conviction of a felony;
- Conviction of official misconduct, oppression, or perjury;
- Falsification of documents or records;
- Unauthorized use of official information or unauthorized disclosure of confidential information;
- Unauthorized or abusive use of official authority;
- Violation of the sexual harassment policy;
- Incompetence or neglect of duty;
- Disruptive behavior which impairs the performance of others; or
- Any other violation of any of the requirements of these personnel policies or any departmental policies not in conflict with these policies.

**11.02 PROGRESSIVE DISCIPLINE** A supervisor may take disciplinary action including dismissal against an employee at any time. The severity of the discipline depends on the infraction and/or the repetitiveness of the infraction. CVCAA may, but will not necessarily, use a progressive discipline system. The progressive discipline includes but is not limited to the following:

1. Oral warnings with records of each warning maintained by the appropriate department head;
2. Conference with Executive Director, employee, and supervisor with a written summary of the conference to be prepared by the supervisor with one copy to the employee and one copy to the employee's personnel file;
3. Written reprimands which the employee's supervisor must in all cases cause to be transmitted through the Executive Director to the employee's personnel file;
4. Reduction in pay without demotion;
5. Suspension from duty, with or without pay, for up to 30 days and renewable after informal review of the circumstances;
6. Demotion; and/or
7. Separation by involuntary dismissal.

**11.03 WHISTLEBLOWER ACTIVITIES** In relationship to whistleblower activities CVCAA employees will be treated as a public employee as defined in Chapter 554 of the Texas Government Code. CVCAA may not suspend or terminated the employment of or take other adverse personnel action against an employee who in good faith reports a violation of law by an officer or other employee of CVCAA to an appropriate law enforcement authority or CVCAA board member.



## 12.00 SEPARATIONS

**12.01 RESIGNATION** An employee who intends to resign is requested to notify his or her supervisor in writing at least 10 working days prior to the last day of work. The supervisor is responsible for notifying the Executive Director.

**12.02 REDUCTION IN FORCE** An employee may be separated when his or her position is abolished or when there is a lack of work or a lack of funds.

**12.03 DISMISSAL** CVCAA operates under the legal doctrine of "employment at will" and within requirements of state and federal law regarding employment can dismiss an employee at any time, with or without notice, for any reason or no reason. CVCAA is committed to ensuring that employee dismissals are not made in an arbitrary and capricious manner; however, these personnel policies do not constitute or imply a contract, agreement, promise, or guarantee of employment or of continued employment. CVCAA has the right to change these policies at any time without prior notice to employees.

**12.04 DISABILITY** In cases of long-term disability where an employee is unable to return to work for a period of time which would cause an undue hardship on CVCAA to hold the position open and if no position is available which the employee could perform with a reasonable accommodation by CVCAA, the employee will be separated from employment with CVCAA. (See sections of this manual under the main heading of Health and Safety for details on occupational disability resulting from bona fide, on-the-job, work-related injuries.)

**12.05 DEATH** If a CVCAA employee dies, his or her estate receives all pay due and any earned and payable benefits as of the date of death.

**12.06 EXIT INTERVIEWS AND RECORDS** Reason(s) for separation should be stated in writing on the Resignation Statement and signed by the employee. The Exit Interview form, which is signed by the employee and the Executive Director, is important and may be instrumental in determining the CVCAA liability, or lack of liability, for unemployment insurance costs.

**12.07 CONTINUATION OF GROUP INSURANCE** The federal Consolidated Omnibus Reconciliation Act of 1985 (COBRA) allows certain individuals the option of continuing their group health and dental insurance, at the individuals' full expense, under specified conditions beyond the date on which it would otherwise terminate. Insurance information from the CVCAA group insurance carrier is given to each employee at the time of employment and explains these options under the CVCAA carrier at the time the employee is hired. Later revisions in group insurance coverage are explained in subsequent insurance information distributed to each employee at the time the coverage revision is effective.

Each covered employee is responsible for notifying the Executive Director's Office of any change in family status – separation, divorce, or a child becoming eligible or ineligible for dependent's coverage. If the change would cause the employee or a covered dependent to become ineligible for CVCAA supplemented group insurance,

CVCAA will provide an "Insurance Coverage Continuation Form" to be completed by the appropriate person(s). In order to qualify for continued coverage, specific time periods must be met and the employee or the applicable spouse or child must pay full premiums in a timely manner.

If the affected person's payment for continuation of group health insurance is not received by the 25th of the month, CVCAA will notify the insurance carrier that the payment was not received. If this occurs, CVCAA will neither pay the person's premium nor enter into payment arrangements for the coverage.

**12.08 PAY AT SEPARATION** Employees who are separated from employment with CVCAA will normally be paid on the next regularly scheduled payday. Any unused leave accrued during the previous 12 months of service with the exception of sick leave will be included in the employee's final paycheck.

**12.09 HIPAA Privacy** In accordance with the HIPAA Act of 1996 and the Standards for Privacy of Individually Identifiable Health Information Act of 2003, CVCAA will keep all medical information confidential and separate from any other employee documentation unless otherwise allowed by law. The Executive Director maintains details of the HIPAA Policies.

## **13.00 GRIEVANCES**

**13.01 General** Grievances are classified as informal or formal. All grievances and disputes between employees should be resolved between themselves through non-violence and honest communication. If that is not possible, an informal grievance may be filed.

**13.02 Chain of Authority** The chain of authority is: immediate supervisor; departmental supervisor; executive director; and the board of directors. For the purpose of reporting a grievance, the board of directors is defined as the chair, vice-chair, secretary, or treasurer. The only acceptable exception to following this chain of authority is when the individual in the chain of authority is the cause of the grievance in which case the grievance may be filed with the next officer in the chain of authority. We encourage open honest communication between all employees.

**13.03 Policy and Procedure** The following procedures are applicable to all CVCAA employees and all grievances except discrimination or harassment on the basis of race, age, gender, religion, color, disability, national origin, sexual harassment claims, or claims dealing with the American Disabilities Act. For discrimination or harassment grievances see SECTION 1.08.

**Informal Grievances** The first step in the grievance procedure is for the employee to attempt to resolve the grievance by informal conference with his or her supervisor. The immediate supervisor must meet with the employee and such other persons as may be necessary and gather the facts and attempt to resolve the grievance. Supervisors are required to make written documentation of facts and findings. If the aggrieved person is dissatisfied with the resolution of the informal grievance and insists on further action, the employee must file a formal, written grievance.

**Formal Grievances** A formal grievance must be in writing, must be signed by the employee, and must be presented to the employee's supervisor within 10 working days of the alleged grievance. All formal grievances, request for appeals, and appeals must be in writing and referenced with all documentation from prior proceedings. A statement of the specific remedial action requested by the employee must be included in the written grievance. If the dispute cannot be resolved within the department, the employee has 10 working days to submit an appeal to the executive director. If the employee is not satisfied with the resolution made by the executive director, the employee has 5 working days to make a written request to the director to place the grievance on the next agenda for a regular called Board of Directors Meeting. The executive director must place the grievance on the next agenda and the grievance must be addressed at the next board meeting

**13.04 FINAL AUTHORITY** The Board's determination shall be final.

## **14.00 JOB (CLASS) DESCRIPTIONS AND PERFORMANCE EVALUATIONS**

**14.01 JOB DESCRIPTIONS** CVCAA adopts and may periodically revise an official job description for each position with CVCAA.

**14.02 DISTRIBUTION** The job description for each employee's position will be (1) given to the employee, (2) reviewed by the employee, and (3) placed in the employee's personnel file along with a signed certification statement that the employee has reviewed it. Employees are allowed copies upon request by the employee.

**14.03 REQUESTS FOR CLARIFICATION** In the absence of any request for clarification, each employee is considered to understand the responsibilities assigned to their position.

**14.04 EMPLOYEE PERFORMANCE EVALUATIONS** Supervisory personnel will conduct a written performance evaluation and an evaluation interview of each CVCAA employee after the first six months of employment for new employees then at least annually. Performance evaluation records are maintained in each employee's personnel file.

## **15.00 PERSONNEL FILES**

**15.01 GENERAL** Personnel records, except medical records, are maintained at the main office. Medical records are filed in a confidential file and maintained in a separate file at the main office.

Some information in an employee's personnel file is public information and must be disclosed upon request. There are specific items excepted from disclosure by law. The Executive Director and administrative staff will not communicate information from any record placed in an employee's file to any person or organization except as required by law. It is the policy of CVCAA not to disclose personnel records except as required by the Texas Open Records Act, for the purpose of securing insurance bids, or as requested by the employee.

Each employee may choose whether CVCAA discloses the employee's home address and telephone number to the public on request. If a new employee does not request confidentiality within the first 14 days of employment, the home address and telephone number on file are considered public information. However, employees may change their election for disclosure or confidentiality at any time. A form for designating this information as confidential or public is available from the Executive Director's Office.

An employee or their representative as designated in writing may examine their personnel file upon request during normal working hours at the CVCAA administrative offices. An employee may not remove anything from his or her personnel file.

Employees must inform the Executive Director of any changes in or corrections to information recorded in their individual personnel files such as home address, telephone number, person to be notified in case of emergency, or other pertinent information.

**15.02 PERSONNEL ACTION FORM** The Personnel Action Form is the official document for recording and transmitting to the personnel file each personnel action. The form is approved by CVCAA as a matter of record and remitted to the Executive Director's Office. This form is used to promote uniformity in matters affecting:

- Employment Category;
- Position Title;
- Pay Grade and Step; or
- Other Actions Affecting the Employee's Status.

The Personnel Action Form is completed on the employee's first day of work and is updated when there is any change in his or her status which relates to employment or benefits. Each Personnel Action Form becomes a permanent part of the employee's personnel/payroll file, and a copy is given to the employee each time an action occurs if they so desire.

**15.03 CONTENTS OF PERSONNEL FILES** An employee's official personnel file must contain:

- An employment record form summarizing the employee's history with CVCAA;
- An I-9 form;
- A W-4 form;
- A copy of the employee's application for employment;
- Copies of any court order for appointees;
- Copies of the employment offer letter and acceptance;
- Signed copies of the employee's acknowledgments of having received a copy of the Personnel Policies Manual and any other policy related materials;
- Any election to Disclose or Keep Confidential Home Address and Home Telephone Number Form;
- Any Change in Status Forms;
- Records of any citations for excellence, awards for good performance, or job-related training/education;
- Any records of disciplinary actions;
- Any performance evaluations;

- Any copies of any grievances and related materials;
- Any other pertinent information having a bearing on the employee's status; and
- Any written statements from the employee explaining, rebutting, or clarifying other items in the file.

An employee's personnel file does not contain information regarding an employee's medical record(s) nor does it contain any information relating to drug testing.

**15.04 LEAVE RECORDS** The official records of vacation leave accrual, sick leave accrual, and of leave used are kept for each employee by the Payroll Department. Leave records are updated each pay period. Leave balances are shown on the official record to reflect any remaining leave to which an employee is entitled. The Payroll Department also maintains the official payroll records of an employee which shall contain, if applicable, but are not limited to the following:

- A copy of the Personnel Action Form approved by CVCAA
- Change in Status Forms
- Retirement Enrollment, Retirement Changes
- Health, Dental, and Life Insurance Enrollment (employees and/or dependents)
- HIPAA Privacy Forms
- W-4 (updated annually)
- W-5 (updated annually)
- Records of disciplinary action(s) as pertaining to loss of pay only
- Any increases and/or decreases of pay and supporting documentation
- Changes in salary and current salary
- Vacation and sick leave accruals, usage, and balances (updated once a month)
- Overtime pay records
- Compensatory time accrual, usage, and balances (updated once a month)
- Garnishments of pay (i.e. child support, IRS levies, student loans)
- Military leave usage and balances
- Any other records that affect the status of payroll or that are deemed necessary by CVCAA.

## **16.00 CVCAA TRAVEL POLICY**

### **16.01 DEFINITIONS**

- **Official CVCAA Business** - Those trips in which CVCAA employees participate that are recognized by CVCAA as being official business of the corporation.
- **Educational Travel** - A travel reimbursement paid to CVCAA employees who travel for official educational seminars, conferences, and meetings. Travel expense forms must be submitted to claim reimbursement for educational travel. Items included on travel expense forms include meals, lodging, airline fares, and use of personal auto, public transportation, and conference registration fees.
- **Actual Expense** - The actual cost of any allowable travel expense supported by proper receipts or statements.

- **Authorized Signature** - The signature of the Executive Director.

**16.02 GENERAL TRAVEL RESPONSIBILITIES** Supervisors are expected to plan travel and training for themselves and their employees to achieve maximum economy and efficiency as well as being consistent with good management practices. The purpose of the travel should be the same as that travel approved in the CVCAA budget for the fiscal year. Limitation of available travel funds will be a basis for denying reimbursement for official travel or reducing allowances. Excess costs, circuitous routes, delays, or luxury accommodations unnecessary or unjustified are not considered acceptable as exercising prudent spending. All CVCAA reimbursed travel must be for OFFICIAL CVCAA BUSINESS ONLY.

**16.03 TRAVEL ADVANCES** If a travel advance is requested, it is the responsibility of the employee to submit an Advance Travel Form. When the person receiving the travel advance returns to CVCAA, it is the employee's responsibility to see that the Travel Expense Form is properly completed and given to their immediate supervisor who must then submit it to the Executive Director. This must be completed within three working days after returning from travel. In the event an employee of CVCAA receives an overpayment for travel expenses, that overpayment must be immediately reimbursed to CVCAA.

**16.04 ALLOWABLE REIMBURSABLE EXPENSES** The traveling CVCAA employee will be reimbursed for actual expenses incurred while traveling, providing the employee keeps invoices, receipts, and all other documentation supporting the actual expenditures and this documentation is submitted to the CVCAA Executive Director's office on a Travel Expense Form.

The traveling CVCAA employee must submit receipts, invoices, and documentation for the following in order to be reimbursed:

- Airline Tickets
- Rental Car
- Parking/Garage Charges
- Toll Charges
- Lodging Statements
- Conference Registration and Fees
- Mileage for Personal Automobile Usage at the Maximum Rate Per Mile Allowable Under State Regulations or set by CVCAA Board of Directors
- Automobile Expense Charges for CVCAA Vehicles

If requests for reimbursement on the Travel Expense Form are not supported by documentation, CVCAA will not honor the requests for reimbursement.

Under no circumstance shall an employee be reimbursed for alcoholic beverages.

#### **16.05 APPROVED MODES OF TRANSPORTATION**

- Commercial Airlines - Commercial airlines are normally the most economical mode of transportation for out-of-state travel. Traveling CVCAA employees are

encouraged to take advantage of reduced rates for advance reservations. Airline tickets may be paid for in advance if the CVCAA employee submits an Advance Travel Form once the cost of the airline travel is determined. CVCAA will reimburse at the lowest available airline fare for the most direct airline route.

- Rental Car - When it is necessary or when it is more economical to rent a car than to utilize public transportation, the traveling CVCAA employee is entitled to reimbursement for the actual cost of renting the vehicle, including motor fuel and collision damage waiver insurance. CVCAA will reimburse only for a mid-size or small-size car. Car rental agreements, along with copies of receipts for fuel and other auto expenses must be submitted to the CVCAA Executive Director's Office along with the Travel Expense Form upon return to CVCAA.
- Taxi, Bus, and Limousine Fares - The traveling CVCAA employee must obtain receipts for taxi, bus, or limousine fares and will be reimbursed by CVCAA for those fares relating to CVCAA business. Receipts or statements must be submitted to the CVCAA Executive Director's Office along with the Travel Expense Form upon return to CVCAA.
- Personal Automobiles - CVCAA will pay the traveling employee for mileage at the maximum rate per mile allowable under state regulations for in-state, out-of-CVCAA area travel. Employees are expected to report the shortest distance between points of departure and destinations for all travel. No other expenses other than the fixed price per mile will be reimbursed. When two or more employees travel in one automobile, only one person shall be reimbursed for mileage. All out-of-state travel will be reimbursed at commercial airline rates.
- CVCAA Owned Automobiles - CVCAA will only pay actual expenses such as gas, oil, or other such maintenance items. Receipts are required for all of these items.

**16.06 LODGING** CVCAA will reimburse the traveling employee for the actual cost of lodging while traveling on official CVCAA business. The employee will obtain an itemized lodging statement which must be submitted with the Travel Expense Form when the employee returns to CVCAA.

Those items per the restrictions contained herein which will be reimbursed on the hotel statement are:

- Daily Room Charges
- Necessary Hotel Taxes
- Business Telephone Calls
- Hotel Parking Fees

Those items which WILL NOT BE REIMBURSED on the hotel statement are:

- Personal Expense Items (such as cleaning or laundry)
- Alcoholic Beverage Charges
- Hotel Club Charges
- Recreation Facilities Use Charges

- Movies and Personal Phone Calls

The CVCAA employee may obtain a travel advance to cover lodging expenses based on an estimate from the conference hotel.

Depending on travel arrangements, CVCAA will reimburse the traveling CVCAA employee for a maximum of one-day lodging prior to the start of the conference or seminar, lodging during the time the conference or seminar is in session, and a maximum of one-day lodging after the end of the conference or seminar. Any additional lodging will be at the expense of the CVCAA employee unless proof is presented that the additional lodging is a result of extended CVCAA business.

**16.07 MEALS** Each traveling employee shall be allotted a meal per diem. Supporting documentation for meal expenses will NOT be required when submitting the Travel Expense Form. Meal advances for out of town overnight stays may be issued prior to travel date or reimbursed at the published state rate for in state travel and IRS Publication 1542 for out of state travel. Meals for out of town non-overnight stays will be reimbursed and taxed at the end of each month after submission of a monthly calendar showing job description, destination and times traveled. Meals for out of town non-overnight stays will be reimbursed at a rate of \$11.00 per meal provided that the employee is out of town for a period of at least five consecutive hours during the work day.

**16.08 ENTERTAINMENT** Entertainment expenses incurred by a traveling CVCAA employee will not be reimbursed.

**16.09 REGISTRATION FEES** Registration fees for educational training shall be paid by CVCAA. The registration form, receipt, or copy of conference program must be provided to support payment of conference dues and registration fees.

## **17.00 PROGRAMMATIC POLICIES**

**17.01 CLIENT SURVEY** CVCAA will conduct customer surveys no less than once per calendar year. Information collected from the surveys will be summarized and presented to CVCAA Board of Directors who will analyze the information and consider findings when creating/amending policies and developing corporate plans. Survey results will be shared with the staff to improve customer service.

**17.02 MISSED APPOINTMENT** CVCAA weatherization technicians will make a good faith effort to work around the schedules of weatherization clients. When a client agrees to an appointment time, CVCAA expects the client to be available and allow technicians access to the residence. Should a client miss two (2) scheduled appointments, regardless of reason, CVCAA will remove the client from the weatherization rotation. The client may reapply for the program, but will be considered a new client.

**17.03 CLIENT EDUCATION** During pre-assessment interviews, CVCAA weatherization technicians explain to clients the process of home weatherization which includes the following: The home will be fully assessed to determine the most effective strategy for reducing utility costs; the work of weatherization will be



performed by CVCAA approved contractors; CVCAA will return for a final inspection of the work performed on the home; client will receive final instructions from CVCAA weatherization technicians.

At final inspection, clients are presented the most recent TDHCA material, as well as supplemental literature. CVCAA technician will guide the client through the home, explaining the work that had been done, as well as providing instruction on any item replaced or installed. Clients are given warranties for any item replaced or installed. At the conclusion of the final inspection, clients sign receipts and are given TDHCA calendar. Clients are provided CVCAA contact information so that they may call if any questions arise in the future.

**17.04 LEAD SAFETY** CVCAA recognizes that lead safe practices are essential to maintaining a healthy work environment. The following practices constitute CVCAA's Lead Safe Policy:

- Lead testing kits must be TDHCA approved.
- In each home, 3-6 areas must be tested for lead.
- Assessors fill out Test Kit Documentation.
- Contractors are also responsible for testing independent of CVCAA weatherization staff.
- If assessors discover lead in a home, the home owner is notified of the presence of lead and that special precautions will be in order. These precautions will be explained thoroughly.
- Notification of presence of lead will be included in the work order.
- The contractor must include photos of lead-safe precautions taken at start of work.
- Contractor must fill out Lead Checklist.
- Assessors will spot check contractor work to insure lead-safe practices are being followed.
- Invoices must include photos and checklists.

**17.05 LOANED EQUIPMENT** Concho Valley Community Action Agency recognizes that it may be necessary to loan equipment to Subcontractors on an occasional basis. CVCAA equipment shall be loaned only after affecting a contract between CVCAA and the subcontractor containing the following provisions:

- Description and identifying markers, such as serial numbers,
- Stating subcontractor's responsibility to maintain equipment,
- Stating subcontractor's responsibility to secure equipment,
- Stating subcontractor's obligation to return equipment in same condition as when loaned, or pay for damages incurred,
- Clearly stating equipment is to be returned at the end of the contract period.

**17.06 DECLARATION OF INCOME** A Declaration of Income must be filled out and signed by applicant when proof of income is unavailable for the following reasons:

- a client, 18 years of age or older, states they have not had income for the last 30 days,
- a client is affected by a natural disaster which prevents the applicant from obtaining income documentation,
- a client is fleeing home due to physical abuse or threat,
- a client is unable to locate income documentation of a recently deceased spouse, or
- a client's work is migratory or seasonal in nature.

Caseworker must inform the client that purposely supplying false information is an offense that can and will be prosecuted.

Concerning all programs utilizing Department of Energy Funds: Declaration of Income Statements must be notarized. CVCAA will try to provide notaries, but ultimately it is the clients responsibility to produce a notarized DIS.

**17.07 RECORD RETENTION** The following applies to all forms of communication, including "hard copies" and electronic media.

### **1. Overview**

Concho Valley Community Action Agency retains records as required by law or grant/contract terms and conditions and destroys them when no longer required or needed. This policy applies to both paper and electronic records. Management is responsible for checking contract or grant requirements to ensure that record retention requirements are met. The Executive Director is responsible for ensuring that procedures are in place to follow this policy, including training and regular monitoring. Once records are no longer needed, care must be taken to ensure that records containing confidential information are shredded or otherwise disposed of to ensure that the confidential information is not disclosed. Questions should be directed to the Executive Director.

### **2. Document Destruction and Litigation Holds**

Once the document retention period has expired, and the items are no longer needed, the documents shall be destroyed and any confidential documents and/or those containing "Personal Information" shall be shredded. "Personal Information," is the first name and last name or first initial and last name of a person in combination with any one or more of the following data elements that relate to the person:

- (a) Social Security number ("SSN"),
- (b) Driver's license number or state-issued identification card number,
- (c) Financial account number, or credit or debit card number,
- (d) Address,
- (e) Date of Birth

### **3. Record Retention Period**

The required period for retention of records not covered by law or grant/contract terms and conditions is listed below. Unless otherwise noted, you may retain the

records for a longer period if necessary for the administration of the program and if there is available storage space. Records may be kept in electronic or hard copy form, but if they are in electronic form, you should save on the server in an appropriate labeled folder to ensure that the records will be accessible when needed. In addition, if records are kept only in electronic form, the funding source may require notification or prior approval.

**17.08 WALK AWAY** Pertaining to all CVCAA programs (home weatherization, utility assistance, income tax preparation, and any other CVCAA program), CVCAA reserves the right to decline services if CVCAA management or staff feel themselves or CVCAA's agents and/or contractors may be placed in harm's way while rendering services. Reasons for declining services may include, but are not limited to: verbal abuse, threat of physical violence, unsafe working conditions, and unsanitary working conditions.

### **17.09 APPEALS PROCEDURES**

1. Client is sent a letter of denial within 10 days.
2. Client has 20 days from the date of the letter to appeal.
3. Appeal will be received by the Program Director.
4. If client is not satisfied, the client has the right to go before the:
  - Executive Director/Assistant
  - Board Member/County Judge
  - Weatherization StaffWithin 10 days of the letter.
5. Once decision is rendered Agency will send a certified letter via registered mail by close of the following business day.
6. If the client is not satisfied with the Concho Valley Community Action Agency's Board of Directors decision the client has 10 days from the date of the Letter to appeal the decision with the Texas Department of Housing and Community Affairs (TDHCA).
7. If a hearing is granted, such hearing will be conducted by the State Office of Administrative Hearings (OAH) on behalf of the TDHCA. Decisions rendered by OAH are final.
8. If a denial is based solely on income eligibility, CVCAA may recertify income. After recertification, decision rendered by CVCAA is final.

**17.10 DISSATISFIED CLIENT** When dealing with a dissatisfied or angry customer, consult the following:

- Take ownership. The customer wants someone to take personal responsibility for resolving their problem. If you have the authority and responsibility, then take personal ownership in assisting with resolution of the problem.
- Listen. The angry or dissatisfied customer wants to tell someone about their problem and to vent their frustration. Allow them to do that. Apply the skills of active listening.
- Apologize for the situation, even if you had nothing to do with it. This will open the door to problem resolution.

- Empathize. Let the customer know that you understand why they are upset. Restate their concerns, so that they know you are listening and understand. Then work to separate the problem from the emotion.
- Identify the problem What, specifically, has caused the customer to be angry or dissatisfied?
- Identify points of agreement. Then, you can work toward a common and mutually satisfactory solution.
- Determine what solution(s) the customer wants.
- Provide solution options that satisfy the customer's needs **and** the policies of CVCAA.
- If you can't satisfy the customer tell them so, why, and what you can do. Be clear if regulations or the State policy will not allow you to assist them but **don't place blame on anyone else**.
- Ask if you can provide additional service and if the customer is satisfied.
- Exceed expectations. Provide additional information on services above and beyond the problem resolution the customer expects. This simple act, resolving the problem at the 110% level, is among the most potent ways to earn customer satisfaction.
- Clients who curse and yell at you: Try to calm the client. If this fails and they continue to be confrontational then tell them nicely that they may call back when they can speak calmly and quietly and you will be glad to assist them but that you are going to hang up now. If client is physically present, remove yourself from the environment and contact Program Manager or Executive Director immediately. Do not allow the situation to escalate.
- Clients who make a threat: This is serious. If a client makes a serious threat that implies bodily harm, ask them to be seated and then call the police. File an incident report with the police in the event that anything else happens. Do not blow off a threat. Treat it as serious but don't over-react. We may deny services to anyone who is threatening. Be calm and be careful.
- Report any incident that may result in someone being hurt to Program Manager and Executive Director immediately.

**17.11 RIGHT TO PROTEST AWARD** According to Concho Valley Community Action Agency Financial Policies vendors and subcontractors have the right to protest bids and awards in the following manner:

1. Purchasing.

1.1. CVCAA shall adhere to purchase and procurement standards as set forth in the Texas Administrative Code 10.1.1.D §1.404

1.2. Right of Protest: Any actual or prospective bidder, offeror, or contractor who is aggrieved in connection with the solicitation, election, or award may formally protest to the Agency's Executive Director. Such protests shall be in writing

and received in the Executive Director's office within ten working days after such aggrieved person knows, or should have known, of the occurrence of the action which is protested. Copies of the protest must be mailed or delivered by the protesting party to other interested parties. For the purposes of this section, "interested parties" means all vendors who have submitted bids or proposals for the contract involved. A list of these is available upon request from the Agency.

1.3. A formal protest must be sworn and contain:

1.3.1. a specific identification of the statutory or regulator provisions(s) that the action complained of is alleged to have violated;

1.3.2. a specific description of each act alleged to have violated the statutory or regulatory provisions(s) identified in paragraph (1) of this subsection;

1.3.3. a precise statement of the relevant facts;

1.3.4. an identification of the issue or issues to be resolved;

1.3.5. argument and authorities in support of the protest; and

1.3.6. a statement that copies of the protest have been mailed or delivered to other identifiable interested parties.

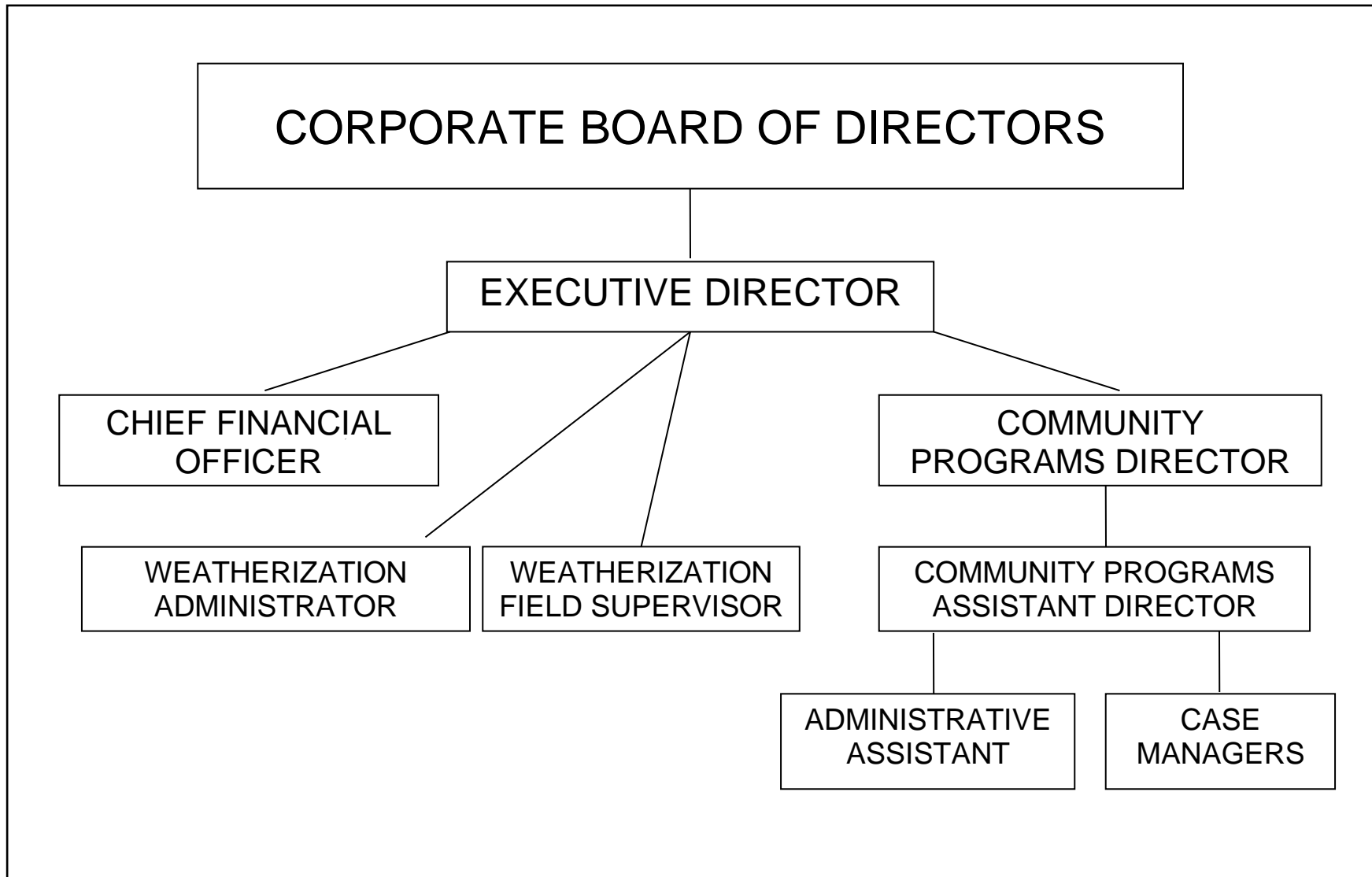
1.4. The Executive Director shall have the initial authority to settle and resolve the dispute concerning the solicitation or award of a contract. The Executive Director may solicit written responses to the protest from other interested parties.

1.5. If the protest is not resolved by mutual agreement, the Executive Director will provide a written recommendation to the Agency Board of Directors.

1.6. The Agency Board of Directors shall issue a final determination on the protest at the next regular meeting of the Board in which there is sufficient time to place the item on the agenda.

**17.12 SUCCESSION PLAN** Should the CVCAA Executive Director become incapacitated, either temporarily or permanently, the Deputy Director will assume full responsibilities of the Executive Director until the Executive Director is able to return or the Board of Directors is able to appoint an interim or new Executive Director. If CVCAA does not have a Deputy Director, the CSBG Director will assume full responsibilities of the Executive Director until the Board of Directors is able to appoint a new or interim Executive Director. This same plan shall be followed if Executive Director is terminated or resigns. CVCAA Board of Directors determines whether a vacancy at the Executive Director's position is temporary or permanent. It is the prerogative of CVCAA Board of Directors to seek out, interview, and hire the CVCAA Executive Director. All other positions are filled by CVCAA Executive Director.

18.00 ORGANIZATIONAL CHART



**NOTICE OF MEETING**  
CONCHO VALLEY COMMUNITY ACTION AGENCY  
BOARD OF DIRECTORS

FILED FOR RECORD  
2018 APR -5 AM 9:19

CLARENCE W. HODGILL  
COUNTY CLERK  
COUNTY OF CONCHO, TEXAS

Date: April 18, 2018  
Time: 5:30 PM  
Place: Cactus Hotel, Green Room  
36 E. Twohig, San Angelo  
Tom Green County, Texas

In accordance with the Americans with Disabilities Act, we invite all attendees to advise us of any special accommodations due to disability. If assistance is needed to participate, please call (325) 653-2411. Please submit your request as far as possible in advance of the meeting you wish to attend.

**Agenda**

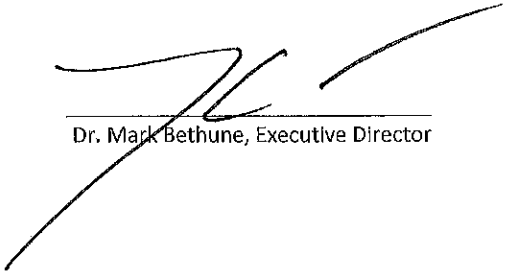
**NOTICE:** The Board of Directors may discuss, deliberate and take all appropriate action on any matter listed on this Agenda. Items on this Agenda may be taken out of the order listed. The Board reserves the right to deliberate in closed session pursuant to 551 of the Texas Government Code. Public comment is limited to five minutes per person on any agenda item.

1. Call to order and determine quorum.
2. Consider minutes for prior meeting and take appropriate action.
3. Election of Board Members.
4. Consider and take appropriate action on Financial Report.
5. Consider and take appropriate action on Budget Amendment.
6. Consider and take appropriate action on 2016 agency 990
7. Consider and take appropriate action on CVCAA retirement plan.
8. Consider and take appropriate action on Executive Director's report.
9. Consider future agenda items.
10. Adjournment.
11. CVCAA Board Community Needs Assessment forum.

The Board may go into Executive Session (close its meeting to the public):

1. The Board may go into Executive Session Pursuant to Texas Government Code §551.074 for the purposes of discussing personnel matters including to deliberate the appointment, employment, evaluation, reassignment, duties, discipline, or dismissal of a public officer or employee, including, specifically, the performance evaluation of the Executive Director.
2. Pursuant to Tex. Gov't. Code, §551.071(1) to seek the advice of its attorney about pending or contemplated litigation or a settlement offer.
3. Pursuant to Tex. Gov't. Code, §551.071(2) for the purpose of seeking the advice of its attorney about a matter in which the duty of the attorney to the governmental body under the Texas Disciplinary Rules of Professional Conduct of the State Bar of Texas clearly conflicts with Tex. Gov't. Code, Chapter 551.
4. Pursuant to Tex. Gov't. Code, §551.072 to deliberate the possible purchase, sale, exchange, or lease of real estate because it would have a material detrimental effect on the Department's ability to negotiate with a third person; and/or-
5. Pursuant to Tex. Gov't. Code, §2306.039(c) the Department's internal auditor, fraud prevention coordinator or ethics advisor may meet in an executive session of the Board to discuss issues related to fraud, waste or abuse.

Sign this 5<sup>th</sup> day of April, 2018.

  
\_\_\_\_\_  
Dr. Mark Bethune, Executive Director

<b>BOARD MEMBER</b>	<b>SECTOR</b>	<b>EXPIRE</b>	10-Jan	14-Feb	18-Apr							
Hon. Roy Blair	public (3)		0	0	0							
Hon. Steve Floyd	public (2)		2	2	2							
Hon. Leslie Mackie (Chair)	public (3)		3	3	3							
Hon. Richard Cordes	public (4)		4	0	0							
Hon. David Dillard	public (3)		3	0	0							
Jeffrey Lisson	low-income (2)	12/31/2020		0	2							
Becky Trojcak (Vice-Chair)	low-income (2)	12/31/2018	2	0	0							
Bernadette Coffee	low-income (2)	12/31/2018	2	2	2							
Maj. Tim Grider	low-income (2)	12/31/2018	0	0	2							
Noemi Samaniego	low-income (4)	12/31/2018	4	4	4							
Neta Wescott	private (3)	12/31/2020	3	3	0							
Victor Belman	private (3)	12/31/2018	3	3	3							
Connie Booth	private (5)	12/31/2020	0	5	0							
Donna Holden	private (4)	12/31/2018	4	4	4							
E.A. Wadworth	private (4)	12/31/2020			4							
volunteer hours			30	26	26							



## TRANSACTION REPORT

APR/05/2018/THU 10:39 AM

## BROADCAST

#	DATE	START T.	RECEIVER	COM. TIME	PAGE	TYPE/NOTE	FILE
001	APR/05	10:29AM	Concho County Clerk	0:01:17	1	MEMORY OK	ECM 6029
002		10:31AM	Crockett County Clerk	0:00:20	1	MEMORY OK	SG3 6029
003		10:32AM	Coke County Clerk	0:00:33	1	MEMORY OK	ECM 6029
004		10:32AM	Irion County Clerk	0:00:41	1	MEMORY OK	G3 6029
005		10:34AM	Kimble County Clerk	0:00:34	1	MEMORY OK	ECM 6029
006		10:35AM	Menard County Clerk	0:00:23	1	MEMORY OK	SG3 6029
007		10:36AM	Reagan County Clerk	0:00:28	1	MEMORY OK	SG3 6029
008		10:36AM	Schleicher County Clerk	0:00:38	1	MEMORY OK	ECM 6029
009		10:38AM	Sterling County Clerk	0:00:26	1	MEMORY OK	SG3 6029
010		10:39AM	Sutton County Clerk	0:00:26	1	MEMORY OK	SG3 6029
TOTAL				0:05:46	10		

**NOTICE OF MEETING**  
**CONCHO VALLEY COMMUNITY ACTION AGENCY**  
**BOARD OF DIRECTORS**

FILED FOR RECORD

2018 APR -3 AM 9:19

CLERK OF DISTRICT COURT  
 COUNTY OF TARRANT  
 STATE OF TEXAS

Date: April 18, 2018  
 Time: 5:30 PM  
 Place: Cactus Hotel, Green Room  
 36 E. Twohig, San Angelo  
 Tom Green County, Texas

In accordance with the Americans with Disabilities Act, we invite all attendees to advise us of any special accommodations due to disability. If assistance is needed to participate, please call (325) 653-2411. Please submit your request as far as possible in advance of the meeting you wish to attend.

### Agenda

**NOTICE:** The Board of Directors may discuss, deliberate and take all appropriate action on any matter listed on this Agenda. Items on this Agenda may be taken out of the order listed. The Board reserves the right to deliberate in closed session pursuant to 551 of the Texas Government Code. Public comment is limited to five minutes per person on any agenda item.

1. Call to order and determine quorum.
2. Consider minutes for prior meeting and take appropriate action.
3. Election of Board Members.
4. Consider and take appropriate action on Financial Report.
5. Consider and take appropriate action on Budget Amendment.
6. Consider and take appropriate action on 2016 agency 990
7. Consider and take appropriate action on CVCAA retirement plan.
8. Consider and take appropriate action on Executive Director's report.
9. Consider future agenda items.
10. Adjournment.
11. CVCAA Board Community Needs Assessment forum.

The Board may go into Executive Session (close its meeting to the public):

1. The Board may go into Executive Session Pursuant to Texas Government Code 551.074 for the purposes of discussing personnel matters including to deliberate the appointment, employment, evaluation, reassignment, duties, discipline, or dismissal of a public officer or employee, including, specifically, the performance evaluation of the Executive Director.
2. Pursuant to Tex. Gov't. Code, 551.071(1) to seek the advice of its attorney about pending or contemplated litigation or a settlement offer.
3. Pursuant to Tex. Gov't. Code, 551.071(2) for the purpose of seeking the advice of its attorney about a matter in which the duty of the attorney to the governmental body under the Texas Disciplinary Rules of Professional Conduct of the State Bar of Texas clearly conflicts with Tex. Gov't. Code, Chapter 551.
4. Pursuant to Tex. Gov't. Code, 551.072 to deliberate the possible purchase, sale, exchange, or lease of real estate because it would have a material effect on the financial condition of the governmental body.

NOTICE OF MEETING  
CONCHO VALLEY COMMUNITY ACTION AGENCY  
BOARD OF DIRECTORS

FILED FOR RECORD  
2018 APR -5 AM 9:15

Date: April 18, 2018  
Time: 5:30 PM  
Place: Cactus Hotel, Green Room  
36 E. Twohlg, San Angelo  
Tom Green County, Texas

In accordance with the Americans with Disabilities Act, we invite all attendees to advise us of any special accommodations due to disability. If assistance is needed to participate, please call (325) 658-2411. Please submit your request as far as possible in advance of the meeting you wish to attend.

Agenda

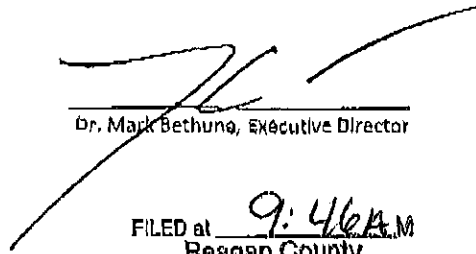
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8. Consider and take appropriate action on Executive Director's report.
9. Consider future agenda items.
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The Board may go into Executive Session (close its meeting to the public);

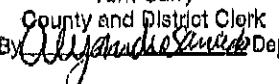
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4. Pursuant to Tex. Gov't. Code, 551.072 to deliberate the possible purchase, sale, exchange, or lease of real estate because it would have a material detrimental effect on the Department's ability to negotiate with a third person; and/or-
5. Pursuant to Tex. Gov't. Code, 52906.029(s) the Department's internal auditor, fraud prevention coordinator or ethics advisor may meet in an executive session of the Board to discuss issues related to fraud, waste or abuse.

Sign this 5<sup>th</sup> day of April 2018.

  
Dr. Mark Bethune, Executive Director

FILED at 9:46 AM  
Reagan County

APR 04 2018

Terrl Curry  
County and District Clerk  
By 

CONCHO VALLEY COMMUNITY ACTION AGENCY  
BOARD OF DIRECTOR'S MINUTES  
April 18, 2018

Meeting was held in the Green Room 2<sup>nd</sup> floor, Cactus Hotel  
36 East Twohig, San Angelo, Tom Green County, Texas

Present at meeting:

**Directors:**

**Elected Officials:** The Honorable Richard Cordes - Absent  
The Honorable David Dillard - Absent  
The Honorable Roy Blair - Absent  
The Honorable Steve Floyd  
The Honorable Leslie Mackie CVCAA Chair

**Private Sector:** Victor Belman  
Neta Wescott - Absent  
Connie Booth - Absent  
Donna Holden  
Elizabeth Ann Wadsworth

**Low Income Sector:** Jeff Lisson  
Bernie Coffee CVCAA Secretary  
Noemi Samaniego  
Tim Grider  
Becky Trojcak CVCAA Vice-Chair – Absent

**Staff:** Executive Director, Mark Bethune            Chief Financial Officer, Lyla Blue  
Tracey Dishon, Community Programs Director

**Agenda**

1. The Honorable Steve Floyd called the meeting to order at 5:36pm. Quorum present.
  
2. Consider minutes for prior meeting and take appropriate action.  
Motion made by Bernie Coffee to accept minutes from prior meeting.  
Second made by Donna Holden  
Motion passed 7-0

3. Election of board members.  
Motion made by Bernie Coffee to accept Elizabeth Ann Wadsworth, Private Sector Crockett County.  
Second made by Noemi Samaniego  
Motion passed 7-0
  
4. Consider and take appropriate action on Financial Report.  
Motion to accept report made by Donna Holden.  
Second made by Bernie Coffee  
Motion passed 8-0  
  
The Honorable Leslie Mackie joins meeting.
  
5. Consider and take appropriate action on Budget Amendment. Discussed CSBG rollover and CEAP/LIHEAP.  
Motion made to accept report made by Jeff Lisson.  
Second by Victor Belman  
Motion passed 9-0
  
6. Consider and take appropriate action on 2016 agency 990.  
Motion made to approve 2016 agency 990 by Jeff Lisson.  
Second by The Honorable Judge Floyd  
Motion passed 9-0
  
7. Consider and take appropriate action on CVCAA retirement plan. No action taken today. Discussed talking with Cecil Ross for possible options to be able to control investments.
  
8. Consider and take appropriate action on Executive Director's report.  
Motion made to accept report by Noemi Samaniego.  
Second by Donna Holden  
Motion passed 9-0
  
9. Consider future agenda items – Board Training, Community Needs Assessment

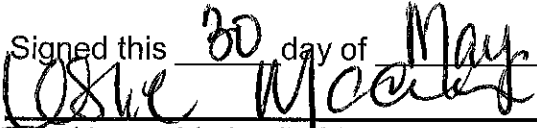
**Set date for future meeting.**

10. Wednesday, May 30, 2018, Meeting Room 2<sup>nd</sup> floor Cactus Hotel @ 5:30pm.

11. There being no further business before the Board, The Honorable Leslie Mackie adjourned the meeting at 5:56pm.

CVCAA Board Community Needs Assessment forum conducted after closure of meeting.

Signed this 30 day of May, 2018.

  
The Honorable Leslie Mackie, Chair

  
Bernadette Coffee, Secretary

**Concho Valley Community Action Agency**  
**Statement of Financial Position**  
**February 28, 2018**

	<u>Programs</u>	<u>Unrestricted</u>	<u>Total</u>
<b>Assets</b>			
Current Assets			
First Financial Checking	154,443.69	105,477.86	259,921.55
1st Community FCU Savings	-	30.76	30.76
First Financial MMA	-	50,056.61	50,056.61
1st Community FCU CD #20	-	117,363.91	117,363.91
Grants Receivable	85,338.15	-	85,338.15
Security Deposit	-	2,500.00	2,500.00
Total Current Assets	<u>239,781.84</u>	<u>275,429.14</u>	<u>515,210.98</u>
Long-term Assets			
Vehicles	83,684.88	-	83,684.88
Acc Dep - Vehicles	(60,604.00)	-	(60,604.00)
Software	44,495.00	-	44,495.00
Acc Dep - Software	(44,495.00)	-	(44,495.00)
Equipment	11,397.00	-	11,397.00
Acc Dep - Equipment	(11,397.00)	-	(11,397.00)
Total Long-term Assets	<u>23,080.88</u>	<u>-</u>	<u>23,080.88</u>
 Total Assets	 <u>262,862.72</u>	 <u>275,429.14</u>	 <u>538,291.86</u>
<b>Liabilities</b>			
Short-term Liabilities			
Accounts Payable	67,352.48	-	67,352.48
Payroll Liabilities Payable	7,037.57	26.10	7,063.67
Accrued Vacation	-	26,324.50	26,324.50
Total Short-term Liabilities	<u>74,390.05</u>	<u>26,350.60</u>	<u>100,740.65</u>
<b>Net Assets</b>			
Unrestricted	-	249,078.54	249,078.54
Temporarily Restricted	165,391.79	-	165,391.79
Permanently Restricted	23,080.88	-	23,080.88
Total Net Assets	<u>188,472.67</u>	<u>249,078.54</u>	<u>437,551.21</u>
 Total Liabilities and Net Assets	 <u>262,862.72</u>	 <u>275,429.14</u>	 <u>538,291.86</u>

**Concho Valley Community Action Agency**  
**Income/Expenses**  
**2018**

**Grants**

<b>CSBG - 17% of Grant Period</b>	<u>February</u>	<u>YTD</u>	<u>Budget</u>	<u>Over/(Under)</u>	<u>% of Budget</u>
<b>Income</b>	<b>15,000.00</b>	<b>53,544.78</b>	<b>230,853.00</b>	<b>(177,308.22)</b>	<b>23.19%</b>
Personnel	14,291.98	25,914.04	117,480.00	(91,565.96)	22.06%
Fringe Benefits	3,543.22	6,530.77	34,174.00	(27,643.23)	19.11%
Travel	1,415.43	2,775.53	21,093.00	(18,317.47)	13.16%
Equipment	-	-	2,574.00	(2,574.00)	0.00%
Supplies	80.91	1,083.91	3,600.00	(2,516.09)	30.11%
Contractual	-	-	2,520.00	(2,520.00)	0.00%
Other	1,084.79	7,550.30	49,412.00	(41,861.70)	15.28%
<b>Total Expenses</b>	<b>20,416.33</b>	<b>43,854.55</b>	<b>230,853.00</b>	<b>(186,998.45)</b>	<b>19.00%</b>

<b>CEAP - 17% of Grant Period</b>	<u>February</u>	<u>YTD</u>	<u>Budget</u>	<u>Over/(Under)</u>	<u>% of Budget</u>
<b>Income</b>	<b>41,642.00</b>	<b>134,326.21</b>	-	<b>134,326.21</b>	<b>#DIV/0!</b>
Administration	7,282.37	26,527.44	-	26,527.44	#DIV/0!
Household Crisis	33,343.54	37,354.95	-	37,354.95	#DIV/0!
Utility Assistance	14,016.09	14,016.09	-	14,016.09	#DIV/0!
Program Services	5,195.72	6,497.54	-	6,497.54	#DIV/0!
Travel	-	-	-	-	#DIV/0!
<b>Total Expenses</b>	<b>59,837.72</b>	<b>84,396.02</b>	-	<b>84,396.02</b>	<b>#DIV/0!</b>

<b>DOE - 17% of Grant Period</b>	<u>February</u>	<u>YTD</u>	<u>Budget</u>	<u>Over/(Under)</u>	<u>% of Budget</u>
<b>Income</b>	-	<b>27,472.39</b>	-	<b>27,472.39</b>	<b>#DIV/0!</b>
Administration	-	-	-	-	#DIV/0!
Insurance	-	-	-	-	#DIV/0!
Fiscal Audit	-	-	-	-	#DIV/0!
Materials/Labor	-	-	-	-	#DIV/0!
Program Support	3,907.59	6,242.08	-	6,242.08	#DIV/0!
Health & Safety	-	-	-	-	#DIV/0!
Training	580.73	580.73	-	580.73	#DIV/0!
<b>Total Expenses</b>	<b>4,488.32</b>	<b>6,822.81</b>	-	<b>6,822.81</b>	<b>#DIV/0!</b>

<b>LIHEAP - 17% of Grant Period</b>	<u>February</u>	<u>YTD</u>	<u>Budget</u>	<u>Over/(Under)</u>	<u>% of Budget</u>
<b>Income</b>	<b>1,223.76</b>	<b>47,772.80</b>	-	<b>47,772.80</b>	<b>#DIV/0!</b>
Administration	1,223.76	4,007.52	-	4,007.52	#DIV/0!
Materials/Labor	22,569.00	34,225.01	-	34,225.01	#DIV/0!
Program Support	31,562.61	41,172.95	-	41,172.95	#DIV/0!
Health & Safety	3,375.00	7,470.00	-	7,470.00	#DIV/0!
Training	-	-	-	-	#DIV/0!
<b>Total Expenses</b>	<b>58,730.37</b>	<b>86,875.48</b>	-	<b>86,875.48</b>	<b>#DIV/0!</b>

**Concho Valley Community Action Agency  
Income/Expenses  
2017**

**Grants**

<b>TACAA - 17% of Grant Period</b>	<u>February</u>	<u>YTD</u>	<u>Budget</u>	<u>Over/(Under)</u>	<u>% of Budget</u>
<b>Income</b>	-	-	-	-	<b>#DIV/0!</b>
Administration	14.23	22.88	-	22.88	#DIV/0!
Materials/Labor	-	-	-	-	#DIV/0!
Program Support	457.29	477.43	-	477.43	#DIV/0!
<b>Total Expenses</b>	<b>471.52</b>	<b>500.31</b>	-	<b>500.31</b>	<b>#DIV/0!</b>

**Other**

	<u>Income February</u>	<u>Income YTD</u>	<u>Expenses February</u>	<u>Expenses YTD</u>
VITA	-	2,500.00	4,632.15	5,505.86
Neighbor to Neighbor	10,000.00	10,000.00	559.43	574.43
TXU Energy Aid	-	-	744.58	744.58
Sharing the Warmth	-	211.22	-	-
Reliant CARE	-	-	456.38	456.38
Case Management	-	2,500.00	195.00	295.00
Make a Difference	-	-	-	-
Interest	91.88	193.53	-	-
Unrestricted	-	1,801.50	-	13,066.31



**Concho Valley Community Action Agency**  
**Statement of Financial Position**  
**March 31, 2018**

	<u>Programs</u>	<u>Unrestricted</u>	<u>Total</u>
<b>Assets</b>			
Current Assets			
First Financial Checking	132,865.93	108,322.75	241,188.68
1st Community FCU Savings	-	30.77	30.77
First Financial MMA	-	50,058.80	50,058.80
1st Community FCU CD #20	-	117,463.59	117,463.59
Grants Receivable	72,604.69	-	72,604.69
Security Deposit	-	2,500.00	2,500.00
Total Current Assets	<u>205,470.62</u>	<u>278,375.91</u>	<u>483,846.53</u>
Long-term Assets			
Vehicles	83,684.88	-	83,684.88
Acc Dep - Vehicles	(60,604.00)	-	(60,604.00)
Software	44,495.00	-	44,495.00
Acc Dep - Software	(44,495.00)	-	(44,495.00)
Equipment	11,397.00	-	11,397.00
Acc Dep - Equipment	(11,397.00)	-	(11,397.00)
Total Long-term Assets	<u>23,080.88</u>	<u>-</u>	<u>23,080.88</u>
 Total Assets	 <u>228,551.50</u>	 <u>278,375.91</u>	 <u>506,927.41</u>
<b>Liabilities</b>			
Short-term Liabilities			
Accounts Payable	80,951.08	452.59	81,403.67
Payroll Liabilities Payable	5,784.53	-	5,784.53
Accrued Vacation	-	26,324.50	26,324.50
Total Short-term Liabilities	<u>86,735.61</u>	<u>26,777.09</u>	<u>113,512.70</u>
<b>Net Assets</b>			
Unrestricted	-	251,598.82	251,598.82
Temporarily Restricted	118,735.01	-	118,735.01
Permanently Restricted	23,080.88	-	23,080.88
Total Net Assets	<u>141,815.89</u>	<u>251,598.82</u>	<u>393,414.71</u>
 Total Liabilities and Net Assets	 <u>228,551.50</u>	 <u>278,375.91</u>	 <u>506,927.41</u>

**Concho Valley Community Action Agency**  
**Income/Expenses**  
**2018**

**Grants**

<b>CSBG - 25% of Grant Period</b>	<b>March</b>	<b>YTD</b>	<b>Budget</b>	<b>Over/(Under)</b>	<b>% of Budget</b>
<b>Income</b>	<b>9,736.43</b>	<b>63,281.21</b>	<b>230,853.00</b>	<b>(167,571.79)</b>	<b>27.41%</b>
Personnel	9,547.62	35,461.66	117,480.00	(82,018.34)	30.19%
Fringe Benefits	2,274.59	8,802.21	34,174.00	(25,371.79)	25.76%
Travel	(100.65)	2,722.88	21,093.00	(18,370.12)	12.91%
Equipment	-	-	2,574.00	(2,574.00)	0.00%
Supplies	720.61	1,804.52	3,600.00	(1,795.48)	50.13%
Contractual	-	-	2,520.00	(2,520.00)	0.00%
Other	2,484.49	9,989.94	49,412.00	(39,422.06)	20.22%
<b>Total Expenses</b>	<b>14,926.66</b>	<b>58,781.21</b>	<b>230,853.00</b>	<b>(172,071.79)</b>	<b>25.46%</b>

<b>CEAP - 25% of Grant Period</b>	<b>March</b>	<b>YTD</b>	<b>Budget</b>	<b>Over/(Under)</b>	<b>% of Budget</b>
<b>Income</b>	<b>43,061.72</b>	<b>177,387.93</b>	<b>-</b>	<b>177,387.93</b>	<b>#DIV/0!</b>
Administration	6,145.60	32,673.04	-	32,673.04	#DIV/0!
Household Crisis	25,838.29	63,193.24	-	63,193.24	#DIV/0!
Utility Assistance	11,077.83	25,093.92	-	25,093.92	#DIV/0!
Program Services	10,364.49	16,862.03	-	16,862.03	#DIV/0!
Travel	-	-	-	-	#DIV/0!
<b>Total Expenses</b>	<b>53,426.21</b>	<b>137,822.23</b>	<b>-</b>	<b>137,822.23</b>	<b>#DIV/0!</b>

<b>DOE - 25% of Grant Period</b>	<b>March</b>	<b>YTD</b>	<b>Budget</b>	<b>Over/(Under)</b>	<b>% of Budget</b>
<b>Income</b>	<b>-</b>	<b>27,472.39</b>	<b>-</b>	<b>27,472.39</b>	<b>#DIV/0!</b>
Administration	-	-	-	-	#DIV/0!
Insurance	-	-	-	-	#DIV/0!
Fiscal Audit	-	-	-	-	#DIV/0!
Materials/Labor	16,980.81	16,980.81	-	16,980.81	#DIV/0!
Program Support	3,139.05	9,381.13	-	9,381.13	#DIV/0!
Health & Safety	4,715.00	4,715.00	-	4,715.00	#DIV/0!
Training	5,559.84	6,140.57	-	6,140.57	#DIV/0!
<b>Total Expenses</b>	<b>30,394.70</b>	<b>37,217.51</b>	<b>-</b>	<b>37,217.51</b>	<b>#DIV/0!</b>

<b>LIHEAP - 25% of Grant Period</b>	<b>March</b>	<b>YTD</b>	<b>Budget</b>	<b>Over/(Under)</b>	<b>% of Budget</b>
<b>Income</b>	<b>19,306.54</b>	<b>67,079.34</b>	<b>-</b>	<b>67,079.34</b>	<b>#DIV/0!</b>
Administration	1,190.47	5,197.99	-	5,197.99	#DIV/0!
Materials/Labor	10,570.00	44,795.01	-	44,795.01	#DIV/0!
Program Support	7,116.07	48,289.02	-	48,289.02	#DIV/0!
Health & Safety	3,295.00	10,765.00	-	10,765.00	#DIV/0!
Training	-	-	-	-	#DIV/0!
<b>Total Expenses</b>	<b>22,171.54</b>	<b>109,047.02</b>	<b>-</b>	<b>109,047.02</b>	<b>#DIV/0!</b>

**Concho Valley Community Action Agency  
Income/Expenses  
2017**

**Grants**

<b>TACAA - 25% of Grant Period</b>	<u>March</u>	<u>YTD</u>	<u>Budget</u>	<u>Over/(Under)</u>	<u>% of Budget</u>
<b>Income</b>	-	-	-	-	<b>#DIV/0!</b>
Administration	46.30	69.18	-	69.18	#DIV/0!
Materials/Labor	-	-	-	-	#DIV/0!
Program Support	269.87	747.30	-	747.30	#DIV/0!
<b>Total Expenses</b>	<b>316.17</b>	<b>816.48</b>	-	<b>816.48</b>	<b>#DIV/0!</b>

**Other**

	<u>Income March</u>	<u>Income YTD</u>	<u>Expenses March</u>	<u>Expenses YTD</u>
CSBG Discretionary	500.00	500.00	500.00	500.00
VITA	51.00	2,551.00	4,387.49	9,893.35
Neighbor to Neighbor	-	10,000.00	1,449.31	2,023.74
TXU Energy Aid	-	-	1,190.15	1,934.73
Sharing the Warmth	-	211.22	-	-
Reliant CARE	-	-	300.00	756.38
Case Management	-	2,500.00	-	295.00
Make a Difference	-	-	-	-
Interest	101.88	295.41	-	-
Unrestricted	1,417.99	3,219.49	(1,000.41)	12,065.90







Concho Valley Community Action Agency  
Executive Director's Report  
Wednesday, April 18, 2018

FOUR QUESTIONS OF ENGAGEMENT

1. Does it align with our mission?
2. Is it a need of the community?
3. Do we have the capacity?
4. Is it cost effective?

**CEAP**

The initial 2018 CEAP contract is \$1,166,780.

CVCAA rolled approximately \$3,500 direct service dollars into 2018. Although we lost an outreach worker at the end of 2017, we hired three. In order to increase services to the outer counties as well as to elderly or disabled persons who may not be able to visit our facility, we will begin taking applications via mail. We hope to have the system in place by March. UPDATE (February): The flyer announcing mail-in applications is ready. Please help us get the word out.

Due to new reporting requirements originating at the federal level and amplified by the state, it takes our case workers about 2 hours to process each client. Even if the client is only in front of our case worker 30 minutes, another 1 ½ must be allocated. This is the reason that we can't just "slip someone in." Doing so adds 2 hours that must be accounted for somewhere during the week. We book appointments typically 2 weeks out, meaning that if someone calls on the first, we're booking for the week of the 14<sup>th</sup>. We begin booking Monday morning and cease taking appointments after the entire week is book. This usually takes less than an hour. After that time, we'll ask clients to try back next Monday. As you can imagine, this results in much frustration to the clients, but we can't book additional clients at this time and have discovered if we book past 2 weeks, no-shows increase drastically. As for walk-ins, we take a limited number of walk-ins Monday – Wednesday. (Thursday and Friday is reserved for catching up on files.) The number of walk-ins seen during any given days depends on the number of case workers available. For example, one of our case workers was admitted to the hospital last week. That means that the other workers must assume the appointments already made on her behalf while maintaining their workload. Obviously, we saw less walk-ins that week. Walk-ins must have a disconnect notice and are first come, first serve. We do not tell walk-ins when they should arrive, only that they will be seen according to arrival and limited numbers may sign in. They are seen IF an appointment doesn't show up. There are no guarantees, but we help walk-ins that we sign in over 90% of the time. They may have to wait a bit, though.

Combating poverty in our communities through public and private partnerships

We would like to hire two additional CEAP workers. One will take appointments and the other will help with mail-in applications and walk-ins. Once in place, this should reduce the number of persons being sent away without service.

**Utility Assistance - February 2018**

County	Households	Individuals	Monthly Expenditures	Monthly Average/HH	YTD Expenditures
Coke	8	14	\$2,596.00	\$324.50	\$2,949.07
Concho	7	17	\$2,246.23	\$320.89	\$2,246.23
Crockett	2	7	\$629.89	\$314.95	\$629.89
Irion	-	-	\$0.00	\$0.00	\$0.00
Kimble	-	-	\$0.00	\$0.00	\$0.00
Menard	2	3	\$934.76	\$467.38	\$934.76
Reagan	1	2	\$484.60	\$484.60	\$484.60
Schleicher	-	-	\$0.00	\$0.00	\$0.00
Sterling	1	5	\$480.41	\$480.41	\$480.41
Sutton	2	6	\$820.19	\$410.10	\$820.19
Tom Green	130	322	\$39,167.55	\$301.29	\$42,825.89
Total	153	376	\$47,359.63	\$309.54	\$51,371.04

**Utility Assistance - March 2018**

County	Households	Individuals	Monthly Expenditures	Monthly Average/H H	YTD Expenditures
Coke	4	5	\$527.17	\$131.79	\$3,476.24
Concho	8	24	\$2,769.61	\$346.20	\$5,015.84
Crockett	1	2	\$235.17	\$235.17	\$865.06
Irion	3	3	\$1,055.76	\$351.92	\$1,055.76
Kimble	1	2	\$777.10	\$777.10	\$777.10
Menard	12	18	\$1,771.47	\$147.62	\$2,706.23
Reagan	1	2	\$140.54	\$140.54	\$625.14
Schleicher	4	7	\$1,175.30	\$293.83	\$1,175.30
Sterling	-	-	\$0.00	\$0.00	\$480.41
Sutton	3	4	\$550.20	\$183.40	\$1,370.39



Combating poverty in our communities through public and private partnerships

Tom Green	128	270	\$27,913.80	\$218.08	\$70,739.69
Total	165	337	\$36,916.12	\$223.73	\$88,287.16

**WEATHERIZATION**

The initial 2018 LIHEAP WAP contract is \$295,207. Plus some 2017 LIHEAP funds rolled over and 2017 DOE WAP contract is still in effect. We have not received the 2018 TACAA AEP contract.

Weatherization eligibility is capped at 200% of the Federal Poverty Rate. See attached scale.

2017 monitoring report to be presented at January 1018 Board of Directors’ Meeting.

2018 WAP units

Month	Units	Counties
January	1	tom green
February	5	tom green
March	5	tom green, crockett, irion
April		
May		
June		
July		
August		
September		
October		
November		
December		

**CSBG**

The initial 2018 CSBG contract is \$238,171 and we have about \$30,000 from 2017 that must be spent before 3/31/2018.

In 2017, 15 individuals transitioned out of poverty. Our goal was 9. There are currently 22 persons on Case Management. One person is being tracked to transition. UPDATE (February): There are currently 20 persons on Case Management, 3 persons being tracked, and 1 person transitioned in January. UPDATE (April): We dropped 2 from Case Management due to lack of participation leaving 18 persons.

## Combating poverty in our communities through public and private partnerships

CSBG Case Management eligibility is capped at 125% of the Federal Poverty Guideline. See attached scale.

### **VITA**

We will begin processing and filing federal tax returns on February 5. This is a free, IRS sponsored and monitored service. This is our only program that is not income based. Clients may call after 1/22 to set up appointments. We'll be in the Adult Literacy Council building this year. UPDATE (February): In 1 ½ weeks, we've prepared and filed 266 returns. We're already booked until March 5. UPDATE (April): As of April 13, 1545 returns had been accepted by the IRS.

### **FUND RAISING**

The Crazy Desert Trail Race will be Saturday, March 10<sup>th</sup> at the San Angelo State Park. TXU is sponsoring the event on our behalf. UPDATE (April): The race was up a bit this year with 390 participants. The goal for 2019 is 500.

San Angelo Gives will be Tuesday, May 1. Please consider contributing to CVCAA during this 24 hour event. All gifts are amplified through the San Angelo Area Foundation.

On Monday, January 15, 10% of food sales from Texas Roadhouse will be donated to CVCAA. Coupon must be presented. UPDATE (February): We received \$50 from this event.

### **UNITED WAY**

An application was submitted to United Way for funding to the tune of \$5,000 representing unreimbursed costs associated with the weatherization program. UPDATE (April): Our request was not funded.

### **TENANT BASED RENTAL ASSISTANCE**

We are currently compiling a waiting list for rental assistance. The assistance can last up to 2 years and includes the entire CVCAA service delivery area except the City of San Angelo. Our contract will support about 4 households. However, we also have access to the Reservation System which would allow service to additional households. TBRA clients must reside outside of San Angelo city limits.

### **ORGANIZATIONAL STANDARDS**

CVCAA submitted required documents for the Organizational Standards as mandated by the Office of Community Services (OCS). UPDATE (February): We received feedback on our Organizational Standards submission. There are a few areas that require our attention, most will be cleared up at the submission of the next Community Needs Assessment and Strategic Plan (see below).

### **COMMUNITY NEEDS ASSESSMENT**

## Combating poverty in our communities through public and private partnerships

Every 3 years, entities administering Community Services Block Grants must complete a comprehensive Community Needs Assessment (CNA). The next is due June 1, 2018. The CNA requires Board involvement, input from low-income persons covering the entire CVCAA Service Delivery Area, staff participation, and contributions from key members in the community (community leaders, non-profit organizations, schools, local governments, etc.). The CNA will be presented to CVCAA's Board of Directors during the May meeting.

### **STRATEGIC PLAN**

Every 5 years, entities administering Community Services Block Grants must complete a Strategic Plan. Although our next Strategic Plan is not due until 2020, we've decided to link it to the completion of the CNA since the CNA is the basis of the Strategic Plan. We will begin working on the Strategic Plan in June. Much like the CNA, the Strategic Plan requires input from varied sources. UPDATE (April): We will have a Strategic Planning retreat Friday June 1 and Saturday June 2. The retreat will be held at NNNN ranch. CVCAA staff will stay over Friday night. Board members are invited to join us on Saturday. Meals and mileage reimbursement will be provided.

### **WAGE STUDY**

The Texas Association of Community Action Agencies performs a wage study for its members every three years. The 2018 wage study was published in March. After evaluating wages across the state, I made the appropriate adjustment to our salaries within the average wage bands.

### Strategic Priorities

- Establish low cost, branded office space
- Fully expend all grants
- Implement effective marketing strategy
- Secure adequate, qualified weatherization applications
- Maintain equitable distribution of services
- Implement new management information system for weatherization assistance program
- Foster a climate of innovation

Combating poverty in our communities through public and private partnerships

**2018 Income Guideline effective 2/1/18**

Family Size	50%	75%	100%	125%	150%	200%
1	6,070	9,105	12,140	15,175	18,210	24,280
2	8,230	12,345	16,460	20,575	24,690	32,920
3	10,390	15,585	20,780	25,975	31,170	41,560
4	12,550	18,825	25,100	31,375	37,650	50,200
5	14,710	22,065	29,420	36,775	44,130	58,840
6	16,870	25,305	33,740	42,175	50,610	67,480
7	19,030	28,545	38,060	47,575	57,090	76,120
8	21,190	31,785	42,380	52,975	63,570	84,760
Each Additional Family Member	2,160	3,240	4,320	5,400	6,480	8,640

<b>BOARD MEMBER</b>	<b>SECTOR</b>	<b>EXPIRE</b>	10-Jan	14-Feb	18-Apr	30-May						
Hon. Roy Blair	public (3)		0	0	0	0						
Hon. Steve Floyd	public (2)		2	2	2	2						
Hon. Leslie Mackie (Chair)	public (3)		3	3	3	3						
Hon. Richard Cordes	public (4)		4	0	0	4						
Hon. David Dillard	public (3)		3	0	0	3						
Jeffrey Lisson	low-income (2)	12/31/2020		0	2	2						
Becky Trojcak (Vice-Chair)	low-income (2)	12/31/2018	2	0	0	0						
Bernadette Coffee	low-income (2)	12/31/2018	2	2	2	2						
Maj. Tim Grider	low-income (2)	12/31/2018	0	0	2	2						
Noemi Samaniego	low-income (4)	12/31/2018	4	4	4	4						
Neta Wescott	private (3)	12/31/2020	3	3	0	3						
Victor Belman	private (3)	12/31/2018	3	3	3	3						
Connie Booth	private (5)	12/31/2020	0	5	0	5						
Donna Holden	private (4)	12/31/2018	4	4	4	0						
E.A. Wadworth	private (4)	12/31/2020			4	4						
volunteer hours			30	26	26	37						

**NOTICE OF MEETING**  
**CONCHO VALLEY COMMUNITY ACTION AGENCY**  
**BOARD OF DIRECTORS**

FILED FOR RECORD  
18 MAY 25 AM 9:28

ELIZABETH HIGGINS  
COUNTY CLERK  
COUNTY OF TOM GREEN, TEXAS

Date: May 30, 2018  
Time: 5:30 PM  
Place: Cactus Hotel, Green Room  
36 E. Twohig, San Angelo  
Tom Green County, Texas

In accordance with the Americans with Disabilities Act, we invite all attendees to advise us of any special accommodations due to disability. If assistance is needed to participate, please call (325) 653-2411. Please submit your request as far as possible in advance of the meeting you wish to attend.

**Agenda**

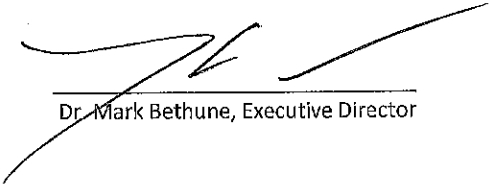
**NOTICE:** The Board of Directors may discuss, deliberate and take all appropriate action on any matter listed on this Agenda. Items on this Agenda may be taken out of the order listed. The Board reserves the right to deliberate in closed session pursuant to 551 of the Texas Government Code. Public comment is limited to five minutes per person on any agenda item.

1. Call to order and determine quorum.
2. Consider minutes for prior meeting and take appropriate action.
3. Consider and take appropriate action on Financial Report.
4. Consider and take appropriate action on CVCAA retirement plan.
5. Consider and take appropriate action on CVCAA Community Needs Assessment
6. Consider and take appropriate action on Executive Director's report.
7. Consider future agenda items.
8. Adjournment.

The Board may go into Executive Session (close its meeting to the public):

1. The Board may go into Executive Session Pursuant to Texas Government Code §551.074 for the purposes of discussing personnel matters including to deliberate the appointment, employment, evaluation, reassignment, duties, discipline, or dismissal of a public officer or employee, including, specifically, the performance evaluation of the Executive Director.
2. Pursuant to Tex. Gov't. Code, §551.071(1) to seek the advice of its attorney about pending or contemplated litigation or a settlement offer.
3. Pursuant to Tex. Gov't. Code, §551.071(2) for the purpose of seeking the advice of its attorney about a matter in which the duty of the attorney to the governmental body under the Texas Disciplinary Rules of Professional Conduct of the State Bar of Texas clearly conflicts with Tex. Gov't. Code, Chapter 551.
4. Pursuant to Tex. Gov't. Code, §551.072 to deliberate the possible purchase, sale, exchange, or lease of real estate because it would have a material detrimental effect on the Department's ability to negotiate with a third person; and/or-
5. Pursuant to Tex. Gov't. Code, §2306.039(c) the Department's internal auditor, fraud prevention coordinator or ethics advisor may meet in an executive session of the Board to discuss issues related to fraud, waste or abuse.

Sign this 25 day of May, 2018.

  
\_\_\_\_\_  
Dr. Mark Bethune, Executive Director

CONCHO VALLEY COMMUNITY ACTION AGENCY  
BOARD OF DIRECTOR'S MINUTES  
May 30, 2018

Meeting was held in the Green Room 2<sup>nd</sup> floor, Cactus Hotel  
36 East Twohig, San Angelo, Tom Green County, Texas

Present at meeting:

**Directors:**

**Elected Officials:** The Honorable Richard Cordes  
The Honorable David Dillard  
The Honorable Roy Blair - Absent  
The Honorable Steve Floyd  
The Honorable Leslie Mackie CVCAA Chair

**Private Sector:** Victor Belman  
Neta Wescott  
Connie Booth  
Donna Holden - Absent  
Elizabeth Ann Wadsworth

**Low Income Sector:** Jeff Lisson  
Bernie Coffee CVCAA Secretary  
Noemi Samaniego  
Tim Grider  
Becky Trojcak CVCAA Vice-Chair - Absent

**Staff:** Executive Director, Mark Bethune            Chief Financial Officer, Lyla Blue  
Community Programs Director, Tracey Dishon

**Agenda**

1. The Honorable Leslie Mackie called the meeting to order at 5:33pm. Quorum present.
  
2. Consider minutes for prior meeting and take appropriate action.  
Motion made by Jeff Lisson to accept minutes from prior meeting.  
Second made by Victor Belman  
Motion passed 11-0

3. Consider and take appropriate action on financial report. Discussed that 2<sup>nd</sup> benchmark has been exceeded.

Motion to accept report made by The Honorable Steve Floyd.

Second made by Tim Grider

Motion passed 11-0

Connie Booth joins meeting

4. Consider and take appropriate action on CVCAA retirement plan. Discussion on providing employees options for retirement. Cecil Ross Investments – Cecil Ross and Carson Ross made presentation on 401K – Mass Mutual Funds.

Motion made to The Honorable Steve Floyd to terminate The Concho Valley Community Action Agency 401(K) Plan and Trust and to accept Mass Mutual Retirement Plan – Mass Mutual and Dyatech. \$125 to start and \$325 annually for the agency.

Second made by The Honorable Richard Cordes

Motion passed 12-0

5. Consider and take appropriate action on CVCAA Community Needs Assessment.

Motion made to accept report by Jeff Lisson.

Second by The Honorable Judge David Dillard

Motion passed 12-0

6. Consider and take appropriate action on Executive Director's report. Executive Director advised that CVCAA received notice that contract will be amended with additional funds.

Motion made to accept report by Connie Booth.

Second by Noemi Samaniego

Motion passed 12-0

7. Consider future agenda items – no meeting in June. Corporate elections and strategic plans. Board Member stated this would be his last meeting.



**Set date for future meeting.**

8. Wednesday, July 11, 2018, Meeting Room 2<sup>nd</sup> floor Cactus Hotel @ 5:30pm.
9. There being no further business before the Board, The Honorable Leslie Mackie adjourned the meeting at 6:21pm.

Signed this 11 day of July, 2018.



The Honorable Leslie Mackie, Chair

David Dillard



Bernadette Coffee, Secretary

**Concho Valley Community Action Agency**  
**Statement of Financial Position**  
**April 30, 2018**

	<u>Programs</u>	<u>Unrestricted</u>	<u>Total</u>
<b>Assets</b>			
Current Assets			
First Financial Checking	14,639.93	107,370.16	122,010.09
1st Community FCU Savings	-	30.77	30.77
First Financial MMA	-	50,060.79	50,060.79
1st Community FCU CD #20	-	117,560.14	117,560.14
Grants Receivable	131,297.96	-	131,297.96
Security Deposit	-	2,500.00	2,500.00
Total Current Assets	<u>145,937.89</u>	<u>277,521.86</u>	<u>423,459.75</u>
Long-term Assets			
Vehicles	83,684.88	-	83,684.88
Acc Dep - Vehicles	(60,604.00)	-	(60,604.00)
Software	44,495.00	-	44,495.00
Acc Dep - Software	(44,495.00)	-	(44,495.00)
Equipment	11,397.00	-	11,397.00
Acc Dep - Equipment	(11,397.00)	-	(11,397.00)
Total Long-term Assets	<u>23,080.88</u>	<u>-</u>	<u>23,080.88</u>
 Total Assets	 <u>169,018.77</u>	 <u>277,521.86</u>	 <u>446,540.63</u>
<b>Liabilities</b>			
Short-term Liabilities			
Accounts Payable	50,200.87	506.71	50,707.58
Payroll Liabilities Payable	(1,236.16)	-	(1,236.16)
Accrued Vacation	-	26,324.50	26,324.50
Total Short-term Liabilities	<u>48,964.71</u>	<u>26,831.21</u>	<u>75,795.92</u>
<b>Net Assets</b>			
Unrestricted	-	250,690.65	250,690.65
Temporarily Restricted	96,973.18	-	96,973.18
Permanently Restricted	23,080.88	-	23,080.88
Total Net Assets	<u>120,054.06</u>	<u>250,690.65</u>	<u>370,744.71</u>
 Total Liabilities and Net Assets	 <u>169,018.77</u>	 <u>277,521.86</u>	 <u>446,540.63</u>

**Concho Valley Community Action Agency  
Income/Expenses  
2018**

**Grants**

<b>CSBG - 33% of Grant Period</b>	<u>April</u>	<u>YTD</u>	<u>Budget</u>	<u>Over/(Under)</u>	<u>% of Budget</u>
<b>Income</b>	<b>23,740.22</b>	<b>87,021.43</b>	<b>280,897.78</b>	<b>(193,876.35)</b>	<b>30.98%</b>
Personnel	9,943.28	45,404.94	159,186.31	(113,781.37)	28.52%
Fringe Benefits	3,741.17	12,543.38	49,156.20	(36,612.82)	25.52%
Travel	900.39	3,623.27	25,750.00	(22,126.73)	14.07%
Equipment	65.28	65.28	65.28	-	100.00%
Supplies	420.23	2,224.75	3,600.00	(1,375.25)	61.80%
Contractual	-	-	3,500.00	(3,500.00)	0.00%
Other	7,169.87	17,159.81	39,639.99	(22,480.18)	43.29%
<b>Total Expenses</b>	<b>22,240.22</b>	<b>81,021.43</b>	<b>280,897.78</b>	<b>(199,876.35)</b>	<b>28.84%</b>

<b>CEAP - 33% of Grant Period</b>	<u>April</u>	<u>YTD</u>	<u>Budget</u>	<u>Over/(Under)</u>	<u>% of Budget</u>
<b>Income</b>	<b>52,858.40</b>	<b>230,246.33</b>	<b>1,236,727.64</b>	<b>(1,006,481.31)</b>	<b>18.62%</b>
Administration	14,835.24	47,508.28	84,156.00	(36,647.72)	56.45%
Direct Services	34,883.10	123,170.26	938,275.27	(815,105.01)	13.13%
Program Support	15,270.32	32,132.35	213,096.37	(180,964.02)	15.08%
Training	562.50	562.50	1,200.00	(637.50)	46.88%
<b>Total Expenses</b>	<b>65,551.16</b>	<b>203,373.39</b>	<b>1,236,727.64</b>	<b>(1,033,354.25)</b>	<b>16.44%</b>

<b>DOE - 33% of Grant Period</b>	<u>April</u>	<u>YTD</u>	<u>Budget</u>	<u>Over/(Under)</u>	<u>% of Budget</u>
<b>Income</b>	<b>5,894.64</b>	<b>33,367.03</b>	<b>57,795.00</b>	<b>(24,427.97)</b>	<b>57.73%</b>
Administration	-	-	-	-	#DIV/0!
Insurance	932.28	932.28	2,273.28	(1,341.00)	41.01%
Fiscal Audit	-	-	-	-	#DIV/0!
Materials/Labor	-	16,980.81	16,980.81	-	100.00%
Program Support	2,334.84	11,715.97	10,936.27	779.70	107.13%
Health & Safety	-	4,715.00	10,011.00	(5,296.00)	47.10%
Training	3,183.20	9,323.77	17,593.64	(8,269.87)	53.00%
<b>Total Expenses</b>	<b>6,450.32</b>	<b>43,667.83</b>	<b>57,795.00</b>	<b>(14,127.17)</b>	<b>75.56%</b>

<b>LIHEAP - 33% of Grant Period</b>	<u>April</u>	<u>YTD</u>	<u>Budget</u>	<u>Over/(Under)</u>	<u>% of Budget</u>
<b>Income</b>	<b>39,068.27</b>	<b>106,147.61</b>	<b>362,644.53</b>	<b>(256,496.92)</b>	<b>29.27%</b>
Administration	3,639.20	8,837.19	21,284.00	(12,446.81)	41.52%
Materials/Labor	11,947.30	56,742.31	177,716.17	(120,973.86)	31.93%
Program Support	6,908.02	55,197.04	84,838.34	(29,641.30)	65.06%
Health & Safety	2,135.00	12,900.00	75,156.00	(62,256.00)	17.16%
Training	-	-	3,650.02	(3,650.02)	0.00%
<b>Total Expenses</b>	<b>24,629.52</b>	<b>133,676.54</b>	<b>362,644.53</b>	<b>(228,967.99)</b>	<b>36.86%</b>

**Concho Valley Community Action Agency  
Income/Expenses  
2017**

**Grants**

<b>TACAA - 33% of Grant Period</b>	<u>April</u>	<u>YTD</u>	<u>Budget</u>	<u>Over/(Under)</u>	<u>% of Budget</u>
<b>Income</b>	-	-	<b>87,375.00</b>	<b>(87,375.00)</b>	<b>0.00%</b>
Administration	227.63	296.81	5,716.12	(5,419.31)	5.19%
Materials/Labor	5,055.00	5,055.00	71,007.72	(65,952.72)	7.12%
Program Support	3,718.12	4,465.42	10,651.16	(6,185.74)	41.92%
<b>Total Expenses</b>	<b>9,000.75</b>	<b>9,817.23</b>	<b>87,375.00</b>	<b>(77,557.77)</b>	<b>11.24%</b>

**Other**

	<u>Income April</u>	<u>Income YTD</u>	<u>Expenses April</u>	<u>Expenses YTD</u>
CSBG Discretionary	-	500.00	-	500.00
VITA	-	2,551.00	2,140.09	12,033.44
Neighbor to Neighbor	-	10,000.00	1,922.53	3,946.27
TXU Energy Aid	-	-	732.11	2,666.84
Sharing the Warmth	-	211.22	-	-
Reliant CARE	-	-	208.03	964.41
Case Management	-	2,500.00	100.00	395.00
Make a Difference	-	-	-	-
Interest	98.54	393.95	-	-
Unrestricted	-	3,219.49	1,006.71	13,072.61

Concho Valley Community Action Agency  
Executive Director's Report  
Wednesday, May 30, 2018

FOUR QUESTIONS OF ENGAGEMENT

1. Does it align with our mission?
2. Is it a need of the community?
3. Do we have the capacity?
4. Is it cost effective?

**CEAP**

The initial 2018 CEAP contract is \$1,166,780.

CVCAA rolled approximately \$3,500 direct service dollars into 2018. Although we lost an outreach worker at the end of 2017, we hired three. In order to increase services to the outer counties as well as to elderly or disabled persons who may not be able to visit our facility, we will begin taking applications via mail. We hope to have the system in place by March. UPDATE (February): The flyer announcing mail-in applications is ready. Please help us get the word out.

Due to new reporting requirements originating at the federal level and amplified by the state, it takes our case workers about 2 hours to process each client. Even if the client is only in front of our case worker 30 minutes, another 1 ½ must be allocated. This is the reason that we can't just "slip someone in." Doing so adds 2 hours that must be accounted for somewhere during the week. We book appointments typically 2 weeks out, meaning that if someone calls on the first, we're booking for the week of the 14<sup>th</sup>. We begin booking Monday morning and cease taking appointments after the entire week is book. This usually takes less than an hour. After that time, we'll ask clients to try back next Monday. As you can imagine, this results in much frustration to the clients, but we can't book additional clients at this time and have discovered if we book past 2 weeks, no-shows increase drastically. As for walk-ins, we take a limited number of walk-ins Monday – Wednesday. (Thursday and Friday is reserved for catching up on files.) The number of walk-ins seen during any given days depends on the number of case workers available. For example, one of our case workers was admitted to the hospital last week. That means that the other workers must assume the appointments already made on her behalf while maintaining their workload. Obviously, we saw less walk-ins that week. Walk-ins must have a disconnect notice and are first come, first serve. We do not tell walk-ins when they should arrive, only that they will be seen according to arrival and limited numbers may sign in. They are seen IF an appointment doesn't show up. There are no guarantees, but we help walk-ins that we sign in over 90% of the time. They may have to wait a bit, though.

Combating poverty in our communities through public and private partnerships

We would like to hire two additional CEAP workers. One will take appointments and the other will help with mail-in applications and walk-ins. Once in place, this should reduce the number of persons being sent away without service.

**Utility Assistance - February 2018**

County	Households	Individuals	Monthly Expenditures	Monthly Average/HH	YTD Expenditures
Coke	8	14	\$2,596.00	\$324.50	\$2,949.07
Concho	7	17	\$2,246.23	\$320.89	\$2,246.23
Crockett	2	7	\$629.89	\$314.95	\$629.89
Irion	-	-	\$0.00	\$0.00	\$0.00
Kimble	-	-	\$0.00	\$0.00	\$0.00
Menard	2	3	\$934.76	\$467.38	\$934.76
Reagan	1	2	\$484.60	\$484.60	\$484.60
Schleicher	-	-	\$0.00	\$0.00	\$0.00
Sterling	1	5	\$480.41	\$480.41	\$480.41
Sutton	2	6	\$820.19	\$410.10	\$820.19
Tom Green	130	322	\$39,167.55	\$301.29	\$42,825.89
<b>Total</b>	<b>153</b>	<b>376</b>	<b>\$47,359.63</b>	<b>\$309.54</b>	<b>\$51,371.04</b>

**Utility Assistance - March 2018**

County	Households	Individuals	Monthly Expenditures	Monthly Average/H H	YTD Expenditures
Coke	4	5	\$527.17	\$131.79	\$3,476.24
Concho	8	24	\$2,769.61	\$346.20	\$5,015.84
Crockett	1	2	\$235.17	\$235.17	\$865.06
Irion	3	3	\$1,055.76	\$351.92	\$1,055.76
Kimble	1	2	\$777.10	\$777.10	\$777.10
Menard	12	18	\$1,771.47	\$147.62	\$2,706.23
Reagan	1	2	\$140.54	\$140.54	\$625.14
Schleicher	4	7	\$1,175.30	\$293.83	\$1,175.30
Sterling	-	-	\$0.00	\$0.00	\$480.41
Sutton	3	4	\$550.20	\$183.40	\$1,370.39

Combating poverty in our communities through public and private partnerships

Tom Green	128	270	\$27,913.80	\$218.08	\$70,739.69
Total	165	337	\$36,916.12	\$223.73	\$88,287.16

**WEATHERIZATION**

The initial 2018 LIHEAP WAP contract is \$295,207. Plus some 2017 LIHEAP funds rolled over and 2017 DOE WAP contract is still in effect. We have not received the 2018 TACAA AEP contract.

Weatherization eligibility is capped at 200% of the Federal Poverty Rate. See attached scale.

2017 monitoring report to be presented at January 1018 Board of Directors’ Meeting.

2018 WAP units

Month	Units	Counties
January	1	tom green
February	5	tom green
March	5	tom green, crockett, irion
April		
May		
June		
July		
August		
September		
October		
November		
December		

**CSBG**

The initial 2018 CSBG contract is \$238,171 and we have about \$30,000 from 2017 that must be spent before 3/31/2018.

In 2017, 15 individuals transitioned out of poverty. Our goal was 9. There are currently 22 persons on Case Management. One person is being tracked to transition. UPDATE (February): There are currently 20 persons on Case Management, 3 persons being tracked, and 1 person transitioned in January. UPDATE (April): We dropped 2 from Case Management due to lack of participation leaving 18 persons.

## Combating poverty in our communities through public and private partnerships

CSBG Case Management eligibility is capped at 125% of the Federal Poverty Guideline. See attached scale.

### **VITA**

We will begin processing and filing federal tax returns on February 5. This is a free, IRS sponsored and monitored service. This is our only program that is not income based. Clients may call after 1/22 to set up appointments. We'll be in the Adult Literacy Council building this year. UPDATE (February): In 1 ½ weeks, we've prepared and filed 266 returns. We're already booked until March 5. UPDATE (April): As of April 13, 1545 returns had been accepted by the IRS.

### **FUND RAISING**

The Crazy Desert Trail Race will be Saturday, March 10<sup>th</sup> at the San Angelo State Park. TXU is sponsoring the event on our behalf. UPDATE (April): The race was up a bit this year with 390 participants. The goal for 2019 is 500.

San Angelo Gives will be Tuesday, May 1. Please consider contributing to CVCAA during this 24 hour event. All gifts are amplified through the San Angelo Area Foundation. UPDATE (May): We received \$400 in gifts.

On Monday, January 15, 10% of food sales from Texas Roadhouse will be donated to CVCAA. Coupon must be presented. UPDATE (February): We received \$50 from this event.

### **UNITED WAY**

An application was submitted to United Way for funding to the tune of \$5,000 representing unreimbursed costs associated with the weatherization program. UPDATE (April): Our request was not funded.

### **TENANT BASED RENTAL ASSISTANCE**

We are currently compiling a waiting list for rental assistance. The assistance can last up to 2 years and includes the entire CVCAA service delivery area except the City of San Angelo. Our contract will support about 4 households. However, we also have access to the Reservation System which would allow service to additional households. TBRA clients must reside outside of San Angelo city limits.

### **ORGANIZATIONAL STANDARDS**

CVCAA submitted required documents for the Organizational Standards as mandated by the Office of Community Services (OCS). UPDATE (February): We received feedback on our Organizational Standards submission. There are a few areas that require our attention, most will be cleared up at the submission of the next Community Needs Assessment and Strategic Plan (see below).



## **COMMUNITY NEEDS ASSESSMENT**

Every 3 years, entities administering Community Services Block Grants must complete a comprehensive Community Needs Assessment (CNA). The next is due June 1, 2018. The CNA requires Board involvement, input from low-income persons covering the entire CVCAA Service Delivery Area, staff participation, and contributions from key members in the community (community leaders, non-profit organizations, schools, local governments, etc.). The CNA will be presented to CVCAA's Board of Directors during the May meeting.

## **STRATEGIC PLAN**

Every 5 years, entities administering Community Services Block Grants must complete a Strategic Plan. Although our next Strategic Plan is not due until 2020, we've decided to link it to the completion of the CNA since the CNA is the basis of the Strategic Plan. We will begin working on the Strategic Plan in June. Much like the CNA, the Strategic Plan requires input from varied sources. UPDATE (April): We will have a Strategic Planning retreat Friday June 1 and Saturday June 2. The retreat will be held at NNNN ranch. CVCAA staff will stay over Friday night. Board members are invited to join us on Saturday. Meals and mileage reimbursement will be provided.

## **WAGE STUDY**

The Texas Association of Community Action Agencies performs a wage study for its members every three years. The 2018 wage study was published in March. After evaluating wages across the state, I made the appropriate adjustment to our salaries within the average wage bands.

### Strategic Priorities

- Establish low cost, branded office space
- Fully expend all grants
- Implement effective marketing strategy
- Secure adequate, qualified weatherization applications
- Maintain equitable distribution of services
- Implement new management information system for weatherization assistance program
- Foster a climate of innovation

Combating poverty in our communities through public and private partnerships

**2018 Income Guideline effective 2/1/18**

Family Size	50%	75%	100%	125%	150%	200%
1	6,070	9,105	12,140	15,175	18,210	24,280
2	8,230	12,345	16,460	20,575	24,690	32,920
3	10,390	15,585	20,780	25,975	31,170	41,560
4	12,550	18,825	25,100	31,375	37,650	50,200
5	14,710	22,065	29,420	36,775	44,130	58,840
6	16,870	25,305	33,740	42,175	50,610	67,480
7	19,030	28,545	38,060	47,575	57,090	76,120
8	21,190	31,785	42,380	52,975	63,570	84,760
Each Additional Family Member	2,160	3,240	4,320	5,400	6,480	8,640

<b>BOARD MEMBER</b>	<b>SECTOR</b>	<b>EXPIRE</b>	10-Jan	14-Feb	18-Apr	30-May	11-Jul					
Hon. Roy Blair	public (3)		0	0	0	0	0					
Hon. Steve Floyd	public (2)		2	2	2	2	2					
Hon. Leslie Mackie (Chair)	public (3)		3	3	3	3	0					
Hon. Richard Cordes	public (4)		4	0	0	4	4					
Hon. David Dillard	public (3)		3	0	0	3	3					
Jeffrey Lisson	low-income (2)	12/31/2020		0	2	2	2					
Becky Trojcak (Vice-Chair)	low-income (2)	12/31/2018	2	0	0	0	0					
Bernadette Coffee	low-income (2)	12/31/2018	2	2	2	2	2					
Maj. Tim Grider	low-income (2)	12/31/2018	0	0	2	2						
Noemi Samaniego	low-income (4)	12/31/2018	4	4	4	4	4					
Neta Wescott	private (3)	12/31/2020	3	3	0	3	3					
Victor Belman	private (3)	12/31/2018	3	3	3	3	3					
Connie Booth	private (5)	12/31/2020	0	5	0	5	5					
Donna Holden	private (4)	12/31/2018	4	4	4	0	0					
E.A. Wadworth	private (4)	12/31/2020			4	4	0					
volunteer hours			30	26	26	37	28					

JUL 11 2018 2:32 PM

**NOTICE OF MEETING**  
**CONCHO VALLEY COMMUNITY ACTION AGENCY**  
**BOARD OF DIRECTORS**

Date: July 11, 2018  
Time: 5:30 PM  
Place: Cactus Hotel, Green Room  
36 E. Twohig, San Angelo  
Tom Green County, Texas

In accordance with the Americans with Disabilities Act, we invite all attendees to advise us of any special accommodations due to disability. If assistance is needed to participate, please call (325) 653-2411. Please submit your request as far as possible in advance of the meeting you wish to attend.

### Agenda

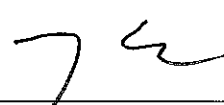
**NOTICE:** The Board of Directors may discuss, deliberate and take all appropriate action on any matter listed on this Agenda. Items on this Agenda may be taken out of the order listed. The Board reserves the right to deliberate in closed session pursuant to 551 of the Texas Government Code. Public comment is limited to five minutes per person on any agenda item.

1. Call to order and determine quorum.
2. Consider minutes for prior meeting and take appropriate action.
3. Consider and take appropriate action on Financial Report.
4. Consider and take appropriate action on CVCAA retirement plan resolution.
5. Consider and take appropriate action on new CVCAA retirement plan.
6. Consider and take appropriate action on CVCAA Mission Statement.
7. Consider and take appropriate action on CVCAA Core Values.
8. Consider and take appropriate action on disposition of 2008 Ford Taurus and purchase of new CEAP vehicle.
9. Consider and take appropriate action on Executive Director's report.
10. CVCAA Board elections.
11. Consider and take appropriate action on financial institutions signature cards.
12. Consider future agenda items.
13. Adjournment.

The Board may go into Executive Session (close its meeting to the public):

1. The Board may go into Executive Session Pursuant to Texas Government Code §551.074 for the purposes of discussing personnel matters including to deliberate the appointment, employment, evaluation, reassignment, duties, discipline, or dismissal of a public officer or employee, including, specifically, the performance evaluation of the Executive Director.
2. Pursuant to Tex. Gov't. Code, §551.071(1) to seek the advice of its attorney about pending or contemplated litigation or a settlement offer.
3. Pursuant to Tex. Gov't. Code, §551.071(2) for the purpose of seeking the advice of its attorney about a matter in which the duty of the attorney to the governmental body under the Texas Disciplinary Rules of Professional Conduct of the State Bar of Texas clearly conflicts with Tex. Gov't. Code, Chapter 551.
4. Pursuant to Tex. Gov't. Code, §551.072 to deliberate the possible purchase, sale, exchange, or lease of real estate because it would have a material detrimental effect on the Department's ability to negotiate with a third person; and/or-
5. Pursuant to Tex. Gov't. Code, §2306.039(c) the Department's internal auditor, fraud prevention coordinator or ethics advisor may meet in an executive session of the Board to discuss issues related to fraud, waste or abuse.

Sign this 3rd day of July, 2018.

  
\_\_\_\_\_  
Dr. Mark Bethune, Executive Director

CONCHO VALLEY COMMUNITY ACTION AGENCY  
BOARD OF DIRECTOR'S MINUTES  
July 11, 2018

Meeting was held in the Green Room 2<sup>nd</sup> floor, Cactus Hotel  
36 East Twohig, San Angelo, Tom Green County, Texas  
Present at meeting:

**Directors:**

**Elected Officials:** The Honorable Richard Cordes  
The Honorable David Dillard  
The Honorable Roy Blair - Absent  
The Honorable Steve Floyd  
The Honorable Leslie Mackie CVCAA Chair - Absent

**Private Sector:** Victor Belman  
Neta Wescott  
Connie Booth  
Donna Holden - Absent  
Elizabeth Ann Wadsworth - Absent

**Low Income Sector:** Jeff Lisson  
Bernie Coffee CVCAA Secretary  
Noemi Samaniego  
Vacant  
Becky Trojcak CVCAA Vice-Chair - Absent

**Staff:** Executive Director, Mark Bethune            Chief Financial Officer, Lyla Blue  
Community Programs Director, Tracey Dishon  
Administrative Assistant, Maria Rodriguez  
Weatherization Field Supervisor, William Ferreira  
Case Managers – Jasmine Black, Esmeralda Martinez, Karen Stroh, Heather  
Brumley

**Agenda**

1. The Honorable David Dillard called the meeting to order at 5:32pm. Quorum present.
  
2. Consider minutes for prior meeting and take appropriate action.  
Motion made by The Honorable Steve Floyd to accept minutes from prior meeting  
Second made by Neta Wescott  
Motion passed 9-0

3. Consider and take appropriate action on financial report.  
Motion to accept report made by Jeff Lisson  
Second made by Bernie Coffee  
Motion passed 9-0
4. Consider and take appropriate action on CVCAA retirement plan resolution.  
Motion made to approve resolution made by Connie Booth  
Second made by The Honorable Richard Cordes  
Motion passed 9-0
5. Consider and take appropriate action on new CVCAA retirement plan.  
Motion made The Honorable Steve Floyd to bring back in August with staff input  
Second by Victor Belman  
Motion passed 9-0
6. Consider and take appropriate action on CVCAA Mission Statement.  
Executive Director allowed staff to introduce themselves. Shared Mission Statement developed at staff retreat. Staff was able to present portion of Core Values that was their input. Executive Director shared the Mission Statement: "CVCAA provides a variety of services in partnership with community resources to improve lives and empower people in the Concho Valley area."  
Motion made to accept Mission Statement by Connie Booth  
Second by Bernie Coffee  
Motion passed 9-0
7. Consider and take appropriate action on CVCAA Core Values. Core Values shared that were developed at staff retreat – compassion, honesty, integrity, respect, positive attitude, accountability, dedication, understanding, service and knowledge. Staff and Executive Director to work on refining. No action taken at this time.
8. Consider and take appropriate action on disposition of 2008 Ford Taurus and purchase of new CEAP vehicle.  
Motion made by Jeff Lisson to authorize Executive Director to purchase a new vehicle and disposition of used vehicle  
Second by The Honorable Richard Cordes  
Motion passed 9-0

9. Consider and take appropriate action on Executive Director's report.  
Executive Director advised updated on the use of mail in applications to include Tom Green for those over 60 years of age. The plan is to be 100% mail in by next year. ED shared information on increasing case management. ED made correction to amount applied for the BBVA Compass grant from \$500 to \$7500; updated that due to staff turn over the Tenant Based Rental Assistance program is being placed on hold; The Community Needs Assessment was submitted prior to the deadline and is now being reviewed by TDHCA; ED hopes to submit a new Strategic Plan to the Board of Directors in September.  
Motion made to accept report by Jeff Lisson  
Second by Noemi Samaniego  
Motion passed 9-0
  
10. CVCAA Board elections. Nomination of The Honorable David Dillard for Chair made by Jeff Lisson and second by The Honorable Steve Floyd. Motion carried 9-0. Nomination of Victor Belman for Vice Chair – Victor Belman declined. Nomination of Noemi Samaniego for Vice Chair by Jeff Lisson and second by Victor Belman. Motion carried 9-0. Bernie Coffee volunteered to remain as Secretary/Treasurer. Consensus of Board 9-0. Slate of new officers:  
The Honorable David Dillard Chair  
Noemi Samaniego Vice Chair  
Bernie Coffee Secretary/Treasurer
  
11. Consider and take appropriate action on financial institutions signature cards.  
Motion made by Neta Wescott to have The Honorable David Dillard, Noemi Samaniego, Bernie Coffee and The Honorable Steve Floyd as signers  
Second by Connie Booth  
Motion carried 9-0

12. Consider future agenda items – Community Action Plan, CSBG Budget

**Set date for future meeting.**


13. Wednesday, August 15<sup>th</sup>, Meeting Room 2<sup>nd</sup> floor Cactus Hotel @ 5:30pm.

14. There being no further business before the Board, The Honorable David Dillard adjourned the meeting at 6:16pm.

Signed this 8 day of August, 2018.

  
\_\_\_\_\_

The Honorable David Dillard, Chair

  
\_\_\_\_\_

Bernadette Coffee, Secretary



**Concho Valley Community Action Agency**  
**Statement of Financial Position**  
**May 31, 2018**

	<u>Programs</u>	<u>Unrestricted</u>	<u>Total</u>
<b>Assets</b>			
Current Assets			
First Financial Checking	(10,421.51)	107,046.02	96,624.51
1st Community FCU Savings	-	30.77	30.77
First Financial MMA	-	50,062.92	50,062.92
1st Community FCU CD #20	-	117,659.99	117,659.99
Grants Receivable	146,448.54	-	146,448.54
Security Deposit	-	2,500.00	2,500.00
Total Current Assets	<u>136,027.03</u>	<u>277,299.70</u>	<u>413,326.73</u>
Long-term Assets			
Vehicles	83,684.88	-	83,684.88
Acc Dep - Vehicles	(60,604.00)	-	(60,604.00)
Software	44,495.00	-	44,495.00
Acc Dep - Software	(44,495.00)	-	(44,495.00)
Equipment	11,397.00	-	11,397.00
Acc Dep - Equipment	(11,397.00)	-	(11,397.00)
Total Long-term Assets	<u>23,080.88</u>	<u>-</u>	<u>23,080.88</u>
 Total Assets	 <u>159,107.91</u>	 <u>277,299.70</u>	 <u>436,407.61</u>
<b>Liabilities</b>			
Short-term Liabilities			
Accounts Payable	40,741.31	587.84	41,329.15
Payroll Liabilities Payable	(1,236.16)	-	(1,236.16)
Accrued Vacation	-	26,324.50	26,324.50
Total Short-term Liabilities	<u>39,505.15</u>	<u>26,912.34</u>	<u>66,417.49</u>
<b>Net Assets</b>			
Unrestricted	-	250,387.36	250,387.36
Temporarily Restricted	23,080.88	-	23,080.88
Permanently Restricted	96,521.88	-	96,521.88
Total Net Assets	<u>119,602.76</u>	<u>250,387.36</u>	<u>369,990.12</u>
 Total Liabilities and Net Assets	 <u>159,107.91</u>	 <u>277,299.70</u>	 <u>436,407.61</u>

**Concho Valley Community Action Agency**  
**Income/Expenses**  
**As of May 31, 2018**

**Grants (42% of 12 Month Period)**

<b>CSBG</b>	<u>May</u>	<u>YTD</u>	<u>Budget</u>	<u>Over/(Under)</u>	<u>% of Budget</u>
<b>Income</b>	<b>23,312.52</b>	<b>110,333.95</b>	<b>280,897.78</b>	<b>(170,563.83)</b>	<b>39.28%</b>
Personnel	12,885.87	58,290.81	159,186.31	(100,895.50)	36.62%
Fringe Benefits	3,833.93	16,377.31	49,156.20	(32,778.89)	33.32%
Travel	3,555.99	7,179.26	25,750.00	(18,570.74)	27.88%
Equipment	-	65.28	65.28	-	100.00%
Supplies	(75.61)	2,149.14	3,600.00	(1,450.86)	59.70%
Contractual	-	-	3,500.00	(3,500.00)	0.00%
Other	3,612.34	20,772.15	39,639.99	(18,867.84)	52.40%
<b>Total Expenses</b>	<b>23,812.52</b>	<b>104,833.95</b>	<b>280,897.78</b>	<b>(176,063.83)</b>	<b>37.32%</b>
<b>CEAP</b>	<u>May</u>	<u>YTD</u>	<u>Budget</u>	<u>Over/(Under)</u>	<u>% of Budget</u>
<b>Income</b>	<b>71,694.84</b>	<b>301,941.17</b>	<b>1,236,727.64</b>	<b>(934,786.47)</b>	<b>24.41%</b>
Administration	5,708.86	53,217.14	84,156.00	(30,938.86)	63.24%
Direct Services	44,348.48	167,518.74	938,275.27	(770,756.53)	17.85%
Program Support	7,259.51	39,391.86	213,096.37	(173,704.51)	18.49%
Training	637.50	1,200.00	1,200.00	-	100.00%
<b>Total Expenses</b>	<b>57,954.35</b>	<b>261,327.74</b>	<b>1,236,727.64</b>	<b>(975,399.90)</b>	<b>21.13%</b>
<b>DOE</b>	<u>May</u>	<u>YTD</u>	<u>Budget</u>	<u>Over/(Under)</u>	<u>% of Budget</u>
<b>Income</b>	<b>8,269.87</b>	<b>41,636.90</b>	<b>57,795.00</b>	<b>(16,158.10)</b>	<b>72.04%</b>
Administration	-	-	-	-	#DIV/0!
Insurance	1,341.00	2,273.28	2,273.28	-	100.00%
Fiscal Audit	-	-	-	-	#DIV/0!
Materials/Labor	-	16,980.81	16,980.81	-	100.00%
Program Support	(779.70)	10,936.27	10,936.27	-	100.00%
Health & Safety	-	4,715.00	10,011.00	(5,296.00)	47.10%
Training	8,269.87	17,593.64	17,593.64	-	100.00%
<b>Total Expenses</b>	<b>8,831.17</b>	<b>52,499.00</b>	<b>57,795.00</b>	<b>(5,296.00)</b>	<b>90.84%</b>
<b>LIHEAP</b>	<u>May</u>	<u>YTD</u>	<u>Budget</u>	<u>Over/(Under)</u>	<u>% of Budget</u>
<b>Income</b>	<b>43,171.31</b>	<b>149,318.92</b>	<b>362,644.53</b>	<b>(213,325.61)</b>	<b>41.18%</b>
Administration	404.66	9,241.85	21,284.00	(12,042.15)	43.42%
Materials/Labor	17,637.11	74,379.42	177,716.17	(103,336.75)	41.85%
Program Support	9,700.33	41,816.49	84,838.34	(43,021.85)	49.29%
Health & Safety	6,475.00	19,375.00	75,156.00	(55,781.00)	25.78%
Training	954.21	954.21	3,650.02	(2,695.81)	26.14%
<b>Total Expenses</b>	<b>35,171.31</b>	<b>145,766.97</b>	<b>362,644.53</b>	<b>(216,877.56)</b>	<b>40.20%</b>

**Concho Valley Community Action Agency  
Income/Expenses  
2017**

**Grants (42% of 12 Month Period)**

<b>TACAA</b>	<u>May</u>	<u>YTD</u>	<u>Budget</u>	<u>Over/(Under)</u>	<u>% of Budget</u>
<b>Income</b>	-	-	<b>87,375.00</b>	<b>(87,375.00)</b>	<b>0.00%</b>
Administration	583.87	880.68	5,716.12	(4,835.44)	15.41%
Materials/Labor	19,545.16	24,600.16	71,007.72	(46,407.56)	34.64%
Program Support	1,867.50	6,332.92	10,651.16	(4,318.24)	59.46%
<b>Total Expenses</b>	<b>21,996.53</b>	<b>31,813.76</b>	<b>87,375.00</b>	<b>(55,561.24)</b>	<b>36.41%</b>

**Other**

	<u>Monthly Income</u>	<u>Income YTD</u>	<u>Monthly Expenses</u>	<u>Expenses YTD</u>
CSBG Discretionary	-	500.00	-	500.00
VITA	-	2,551.00	644.78	12,678.22
Neighbor to Neighbor	-	10,000.00	1,192.43	5,138.70
TXU Energy Aid	3,750.00	3,750.00	1,375.30	4,042.14
Sharing the Warmth	345.17	556.39	-	-
Reliant CARE	-	-	188.79	1,153.20
Case Management	-	2,500.00	426.70	821.70
Make a Difference	-	-	-	-
Interest	101.98	495.93	-	-
Unrestricted	295.79	3,515.28	701.06	13,773.67

**Concho Valley Community Action Agency**  
**Statement of Financial Position**  
**June 30, 2018**

	<u>Programs</u>	<u>Unrestricted</u>	<u>Total</u>
<b>Assets</b>			
Current Assets			
First Financial Checking	(55,529.68)	107,258.58	51,728.90
1st Community FCU Savings	-	30.77	30.77
First Financial MMA	-	50,065.04	50,065.04
1st Community FCU CD #20	-	117,756.71	117,756.71
Grants Receivable	267,079.01	-	267,079.01
Security Deposit	-	2,500.00	2,500.00
Total Current Assets	<u>211,549.33</u>	<u>277,611.10</u>	<u>489,160.43</u>
Long-term Assets			
Vehicles	83,684.88	-	83,684.88
Acc Dep - Vehicles	(60,604.00)	-	(60,604.00)
Software	44,495.00	-	44,495.00
Acc Dep - Software	(44,495.00)	-	(44,495.00)
Equipment	11,397.00	-	11,397.00
Acc Dep - Equipment	(11,397.00)	-	(11,397.00)
Total Long-term Assets	<u>23,080.88</u>	<u>-</u>	<u>23,080.88</u>
 Total Assets	 <u>234,630.21</u>	 <u>277,611.10</u>	 <u>512,241.31</u>
<b>Liabilities</b>			
Short-term Liabilities			
Accounts Payable	26,509.09	611.28	27,120.37
Payroll Liabilities Payable	(1,236.16)	-	(1,236.16)
Accrued Vacation	-	26,324.50	26,324.50
Total Short-term Liabilities	<u>25,272.93</u>	<u>26,935.78</u>	<u>52,208.71</u>
<b>Net Assets</b>			
Unrestricted	-	250,675.32	250,675.32
Temporarily Restricted	186,276.40	-	186,276.40
Permanently Restricted	23,080.88	-	23,080.88
Total Net Assets	<u>209,357.28</u>	<u>250,675.32</u>	<u>460,032.60</u>
 Total Liabilities and Net Assets	 <u>234,630.21</u>	 <u>277,611.10</u>	 <u>512,241.31</u>

**Concho Valley Community Action Agency**  
**Income/Expenses**  
**As of June 30, 2018**

**Grants (50% of 12 Month Period)**

<b>CSBG</b>	<u>June</u>	<u>YTD</u>	<u>Budget</u>	<u>Over/(Under)</u>	<u>% of Budget</u>
<b>Income</b>	<b>18,744.71</b>	<b>129,078.66</b>	<b>280,897.78</b>	<b>(151,819.12)</b>	<b>45.95%</b>
Personnel	13,881.70	72,172.51	159,186.31	(87,013.80)	45.34%
Fringe Benefits	3,815.33	20,192.64	49,156.20	(28,963.56)	41.08%
Travel	269.68	7,448.94	25,750.00	(18,301.06)	28.93%
Equipment	-	65.28	65.28	-	100.00%
Supplies	82.95	2,232.09	3,600.00	(1,367.91)	62.00%
Contractual	311.25	311.25	3,500.00	(3,188.75)	8.89%
Other	1,383.80	22,155.95	39,639.99	(17,484.04)	55.89%
<b>Total Expenses</b>	<b>19,744.71</b>	<b>124,578.66</b>	<b>280,897.78</b>	<b>(156,319.12)</b>	<b>44.35%</b>

<b>CEAP</b>	<u>June</u>	<u>YTD</u>	<u>Budget</u>	<u>Over/(Under)</u>	<u>% of Budget</u>
<b>Income</b>	<b>201,999.63</b>	<b>503,940.80</b>	<b>1,236,727.64</b>	<b>(732,786.84)</b>	<b>40.75%</b>
Administration	4,993.92	58,211.06	84,156.00	(25,944.94)	69.17%
Direct Services	109,822.69	277,341.43	938,275.27	(660,933.84)	29.56%
Program Support	12,495.22	51,887.08	213,096.37	(161,209.29)	24.35%
Training	-	1,200.00	1,200.00	-	100.00%
<b>Total Expenses</b>	<b>127,311.83</b>	<b>388,639.57</b>	<b>1,236,727.64</b>	<b>(848,088.07)</b>	<b>31.42%</b>

<b>DOE</b>	<u>June</u>	<u>YTD</u>	<u>Budget</u>	<u>Over/(Under)</u>	<u>% of Budget</u>
<b>Income</b>	<b>-</b>	<b>41,636.90</b>	<b>57,795.00</b>	<b>(16,158.10)</b>	<b>72.04%</b>
Administration	-	-	-	-	#DIV/0!
Insurance	-	2,273.28	2,273.28	-	100.00%
Fiscal Audit	-	-	-	-	#DIV/0!
Materials/Labor	-	16,980.81	16,980.81	-	100.00%
Program Support	-	10,936.27	10,936.27	-	100.00%
Health & Safety	-	4,715.00	10,011.00	(5,296.00)	47.10%
Training	-	17,593.64	17,593.64	-	100.00%
<b>Total Expenses</b>	<b>-</b>	<b>52,499.00</b>	<b>57,795.00</b>	<b>(5,296.00)</b>	<b>90.84%</b>

**Concho Valley Community Action Agency  
Income/Expenses  
2017**

**Grants (50% of 12 Month Period)**

<b>LIHEAP</b>	<u>June</u>	<u>YTD</u>	<u>Budget</u>	<u>Over/(Under)</u>	<u>% of Budget</u>
<b>Income</b>	<b>45,834.67</b>	<b>195,153.59</b>	<b>362,644.53</b>	<b>(167,490.94)</b>	<b>53.81%</b>
Administration	666.18	9,908.03	21,284.00	(11,375.97)	46.55%
Materials/Labor	18,150.25	92,529.67	177,716.17	(85,186.50)	52.07%
Program Support	7,858.24	49,674.73	84,838.34	(35,163.61)	58.55%
Health & Safety	13,160.00	32,535.00	75,156.00	(42,621.00)	43.29%
Training	-	954.21	3,650.02	(2,695.81)	26.14%
<b>Total Expenses</b>	<b>39,834.67</b>	<b>185,601.64</b>	<b>362,644.53</b>	<b>(177,042.89)</b>	<b>51.18%</b>

<b>TACAA</b>	<u>June</u>	<u>YTD</u>	<u>Budget</u>	<u>Over/(Under)</u>	<u>% of Budget</u>
<b>Income</b>	<b>30,271.37</b>	<b>30,271.37</b>	<b>87,375.00</b>	<b>(57,103.63)</b>	<b>34.65%</b>
Administration	1,239.92	2,120.60	5,716.12	(3,595.52)	37.10%
Materials/Labor	10,378.67	34,978.83	71,007.72	(36,028.89)	49.26%
Program Support	2,976.66	9,309.58	10,651.16	(1,341.58)	87.40%
<b>Total Expenses</b>	<b>14,595.25</b>	<b>46,409.01</b>	<b>87,375.00</b>	<b>(40,965.99)</b>	<b>53.11%</b>

**Other**

	<u>Monthly Income</u>	<u>Income YTD</u>	<u>Monthly Expenses</u>	<u>Expenses YTD</u>
CSBG Discretionary	500.00	1,000.00	-	500.00
VITA	-	2,551.00	2,257.14	14,935.36
Neighbor to Neighbor	-	10,000.00	2,247.55	7,386.25
TXU Energy Aid	-	3,750.00	1,604.71	5,646.85
Sharing the Warmth	-	556.39	-	-
Reliant CARE	-	-	-	1,153.20
Case Management	-	2,500.00	-	821.70
Make a Difference	-	-	-	-
Interest	98.84	594.77	-	-
Unrestricted	914.41	4,429.69	725.29	14,498.96

Concho Valley Community Action Agency

July 11, 2018

During a regularly scheduled Board of Directors' meeting in which quorum was realized, the Board voted to terminate the CVCAA Profit Sharing Plan administered by Southern Farm Bureau Life Insurance Company effective August 31, 2018. All funds accrued to the date of termination shall be relinquished to CVCAA's new plan contract with Mass Mutual brokerage firm in a retirement plan whose third party administrator shall be Dyatech. The new plan shall have an effective date of September 1, 2018.



Honorable Leslie Mackie, Board Chair

David Dillard  
Vice Chair



Dr. Mark Bethune, Executive Director

**Corporate Resolution**  
**Concho Valley Community Action Agency**

A Corporate resolution determining employer contributions to the Concho Valley Community Action Agency Profit Sharing and Trust for January 1, 2018 to August 31, 2018.

**Whereas:**

In 1990 Tom Green County Community Action Council a Texas 501 (c) (3) non-profit corporation established a profit sharing plan and trust with the corporation serving as the Plan administrator; and

**Whereas:**

The Plan became effective on February 1, 1991 establishing the plan year as February 1 through January 31 of each year; and

**Whereas:**

In 2003 the corporation changed the name of the corporation to Concho Valley Community Action Agency and the plan to Concho Valley Community Action Agency Profit Sharing Plan and Trust; and

**Whereas:**

The Board of Directors changed the plan year to coincide with the calendar year; and

**Whereas:**

Certain plan valuations and employer contributions are made to the plan annually; and

**Whereas:**

Each year the corporate board of directors is required to determine the amount the corporation will contribute to the Plan; and

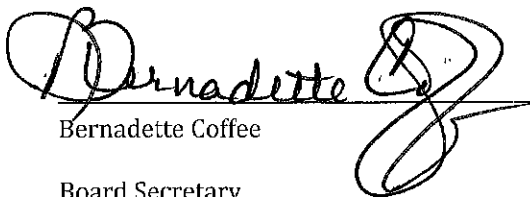
**Whereas:**

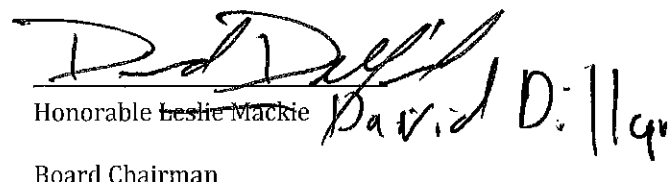
This corporate contribution is completely at the discretion of the board; now

**Therefore, let it be Resolved:**

At a called meeting of the Corporate Board of Directors held July 11, 2018 at San Angelo, Texas, the Directors considered employer contributions to the Concho Valley Community Action Agency Profit Sharing and Trust. The Board of Directors authorized a contribution of 5% of each employee's gross earnings.

This resolution of the Concho Valley Community Action Agency was duly adopted at a meeting of the board of directors held this 11 day of July, 2018.

  
Bernadette Coffee  
Board Secretary

  
Honorable ~~Leslie Mackie~~ David D. Ilgen  
Board Chairman  
Vice



Concho Valley Community Action Agency  
Executive Director's Report  
Wednesday, July 11, 2018

FOUR QUESTIONS OF ENGAGEMENT

1. Does it align with our mission?
2. Is it a need of the community?
3. Do we have the capacity?
4. Is it cost effective?

**CEAP**

The initial 2018 CEAP contract is \$1,166,780. UPDATE (July): Contract was increased to \$1,727,160.

CVCAA rolled approximately \$3,500 direct service dollars into 2018. Although we lost an outreach worker at the end of 2017, we hired three. In order to increase services to the outer counties as well as to elderly or disabled persons who may not be able to visit our facility, we will begin taking applications via mail. We hope to have the system in place by March. UPDATE (February): The flyer announcing mail-in applications is ready. Please help us get the word out.

Due to new reporting requirements originating at the federal level and amplified by the state, it takes our case workers about 2 hours to process each client. Even if the client is only in front of our case worker 30 minutes, another 1 ½ must be allocated. This is the reason that we can't just "slip someone in." Doing so adds 2 hours that must be accounted for somewhere during the week. We book appointments typically 2 weeks out, meaning that if someone calls on the first, we're booking for the week of the 14<sup>th</sup>. We begin booking Monday morning and cease taking appointments after the entire week is book. This usually takes less than an hour. After that time, we'll ask clients to try back next Monday. As you can imagine, this results in much frustration to the clients, but we can't book additional clients at this time and have discovered if we book past 2 weeks, no-shows increase drastically. As for walk-ins, we take a limited number of walk-ins Monday – Wednesday. (Thursday and Friday is reserved for catching up on files.) The number of walk-ins seen during any given days depends on the number of case workers available. For example, one of our case workers was admitted to the hospital last week. That means that the other workers must assume the appointments already made on her behalf while maintaining their workload. Obviously, we saw less walk-ins that week. Walk-ins must have a disconnect notice and are first come, first serve. We do not tell walk-ins when they should arrive, only that they will be seen according to arrival and limited numbers may sign in. They are seen IF an appointment doesn't show up. There are no guarantees, but we help walk-ins that we sign in over 90% of the time. They may have to wait a bit, though.

Combating poverty in our communities through public and private partnerships

We would like to hire two additional CEAP workers. One will take appointments and the other will help with mail-in applications and walk-ins. Once in place, this should reduce the number of persons being sent away without service. UPDATE (JULY): Two CEAP workers were hired. However, we are considering an additional hire. This would allow the Community Services Director greater opportunity to supervise and maintain quality assurances.

**Utility Assistance - May 2018**

County	Households	Individuals	Monthly Expenditures	Monthly Average/HH	YTD Expenditures
Coke	11	15	\$1,897.06	\$172.46	\$7,692.60
Concho	12	17	\$1,201.97	\$100.16	\$6,785.35
Crockett	9	10	\$722.79	\$80.31	\$1,835.09
Irion	3	5	\$493.00	\$164.33	\$1,548.76
Kimble	5	11	\$768.56	\$153.71	\$2,708.14
Menard	17	25	\$2,004.62	\$117.92	\$6,911.85
Reagan	-	-	\$0.00	\$0.00	\$625.14
Schleicher	7	19	\$866.67	\$123.81	\$3,203.34
Sterling	2	9	\$245.30	\$122.65	\$829.14
Sutton	21	27	\$1,854.21	\$88.30	\$4,305.37
Tom Green	251	512	\$34,294.30	\$136.63	\$131,073.96
Total	338	650	\$44,348.48	\$131.21	\$167,518.74

**Utility Assistance - June 2018**

County	Households	Individuals	Monthly Expenditures	Monthly Average/HH	YTD Expenditures
Coke	16	26	\$2,418.56	\$151.16	\$10,111.16
Concho	18	32	\$2,741.54	\$152.31	\$9,526.89
Crockett	13	21	\$1,745.86	\$134.30	\$3,580.95
Irion	4	5	\$660.51	\$165.13	\$2,209.27
Kimble	8	19	\$2,262.22	\$282.78	\$4,970.36
Menard	25	40	\$3,006.00	\$120.24	\$9,917.85
Reagan	2	4	\$316.67	\$158.34	\$941.81
Schleicher	15	32	\$2,327.83	\$155.19	\$5,531.17
Sterling	2	9	\$312.30	\$156.15	\$1,141.44

Combating poverty in our communities through public and private partnerships

Sutton	23	30	\$2,542.38	\$110.54	\$6,847.75
Tom Green	441	980	\$91,488.82	\$207.46	\$222,562.78
Total	567	1,198	\$109,822.69	\$193.69	\$277,341.43

**WEATHERIZATION**

The initial 2018 LIHEAP WAP contract is \$295,207. Plus some 2017 LIHEAP funds rolled over and 2017 DOE WAP contract is still in effect. We have not received the 2018 TACAA AEP contract. UPDATE (July): LIHEAP was increased to \$422,043. TACAA came in at \$87,375.

Weatherization eligibility is capped at 200% of the Federal Poverty Rate. See attached scale.

2017 monitoring report to be presented at January 1018 Board of Directors’ Meeting.

2018 WAP units

Month	Units	Counties
January	1	Tom Green
February	5	Tom Green
March	5	Tom Green, Crockett ,Irion
April	2	Tom Green, Irion
May	5	Tom Green, Runnels, Sutton
June	5	Concho, Tom Green, Menard
July		
August		
September		
October		
November		
December		

**CSBG**

The initial 2018 CSBG contract is \$238,171 and we have about \$30,000 from 2017 that must be spent before 3/31/2018.

In 2017, 15 individuals transitioned out of poverty. Our goal was 9. There are currently 22 persons on Case Management. One person is being tracked to transition. UPDATE (February): There are currently 20 persons on Case Management, 3 persons being tracked, and 1 person transitioned in January. UPDATE (April): We dropped 2 from Case Management due to lack of participation leaving 18 persons. UPDATE (May/June): For the months of May and June, we

## Combating poverty in our communities through public and private partnerships

have had 1 family of 2 people transition out. We currently are tracking one family of 3, they should transition out in August. We currently have 16 people still on the program.

The following is an excerpt from an email from TDHCA:

Dear Dr. Bethune:

The Community Affairs Division staff has reviewed the CSBG eligible entity performance related to the number of persons Transitioned Out of Poverty (TOP) in 2017. Concho Valley Community Action Agency (CVCAA) had an assigned target of 9 persons to TOP and reported 15 (167%) persons as TOP in 2017. TAC rule §6.207 describes the requirements related to providing case management and a minimum TOP goal to each eligible entity. *We congratulate you on meeting and exceeding your assigned TOP goal.*

One of the primary purposes of the CSBG grant is to assist persons to achieve self-sufficiency. The State has a legislatively assigned goal of transitioning 1,200 persons statewide and we proportionately assign a target to each eligible entity so that the Department is able to meet the State goal.

CSBG Case Management eligibility is capped at 125% of the Federal Poverty Guideline. See attached scale.

### **VITA**

We will begin processing and filing federal tax returns on February 5. This is a free, IRS sponsored and monitored service. This is our only program that is not income based. Clients may call after 1/22 to set up appointments. We'll be in the Adult Literacy Council building this year. UPDATE (February): In 1 ½ weeks, we've prepared and filed 266 returns. We're already booked until March 5. UPDATE (April): As of April 13, 1545 returns had been accepted by the IRS. UPDATE (July): We have applied for two grants: HEB \$5000; BBVA Compass \$5000

### **FUND RAISING**

The Crazy Desert Trail Race will be Saturday, March 10<sup>th</sup> at the San Angelo State Park. TXU is sponsoring the event on our behalf. UPDATE (April): The race was up a bit this year with 390 participants. The goal for 2019 is 500.

San Angelo Gives will be Tuesday, May 1. Please consider contributing to CVCAA during this 24 hour event. All gifts are amplified through the San Angelo Area Foundation. UPDATE (May): We received \$400 in gifts.

On Monday, January 15, 10% of food sales from Texas Roadhouse will be donated to CVCAA. Coupon must be presented. UPDATE (February): We received \$50 from this event.

### **UNITED WAY**

## Combating poverty in our communities through public and private partnerships

An application was submitted to United Way for funding to the tune of \$5,000 representing unreimbursed costs associated with the weatherization program. UPDATE (April): Our request was not funded.

### **TENANT BASED RENTAL ASSISTANCE**

We are currently compiling a waiting list for rental assistance. The assistance can last up to 2 years and includes the entire CVCAA service delivery area except the City of San Angelo. Our contract will support about 4 households. However, we also have access to the Reservation System which would allow service to additional households. TBRA clients must reside outside of San Angelo city limits. UPDATE (July): Due to staff turnover, we are placing this program on hold.

### **ORGANIZATIONAL STANDARDS**

CVCAA submitted required documents for the Organizational Standards as mandated by the Office of Community Services (OCS). UPDATE (February): We received feedback on our Organizational Standards submission. There are a few areas that require our attention, most will be cleared up at the submission of the next Community Needs Assessment and Strategic Plan (see below).

### **COMMUNITY NEEDS ASSESSMENT**

Every 3 years, entities administering Community Services Block Grants must complete a comprehensive Community Needs Assessment (CNA). The next is due June 1, 2018. The CNA requires Board involvement, input from low-income persons covering the entire CVCAA Service Delivery Area, staff participation, and contributions from key members in the community (community leaders, non-profit organizations, schools, local governments, etc.). The CNA will be presented to CVCAA's Board of Directors during the May meeting. UPDATE (July): The CNA was submitted prior to the deadline and is now being reviewed by TDHCA.

### **STRATEGIC PLAN**

Every 5 years, entities administering Community Services Block Grants must complete a Strategic Plan. Although our next Strategic Plan is not due until 2020, we've decided to link it to the completion of the CNA since the CNA is the basis of the Strategic Plan. We will begin working on the Strategic Plan in June. Much like the CNA, the Strategic Plan requires input from varied sources. UPDATE (April): We will have a Strategic Planning retreat Friday June 1 and Saturday June 2. The retreat will be held at NNNN ranch. CVCAA staff will stay over Friday night. Board members are invited to join us on Saturday. Meals and mileage reimbursement will be provided. UPDATE (July): The Executive Director hope to submit a new Strategic Plan to the BOD in September.

### **WAGE STUDY**

## Combating poverty in our communities through public and private partnerships

The Texas Association of Community Action Agencies performs a wage study for its members every three years. The 2018 wage study was published in March. After evaluating wages across the state, I made the appropriate adjustment to our salaries within the average wage bands.

### Strategic Priorities

- Establish low cost, branded office space
- Fully expend all grants
- Implement effective marketing strategy
- Secure adequate, qualified weatherization applications
- Maintain equitable distribution of services
- Implement new management information system for weatherization assistance program
- Foster a climate of innovation

**2018 Income Guideline effective 2/1/18**

Family Size	50%	75%	100%	125%	150%	200%
1	6,070	9,105	12,140	15,175	18,210	24,280
2	8,230	12,345	16,460	20,575	24,690	32,920
3	10,390	15,585	20,780	25,975	31,170	41,560
4	12,550	18,825	25,100	31,375	37,650	50,200
5	14,710	22,065	29,420	36,775	44,130	58,840
6	16,870	25,305	33,740	42,175	50,610	67,480
7	19,030	28,545	38,060	47,575	57,090	76,120
8	21,190	31,785	42,380	52,975	63,570	84,760
Each Additional Family Member	2,160	3,240	4,320	5,400	6,480	8,640

<b>BOARD MEMBER</b>	<b>SECTOR</b>	<b>EXPIRE</b>	10-Jan	14-Feb	18-Apr	30-May	11-Jul	8-Aug				
Hon. Roy Blair	public (3)		0	0	0	0	0	3				
Hon. Steve Floyd	public (2)		2	2	2	2	2	2				
Hon. Leslie Mackie (Chair)	public (3)		3	3	3	3	0	0				
Hon. Richard Cordes	public (4)		4	0	0	4	4	4				
Hon. David Dillard	public (3)		3	0	0	3	3	3				
Jeffrey Lisson	low-income (2)	12/31/2020		0	2	2	2	2				
Becky Trojcak (Vice-Chair)	low-income (2)	12/31/2018	2	0	0	0	0	2				
Bernadette Coffee	low-income (2)	12/31/2018	2	2	2	2	2	2				
Maj. Tim Grider	low-income (2)	12/31/2018	0	0	2	2	0	0				
Noemi Samaniego	low-income (4)	12/31/2018	4	4	4	4	4	4				
Neta Wescott	private (3)	12/31/2020	3	3	0	3	3	0				
Victor Belman	private (3)	12/31/2018	3	3	3	3	3	3				
Connie Booth	private (5)	12/31/2020	0	5	0	5	5	5				
Donna Holden	private (4)	12/31/2018	4	4	4	0	0	4				
E.A. Wadworth	private (4)	12/31/2020			4	4	0	0				
volunteer hours			30	26	26	37	28	34				



**NOTICE OF MEETING**  
CONCHO VALLEY COMMUNITY ACTION AGENCY  
BOARD OF DIRECTORS

FILED FOR RECORD

18 JUL 31 AM 9:22

ELIZABETH MCGILL  
COUNTY CLERK  
COUNTY OF TOM GREEN TEXAS

Date: August 8, 2018  
Time: 5:30 PM  
Place: Cactus Hotel, Green Room  
36 E. Twohig, San Angelo  
Tom Green County, Texas

In accordance with the Americans with Disabilities Act, we invite all attendees to advise us of any special accommodations due to disability. If assistance is needed to participate, please call (325) 653-2411. Please submit your request as far as possible in advance of the meeting you wish to attend.

**Agenda**

**NOTICE:** The Board of Directors may discuss, deliberate and take all appropriate action on any matter listed on this Agenda. Items on this Agenda may be taken out of the order listed. The Board reserves the right to deliberate in closed session pursuant to 551 of the Texas Government Code. Public comment is limited to five minutes per person on any agenda item.

1. Public Hearing for CVCAA 2019 Community Action Plan and CSBG budget
2. Call to order and determine quorum.
3. Consider minutes for prior meeting and take appropriate action.
4. Consider and take appropriate action on Financial Report.
5. Consider and take appropriate action on 2019 CSBG budget.
6. Consider and take appropriate action on 2018 Budget Amendment.
7. Review 2018 Community Action Plan goals and make appropriate revisions.
8. Consider and take appropriate action on 2019 Community Action Plan.
9. Consider and take appropriate action on appeals policy.
10. Consider and take appropriate action on Housing Preservation Grant.
11. Consider and take appropriate action on CVCAA Bylaws.
12. Consider and take appropriate action on Executive Director's report.
13. Consider future agenda items.
14. Adjournment.

The Board may go into Executive Session (close its meeting to the public):

1. The Board may go into Executive Session Pursuant to Texas Government Code §551.074 for the purposes of discussing personnel matters including to deliberate the appointment, employment, evaluation, reassignment, duties, discipline, or dismissal of a public officer or employee, including, specifically, the performance evaluation of the Executive Director.
2. Pursuant to Tex. Gov't. Code, §551.071(1) to seek the advice of its attorney about pending or contemplated litigation or a settlement offer.
3. Pursuant to Tex. Gov't. Code, §551.071(2) for the purpose of seeking the advice of its attorney about a matter in which the duty of the attorney to the governmental body under the Texas Disciplinary Rules of Professional Conduct of the State Bar of Texas clearly conflicts with Tex. Gov't. Code, Chapter 551.
4. Pursuant to Tex. Gov't. Code, §551.072 to deliberate the possible purchase, sale, exchange, or lease of real estate because it would have a material detrimental effect on the Department's ability to negotiate with a third person; and/or-
5. Pursuant to Tex. Gov't. Code, §2306.039(c) the Department's internal auditor, fraud prevention coordinator or ethics advisor may meet in an executive session of the Board to discuss issues related to fraud, waste or abuse.

Sign this 31 day of July, 2018.

  
\_\_\_\_\_  
Dr. Mark Bethune, Executive Director

CONCHO VALLEY COMMUNITY ACTION AGENCY  
BOARD OF DIRECTOR'S MINUTES  
August 8, 2018

Meeting was held in the Green Room 2<sup>nd</sup> floor, Cactus Hotel  
36 East Twohig, San Angelo, Tom Green County, Texas

Present at meeting:

**Directors:**

**Elected Officials:** The Honorable Richard Cordes  
The Honorable David Dillard CVCAA Chair  
The Honorable Roy Blair  
The Honorable Steve Floyd  
The Honorable Leslie Mackie - Absent

**Private Sector:** Victor Belman  
Neta Wescott - Absent  
Connie Booth  
Donna Holden  
Elizabeth Ann Wadsworth - Absent

**Low Income Sector:** Jeff Lisson  
Bernie Coffee CVCAA Secretary  
Noemi Samaniego CVCAA Vice-Chair  
Vacant  
Becky Trojcek

**Staff:** Executive Director, Mark Bethune            Chief Financial Officer, Lyla Blue  
Community Programs Director, Tracey Dishon

**Agenda**

1. Public Hearing for CVCAA 2019 Community Active Plan an CSBG Budget  
5:30pm – no public comment – hearing closed
2. The Honorable David Dillard called the meeting to order at 5:32pm. Quorum present.
3. Consider minutes for prior meeting and take appropriate action.  
Motion made by The Honorable Richard Cordes to accept minutes from prior meeting.  
Second made by The Honorable Roy Blair  
Motion passed 9-0

Connie Booth joined meeting.

4. Consider and take appropriate action on financial report. No action taken.
5. Consider and take appropriate action on 2019 CSBG budget.  
Motion made to accept report made by Jeff Lisson.  
Second by Bernie Coffee  
Motion passed 10-0
6. Consider and take appropriate action on 2018 Budget Amendment. No action taken.

Noemi Samaniego joined meeting.

7. Review 2018 Community Action Plan goals and make appropriate revisions.  
Tracey Dishon discussed revising targets. Case Management goal is doing well – should hit 12 persons transitioning out of poverty. Executive Director commended Tracy on her work.  
Motion made to accept without revision by The Honorable Steve Floyd.  
Second by The Honorable Richard Cordes  
Motion passed 11-0
8. Consider and appropriate action on 2019 Community Action Plan. Needs Assessment drives CAP. One need identified from the Needs Assessment is an agency level need and is not reported on CAP.  
Motion made to accept plan by The Honorable Steve Floyd.  
Second by The Honorable Richard Cordes  
Motion passed 11-0
9. Consider and take appropriate action on appeals policy. No action – still working on policy.
10. Consider and take appropriate action on Housing Preservation Grant.  
Applying for funds for minor repair. This is a \$50k matching grant for weatherization.  
Motion made to apply for grant made by Jeff Lisson.  
Second made by The Honorable Roy Blair  
Motion carried 11-0

11. Consider and take appropriate action on CVCAA Bylaws.  
Motion made to accept by The Honorable Steve Floyd.  
Second made by Becky Trojcek  
Motion carried 11-0
  
12. Consider and take appropriate action on Executive Director's report.  
Motion made to accept report by The Honorable Roy Blair.  
Second by Connie Booth  
Motion passed 11-0
  
13. Consider future agenda items – Financial report, 2018 Budget Amendment,  
Appeals Policy, Strategic Planning, New Board member.

**Set date for future meeting.**

14. Wednesday, September 19, 2018, Meeting Room 2<sup>nd</sup> floor Cactus Hotel @  
5:30pm.
15. There being no further business before the Board, The Honorable David  
Dillard adjourned the meeting at 5:53pm.

Signed this 19 day of September, 2018.

  
\_\_\_\_\_  
The Honorable David Dillard, Chair

  
\_\_\_\_\_  
Bernadette Coffee, Secretary

**TEXAS DEPARTMENT OF HOUSING AND COMMUNITY AFFAIRS  
COMMUNITY SERVICES BLOCK GRANT PROPOSED BUDGET  
PY 2019**

*Please enter the requested information into the yellow highlighted cells  
on each page and sign the Summary Page below*

<b>Subrecipient:</b>	<b>Concho Valley Community Action Agency</b>
<b>Service Area:</b>	Coke, Concho, Crockett, Irion, Kimble, Menard, Reagan, Schleicher, Sterling, Sutton, Tom Green
<b>CSBG Allocation:</b>	
<b>\$ 225,945.00</b>	

**IMPORTANT!** This "Summary Page" will self-populate as you complete each of the worksheets (B.1 - B.9):

BUDGET CATEGORIES	AMOUNT
B.1 Personnel	\$ 114,066.00
B.2 Fringe Benefits	\$ 34,274.00
B.3 Travel	\$ 23,947.00
B.4 Equipment	\$ 2,036.00
B.5 Supplies	\$ 3,600.00
B.6 Contractual	\$ 2,525.00
B.7 Other/B.8 Client Services	\$ 45,497.00
B.9 Indirect Costs <small>(If subrecipient has an approved Indirect Cost Rate Agreement from cognizant agency, enter detail on B.9).</small>	\$ -
<b>TOTAL BUDGET*</b>	<b>\$ 225,945.00</b>

**\*TOTAL BUDGET\* must equal the "CSBG Allocation" above.**

**Diff.: \$ -**

**Subrecipient Approval**

<i>Signature of Preparer</i>	<i>Date</i>
<i>Signature of Approver</i>	<i>Date</i>

**Personnel - B.1**

<b>Subrecipient:</b>	<b>Concho Valley Community Action Agency</b>			
<b>Personnel</b>				
<b>Section 1: Administrative and Management Staff</b>				
Identify Job Title NOT staff names	No. of Months	Annual Salary	% of CSBG Support	Amount Budgeted to CSBG Funds
Executive Director	12	\$ 75,000	75.00%	\$ 56,250.00
Chief Financial Officer	12	\$ 60,000	15.00%	\$ 9,000.00
Administrative Assistant	12	\$ 33,280	20.00%	\$ 6,656.00
Community Services Director	12	\$ 48,000	25.00%	\$ 12,000.00
				\$ -
				\$ -
				\$ -
				\$ -
				\$ -
				\$ -
				\$ -
				\$ -
				\$ -
				\$ -
				\$ -
				\$ -
				\$ -
				\$ -
				\$ -
				\$ -
				\$ -
				\$ -
Subtotal Section 1 (CSBG ONLY):				<b>\$ 83,906.00</b>
<b>Section 2: Program Staff/Direct Client Support Staff</b>				
Identify Job Title NOT staff names	No. of Months	Annual Salary	% of CSBG Support	Amount Budgeted to CSBG Funds
Case Managers	12	\$ 120,640	25%	\$ 30,160.00
				\$ -
				\$ -
				\$ -
				\$ -
				\$ -
				\$ -
				\$ -
				\$ -
				\$ -
				\$ -
				\$ -
				\$ -
				\$ -
				\$ -
				\$ -
Subtotal Section 2 (CSBG ONLY):				<b>\$ 30,160.00</b>

Personnel - B.1

<b>Subrecipient:</b>	<b>Concho Valley Community Action Agency</b>	
	<b>Total Section 1 and 2:</b>	<b>\$ 114,066.00</b>
	<b>Subtotal Section 3:</b>	<b>\$ -</b>
<b>Total Personnel Tab</b>		<b>\$ 114,066.00</b>

**Personnel - B.1**

<b>Subrecipient:</b>	<b>Concho Valley Community Action Agency</b>
----------------------	--

**Scroll down and complete the tables below to identify CSBG Support for Other Programs**

<b>Section 3: CSBG Support for Other Programs</b>				
---	--	--	--	--

List other program(s) & Job Titles being supported (*Please use separate attachment if more space is needed, and transfer the totals from the separate attachments to a line on any of the available pages below*):

<b>Program:</b>				
Budget Categories - Job Title	No. of Months	Annual Salary	% of CSBG Support	Amount Budgeted to CSBG Funds
				\$ -
				\$ -
				\$ -
				\$ -
				\$ -
				\$ -
				\$ -
				\$ -
				\$ -
				\$ -
				\$ -
<b>Subtotal:</b>				<b>\$ -</b>

**Enter Next Program**

<b>Program:</b>				
Budget Categories - Job Title	No. of Months	Annual Salary	% of CSBG Support	Amount Budgeted to CSBG Funds
				\$ -
				\$ -
				\$ -
				\$ -
				\$ -
				\$ -
				\$ -
				\$ -
				\$ -
				\$ -
				\$ -
<b>Subtotal:</b>				<b>\$ -</b>

**Enter Next Program**

<b>Program:</b>				
Budget Categories - Job Title	No. of Months	Annual Salary	% of CSBG Support	Amount Budgeted to CSBG Funds
				\$ -
				\$ -
				\$ -
				\$ -
				\$ -
				\$ -
				\$ -
				\$ -
				\$ -
				\$ -
				\$ -
<b>Subtotal:</b>				<b>\$ -</b>



Personnel - B.1

<b>Subrecipient:</b>	Concho Valley Community Action Agency			
				\$ -
				\$ -
<b>Subtotal:</b>				\$ -

Enter Next Program

**Personnel - B.1**

<b>Subrecipient:</b>		<b>Concho Valley Community Action Agency</b>		
<b>Program:</b>				
Budget Categories - Job Title	No. of Months	Annual Salary	% of CSBG Support	Amount Budgeted to CSBG Funds
				\$ -
				\$ -
				\$ -
				\$ -
				\$ -
				\$ -
				\$ -
				\$ -
				\$ -
				\$ -
<b>Subtotal:</b>				<b>\$ -</b>

Enter Next Program

<b>Program:</b>				
Budget Categories - Job Title	No. of Months	Annual Salary	% of CSBG Support	Amount Budgeted to CSBG Funds
				\$ -
				\$ -
				\$ -
				\$ -
				\$ -
				\$ -
				\$ -
				\$ -
				\$ -
				\$ -
<b>Subtotal:</b>				<b>\$ -</b>

Fringe - B.2

<b>Subrecipient:</b>	Concho Valley Community Action Agency	
<b>Fringe Benefits</b>		
<b>Section 1: Administrative &amp; Management Staff</b>		
<b>Items</b>		<b>Amount</b>
F.I.C.A		\$ 6,420.00
Unemployment		\$ 345.00
Workman's Comp. Insurance		\$ 190.00
Health Insurance		\$ 13,875.00
Dental Insurance		\$ 775.00
Life Insurance		\$ 144.00
Retirement Contribution		\$ 4,195.00
<b>Others (List):</b>	Vision Insurance	\$ 160.00
Subtotal Section 1 (CSBG ONLY):		\$ 26,104.00
<b>Section 2: Program Staff/Direct Client Support Staff</b>		
<b>Items</b>		<b>Amount</b>
F.I.C.A		\$ 2,307.00
Unemployment		\$ 175.00
Workman's Comp. Insurance		\$ 95.00
Health Insurance		\$ 3,725.00
Dental Insurance		\$ 260.00
Life Insurance		\$ 50.00
Retirement Contribution		\$ 1,508.00
<b>Others (List):</b>	Vision Insurance	\$ 50.00
Subtotal Section 2 (CSBG ONLY):		\$ 8,170.00
Total Section 1 and 2 (CSBG ONLY):		\$ 34,274.00
Subtotal Section 3:		\$ -
<b>Total Fringe Benefits Tab</b>		<b>\$ 34,274.00</b>

Scroll down and complete the tables below to identify CSBG Support for Other Programs

<b>Section 3: CSBG Support for Other Programs</b>		
FRINGE BENEFITS for <b>OTHER PROGRAM(S)</b> : List Fringe Benefits for other program(s) being supported by CSBG: (Please use separate attachment if more space is needed, & transfer the totals from the separate attachments to a line on any of the available pages below) :		
<b>Program:</b>		
<b>Items:</b>		<b>Amount</b>
F.I.C.A		
Unemployment		
Workman's Comp. Insurance		
Health Insurance		
Dental Insurance		
Life Insurance		
Retirement Contribution		
<b>Others (List):</b>		
Subtotal:		\$ -

Enter Next Program

<b>Program:</b>		
<b>Items:</b>		<b>Amount</b>
F.I.C.A		
Unemployment		
Workman's Comp. Insurance		
Health Insurance		
Dental Insurance		

**Fringe - B.2**

Life Insurance		
Retirement Contribution		
<b>Others (List):</b>		
<b>Subtotal:</b>		\$ -

Enter Next Program

<b>Program:</b>		
<b>Items</b>		<b>Amount</b>
F.I.C.A		
Unemployment		
Workman's Comp. Insurance		
Health Insurance		
Dental Insurance		
Life Insurance		
Retirement Contribution		
<b>Others (List):</b>		
<b>Subtotal:</b>		\$ -

Enter Next Program

<b>Program:</b>		
<b>Items</b>		<b>Amount</b>
F.I.C.A		
Unemployment		
Workman's Comp. Insurance		
Health Insurance		
Dental Insurance		
Life Insurance		
Retirement Contribution		
<b>Others (List):</b>		
<b>Subtotal:</b>		\$ -

Enter Next Program

<b>Program:</b>		
<b>Items</b>		<b>Amount</b>
F.I.C.A		
Unemployment		
Workman's Comp. Insurance		
Health Insurance		
Dental Insurance		
Life Insurance		
Retirement Contribution		
<b>Others (List):</b>		
<b>Subtotal:</b>		\$ -

Travel - B.3

<b>Subrecipient:</b>	<b>Concho Valley Community Action Agency</b>		
<b>Travel</b>			
	<b>Miles</b>	<b>x Fed. Rate*</b>	<b>Amount</b>
Local Travel (*Rate cannot be higher than the Federal rate)			\$ -
Per Diem			\$ 500.00
Non-Local Travel			\$ 18,447.00
Board Member Reimbursement			\$ 5,000.00
<b>Total Travel Tab</b>			<b>\$ 23,947.00</b>

**Equipment - B.4**

<b>Subrecipient:</b>		<b>Concho Valley Community Action Agency</b>				
<b>Equipment</b>						
<b>Note:</b> Subrecipient is also reminded to follow procurement policies/procedures. Please review TDHCA's guidance on Procurement at <a href="http://www.tdhca.state.tx.us/community-affairs/procurement/index.htm">http://www.tdhca.state.tx.us/community-affairs/procurement/index.htm</a>						
Equipment Description	No. of Units	Brand & Model	Unit Cost	Total Cost	% Budgeted to CSBG	Amount(s) Budgeted to CSBG
<b>Purchases</b>						
Furniture & Equipment	4	TBD	\$2,000.00	\$8,000.00	25%	\$ 2,000.00
				\$0.00		\$ -
				\$0.00		\$ -
				\$0.00		\$ -
				\$0.00		\$ -
				\$0.00		\$ -
				\$0.00		\$ -
				\$0.00		\$ -
				\$0.00		\$ -
				\$0.00		\$ -
<b>Leases</b>						
Postage Meter	1	Pitney Bowes	\$360.00	\$360.00	10%	\$ 36.00
				\$0.00		\$ -
				\$0.00		\$ -
				\$0.00		\$ -
				\$0.00		\$ -
				\$0.00		\$ -
				\$0.00		\$ -
				\$0.00		\$ -
				\$0.00		\$ -
				\$0.00		\$ -
Subtotal (CSBG):						\$ 2,036.00
Subtotal (Other Programs Supported by CSBG):						\$ -
<b>Total Equipment Tab</b>						<b>\$ 2,036.00</b>

**Note: "TOTAL" on this page must equal "Equipment" line item on the "Summary Page 1"**

Scroll down to view tables below (if needed)

<b>CSBG Support For Other Program(s) - List all Programs being supported:</b>						
<b>Program:</b>						
Equipment Description	No. of Units	Make & Model	Unit Cost	Total Cost	% Budgeted to CSBG	Amount(s) Budgeted to CSBG
<b>Purchases</b>						
				\$0.00		\$ -
				\$0.00		\$ -
				\$0.00		\$ -
				\$0.00		\$ -
				\$0.00		\$ -
				\$0.00		\$ -
				\$0.00		\$ -
				\$0.00		\$ -
				\$0.00		\$ -
				\$0.00		\$ -
				\$0.00		\$ -

**Equipment - B.4**

				\$0.00		\$ -	
<b>Leases</b>							
				\$0.00		\$ -	
				\$0.00		\$ -	
				\$0.00		\$ -	
				\$0.00		\$ -	
				\$0.00		\$ -	
				\$0.00		\$ -	
				\$0.00		\$ -	
				\$0.00		\$ -	
				\$0.00		\$ -	
				\$0.00		\$ -	
				\$0.00		\$ -	
				\$0.00		\$ -	
						<b>Subtotal:</b>	\$ -

**Enter Next Program**

<b>Program:</b>							
Equipment Description	No. of Units	Make & Model	Unit Cost	Total Cost	% Budgeted to CSBG	Amount(s) Budgeted to CSBG	
<b>Purchases</b>							
				\$0.00		\$ -	
				\$0.00		\$ -	
				\$0.00		\$ -	
				\$0.00		\$ -	
				\$0.00		\$ -	
				\$0.00		\$ -	
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				\$0.00		\$ -	
				\$0.00		\$ -	
				\$0.00		\$ -	
				\$0.00		\$ -	
						<b>Subtotal:</b>	\$ -

**Enter Next Program**

<b>Program:</b>						
Equipment Description	No. of Units	Make & Model	Unit Cost	Total Cost	% Budgeted to CSBG	Amount(s) Budgeted to CSBG
<b>Purchases</b>						
				\$0.00		\$ -
				\$0.00		\$ -
				\$0.00		\$ -
				\$0.00		\$ -
				\$0.00		\$ -





**Equipment - B.4**

Equipment Description	No. of Units	Make & Model	Unit Cost	Total Cost	% Budgeted to CSBG	Amount(s) Budgeted to CSBG
<b>Purchases</b>						
				\$0.00		\$ -
				\$0.00		\$ -
				\$0.00		\$ -
				\$0.00		\$ -
				\$0.00		\$ -
				\$0.00		\$ -
				\$0.00		\$ -
				\$0.00		\$ -
				\$0.00		\$ -
				\$0.00		\$ -
<b>Leases</b>						
				\$0.00		\$ -
				\$0.00		\$ -
				\$0.00		\$ -
				\$0.00		\$ -
				\$0.00		\$ -
				\$0.00		\$ -
				\$0.00		\$ -
				\$0.00		\$ -
				\$0.00		\$ -
				\$0.00		\$ -
<b>Subtotal:</b>						\$ -

**Supplies - B.5**

<b>Subrecipient:</b>	<b>Concho Valley Community Action Agency</b>	
<b>Supplies</b>		
Office Supplies		\$ 3,500.00
Maintenance Supplies		
Program Supplies		
Postage		\$ 100.00
<b>Others (List):</b>		
<b>Total Supplies Tab</b>		<b>\$ 3,600.00</b>

**Contractual - B.6**

<b>Subrecipient:</b>	<b>Concho Valley Community Action Agency</b>		
<b>Contractual</b>			
<b>CSBG Budget Items (Categories)</b>	<b>Total Cost</b>	<b>% Budgeted to CSBG</b>	<b>Amount Budgeted to CSBG</b>
Legal Services			\$ -
Audit Services	\$11,350.00	20%	\$ 2,270.00
Accounting Services	\$1,275.00	20%	\$ 255.00
Other Costs			\$ -
			\$ -
			\$ -
			\$ -
<b>Subtotal (CSBG):</b>			<b>\$ 2,525.00</b>
<b>Subtotal (Other Program(s) supported by CSBG):</b>			<b>\$ -</b>
<b>Total Contractual Tab</b>			<b>\$ 2,525.00</b>

**Note: "TOTAL" on this page must equal "Contractual" line item on the "Summary Page 1"**

<b>CSBG Support For Other Program(s) - List all Programs being supported:</b>			
<b>Program:</b>			
<b>CSBG Budget Items (Categories)</b>	<b>Total Cost</b>	<b>% Budgeted to CSBG</b>	<b>Amount Budgeted to CSBG</b>
Legal Services			\$ -
Audit Services			\$ -
Accounting Services			\$ -
Other Costs			\$ -
			\$ -
			\$ -
			\$ -
<b>Subtotal:</b>			<b>\$ -</b>

**Enter Next Program**

<b>Program:</b>			
<b>CSBG Budget Items (Categories)</b>	<b>Total Cost</b>	<b>% Budgeted to CSBG</b>	<b>Amount Budgeted to CSBG</b>
Legal Services			\$ -
Audit Services			\$ -
Accounting Services			\$ -
Other Costs			\$ -
			\$ -
			\$ -
			\$ -

Contractual - B.6

Subtotal:	\$ -
-----------	------

Enter Next Program

---

**Contractual - B.6**

<b>Program:</b>			
<b>CSBG Budget Items (Categories)</b>	<b>Total Cost</b>	<b>% Budgeted to CSBG</b>	<b>Amount Budgeted to CSBG</b>
Legal Services			\$ -
Audit Services			\$ -
Accounting Services			\$ -
Other Costs			\$ -
			\$ -
			\$ -
			\$ -
<b>Subtotal:</b>			<b>\$ -</b>

Enter Next Program

<b>Program:</b>			
<b>CSBG Budget Items (Categories)</b>	<b>Total Cost</b>	<b>% Budgeted to CSBG</b>	<b>Amount Budgeted to CSBG</b>
Legal Services			\$ -
Audit Services			
Accounting Services			\$ -
Other Costs			\$ -
			\$ -
			\$ -
			\$ -
<b>Subtotal:</b>			<b>\$ -</b>

Enter Next Program

<b>Program:</b>			
<b>CSBG Budget Items (Categories)</b>	<b>Total Cost</b>	<b>% Budgeted to CSBG</b>	<b>Amount Budgeted to CSBG</b>
Legal Services			\$ -
Audit Services			
Accounting Services			\$ -
Other Costs			\$ -
			\$ -
			\$ -
			\$ -
<b>Subtotal:</b>			<b>\$ -</b>

**Other - B.7**

<b>Subrecipient:</b>	<b>Concho Valley Community Action Agency</b>		
<b>Other</b>			
<b>Other Items</b> (such as copying, rent, utilities, phone, insurance, etc.) Itemize below:	<b>Total Costs</b>	<b>% Budgeted to CSBG</b>	<b>Amount Budgeted to CSBG</b>
Insurance	\$20,000.00	25.0%	\$ 5,000.00
Rent	\$36,600.00	20.0%	\$ 7,320.00
Communications	\$4,200.00	7.5%	\$ 315.00
Software	\$12,000.00	30.0%	\$ 3,600.00
Gas	\$2,000.00	20.0%	\$ 400.00
Repairs & Maintenance - Vehicles	\$2,500.00	20.0%	\$ 500.00
Repairs & Maintenance - Equipment	\$2,000.00	20.0%	\$ 400.00
Janitorial	\$2,860.00	20.0%	\$ 572.00
Advertising	\$40,000.00	25.0%	\$ 10,000.00
Dues & Subscriptions	\$3,000.00	25.0%	\$ 750.00
Training	\$15,000.00	25.0%	\$ 3,750.00
Document Shredding	\$200.00	25.0%	\$ 50.00
Utilities	\$4,200.00	20.0%	\$ 840.00
			\$ -
			\$ -
			\$ -
			\$ -
			\$ -
			\$ -
Subtotal for Other Items (CSBG):			\$ <b>33,497.00</b>
Subtotal for Other Items from tables below (CSBG Support for Other Program(s)):			\$ -
<b>Total Other Tab</b>			\$ <b>33,497.00</b>
<p><b>Note: "TOTAL AMOUNT" must equal "Other" on the "Summary Page 1"</b>  <b>Scroll down to view tables on pages 2 to 3 (if needed)!</b></p>			
<b>CSBG Support For Other Program(s) - List all Programs being supported:</b>			
<b>Program:</b>			
<b>Other Budget Categories</b>	<b>Total Costs</b>	<b>% Budgeted to CSBG</b>	<b>Amount Budgeted to CSBG</b>
			\$ -
			\$ -
			\$ -
			\$ -
			\$ -
			\$ -
			\$ -
			\$ -
			\$ -
			\$ -
<b>Subtotal:</b>			\$ -

Enter Next Program

Other - B.7

<b>Subrecipient:</b>	<b>Concho Valley Community Action Agency</b>			
<b>Program:</b>				
<b>Other Budget Categories</b>	<b>Total Costs</b>	<b>% Budgeted to CSBG</b>	<b>Amount Budgeted to CSBG</b>	
			\$	-
			\$	-
			\$	-
			\$	-
			\$	-
			\$	-
			\$	-
			\$	-
			\$	-
			\$	-
			\$	-
<b>Subtotal:</b>				<b>\$0.00</b>
Enter Next Program				
<b>Program:</b>				
<b>Other Budget Categories</b>	<b>Total Costs</b>	<b>% Budgeted to CSBG</b>	<b>Amount Budgeted to CSBG</b>	
			\$	-
			\$	-
			\$	-
			\$	-
			\$	-
			\$	-
			\$	-
			\$	-
			\$	-
			\$	-
			\$	-
			\$	-
<b>Subtotal:</b>			\$	-
Enter Next Program				
<b>Program:</b>				
<b>Other Budget Categories</b>	<b>Total Costs</b>	<b>% Budgeted to CSBG</b>	<b>Amount Budgeted to CSBG</b>	
			\$	-
			\$	-
			\$	-
			\$	-
			\$	-
			\$	-
			\$	-
			\$	-
			\$	-
			\$	-
			\$	-
			\$	-
			\$	-
<b>Subtotal:</b>			\$	-

Other - B.7

<b>Subrecipient:</b>	<b>Concho Valley Community Action Agency</b>
<b>Subtotal:</b>	<b>\$ -</b>



Other - B.7

<b>Subrecipient:</b>	<b>Concho Valley Community Action Agency</b>		
Enter Next Program			
<b>Program:</b>			
<b>Other Budget Categories</b>	<b>Total Costs</b>	<b>% Budgeted to CSBG</b>	<b>Amount Budgeted to CSBG</b>
			\$ -
			\$ -
			\$ -
			\$ -
			\$ -
			\$ -
			\$ -
			\$ -
			\$ -
			\$ -
<b>Subtotal:</b>			\$ -

**Client Services - B.7**

<b>Subrecipient:</b>	<b>Concho Valley Community Action Agency</b>		
<b>Client Services</b>			
	<b>Total Costs</b>	<b>% Budgeted to CSBG</b>	<b>Amount Budgeted to CSBG</b>
<b>Direct Services to Case Management Clients to Transition into Self-Sufficiency (TSS) or TOP.</b> Subrecipients are encouraged to allocate a reasonable amount of CSBG funds to assist clients transitioning into	\$225,945.00		
	<b>5.3%</b>		
	<b>\$12,000.00</b>	<b>100.0%</b>	\$ 12,000.00
<b>Subtotal for Direct Services TSS &amp; TOP (CSBG):</b>			<b>\$ 12,000.00</b>
<b>Emergency Assistance/Direct Services to Clients not working towards Self-Sufficiency or TOP</b> (Option to itemize below or group simply as emergency assistance)	<b>Total Costs</b>	<b>% Budgeted to CSBG</b>	<b>Amount Budgeted to CSBG</b>
			\$ -
			\$ -
			\$ -
			\$ -
			\$ -
			\$ -
<b>Subtotal for Emergency Assistance/Direct Services to non-TOP (CSBG):</b>			<b>\$ -</b>
<b>Total Client Services Tab</b>			<b>\$ 12,000.00</b>

**Indirect Costs - B.8**

<b>Subrecipient:</b>	<b>Concho Valley Community Action Agency</b>		
<b>Indirect Costs</b>			
<b>Budget Categories</b>			<b>CSBG Amount</b>
<b>Indirect Costs</b>			
%	Base	CSBG Indirect Costs	\$0.00
		\$0.00	
<i>Space left blank intentionally</i>			
Subtotal (CSBG):			\$ -
Subtotals (Program(s) Supported by CSBG):			\$ -
<b>Total Indirect Costs Tab</b>			<b>\$ -</b>

**Note: This page "Total Amount" must equal "Indirect Costs" line item on the "Summary Page 1"**

<b>CSBG Support For Other Program(s) - List all Programs being supported:</b>			
<b>Program:</b>			
<b>Budget Categories</b>			<b>Amount</b>
<b>Indirect Costs</b>			
%	Base	CSBG Indirect Costs	\$0.00
		\$0.00	
Subtotal (Other Program):			\$ -
<b>Enter Next Program</b>			
<b>Program:</b>			
<b>Budget Categories</b>			<b>Amount</b>
<b>Indirect Costs</b>			
%	Base	Indirect Cost	\$0.00
		\$0.00	
Subtotal (Other Program):			\$ -
<b>Enter Next Program</b>			
<b>Program:</b>			
<b>Budget Categories</b>			<b>Amount</b>
<b>Indirect Costs</b>			
%	Base	Indirect Cost	\$0.00
		\$0.00	
Subtotal (Other Program):			\$ -

# Attachment A1: Needs Assessment - Addressing Top Five Needs and Gaps in Services



<b>Subrecipient:</b>		Concho Valley Community Action Agency		
<b>Needs Assessment</b>				
Need	Rank	Outcome	Level of Need	Domain
Families lack life skills which include budgeting and financial literacy.	1	Families obtain life skills which include budgeting and financial literacy.	Family	FNPI3 Income and Asset Building
Range of NPIs:			FNPI 3a - FNPI 3h	
Organization Providing Services/Strategies	Method for tracking outcomes? Yes or No	Service(s) or Strategies Provided	NPIs	County(ies)
CVCAA	Yes	SRV 3a, SRV 3b, SRV 3c, SRV 3m, SRV 3n, SRV 3o	FNPI 3a, FNPI 3c, FNPI 3d, FNPI 3f, FNPI 3h	All
TWC	Yes	SRV 3a, SRV 3b, SRV 3c	FNPI 3a, FNPI 3h	All

Attachment A1: Needs Assessment - Addressing Top Five Needs and Gaps in Services



<b>Subrecipient:</b>	<b>Concho Valley Community Action Agency</b>
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Gaps in Services				
Narrative of Gaps in Services	County where Gap exists	How will the Subrecipient address the Gaps in Services?	Name the Coordinating Partner	How will the Coordinating Partner address the Gaps in Services?

# Attachment A2: Needs Assessment - Addressing Top Five Needs and Gaps in Services



Subrecipient:		Concho Valley Community Action Agency		
Needs Assessment				
Need	Rank	Outcome	Level of Need	Domain
Individuals need job skills to acquire employment with a living wage.	2	Individuals obtain job skills to acquire employment with a living wage	Family	FNPI1 Employment
Range of NPIs:			FNPI 1a - FNPI 1h, FNPI 1z.1	
Organization Providing Services/Strategies	Method for tracking outcomes? Yes or No	SRV Service(s) or Strategies Provided	FNPIs NPIs	County(ies)
TWC	Yes	SRV 1a, SRV 1b, SRV 1c, SRV 1d, SRV 1e, SRV 1f, SRV 1q	FNPI 1b, FNPI 1c, FNPI 1a, FNPI 1e, FNPI 1f, FNPI 1h, FNPI 1h.1, FNPI 1h.2, FNPI 1h.3, FNPI 1z.1	All
Howard College	Yes	SRV 1a, SRV 1b, SRV 1d, SRV 1e, SRV 1f	FNPI 1b, FNPI 1c, FNPI 1e, FNPI 1f, FNPI 1h, FNPI 1h.1, FNPI 1h.2, FNPI 1h.3, FNPI 1z.1	All
CVCAA	Yes	SRV 1q	FNPI 1b, FNPI 1c, FNPI 1a, FNPI 1e, FNPI 1f, FNPI 1h, FNPI 1h.1, FNPI 1h.2, FNPI 1h.3, FNPI 1z.1	All

Attachment A2: Needs Assessment - Addressing Top Five Needs and Gaps in Services



<b>Subrecipient:</b>	<b>Concho Valley Community Action Agency</b>
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<b>Gaps in Services</b>				
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Narrative of Gaps in Services	County where Gap exists	How will the Subrecipient address the Gaps in Services?	Name the Coordinating Partner	How will the Coordinating Partner address the Gaps in Services?
Rural counties do not have access to transportation to attend classes.	All except Tom Green	Partner with Concho Valley Transit District (CVTD).	CVTD	Expand rural routes.

Attachment A3: Needs Assessment - Addressing Top Five Needs and Gaps in Services



<b>Subrecipient:</b>		Concho Valley Community Action Agency		
<b>Needs Assessment</b>				
<b>Need</b>	<b>Rank</b>	<b>Outcome</b>	<b>Level of Need</b>	<b>Domain</b>
Families need financial assistance for safe and affordable housing.	3	Families obtain financial assistance for safe and affordable housing.	Family	FNPI4 Housing
Range of NPIs:			FNPI 4a - FNPI 4h	
<b>Organization Providing Services/Strategies</b>	<b>Method for tracking outcomes? Yes or No</b>	<b>Service(s) or Strategies Provided</b>	<b>NPIs</b>	<b>County(ies)</b>
CVCAA	Yes	SRV 4a, SRV 4b, SRV 4c, SRV 4d, SRV 4i, SRV 4k, SRV 4n, SRV 4p, SRV 4o	FNPI 4b, FNPI 4c	All
Public Housing Authority	Yes	SRV 4a, SRV 4b, SRV 4c, SRV 4i, SRV 4m, SRV 4n, SRV 4o, SRV 4p	FNPI 4a, FNPI 4b, FNPI 4c	All
City of San Angelo	Yes	SRV 4c, SRV 4d, SRV 4n, SRV 4o	FNPI 4b, FNPI 4c	Tom Green



**Attachment A3: Needs Assessment - Addressing Top Five Needs and Gaps in Services**



<b>Subrecipient:</b>	<b>Concho Valley Community Action Agency</b>
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<b>Gaps in Services</b>				
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Narrative of Gaps in Services	County where Gap exists	How will the Subrecipient address the Gaps in Services?	Name the Coordinating Partner	How will the Coordinating Partner address the Gaps in Services?

Attachment A4: Needs Assessment - Addressing Top Five Needs and Gaps in Services



<b>Subrecipient:</b>		<b>Concho Valley Community Action Agency</b>		
<b>Needs Assessment</b>				
<b>Need</b>	<b>Rank</b>	<b>Outcome</b>	<b>Level of Need</b>	<b>Domain</b>
Families lack the financial resources to pay for transportation.	5	Families obtain the financial resources to pay for transportation	Family	FNPI3 Income and Asset Building
<b>Range of NPIs:</b>			<b>FNPI 3a - FNPI 3h</b>	
<b>Organization Providing Services/Strategies</b>	<b>Method for tracking outcomes? Yes or No</b>	<b>Service(s) or Strategies Provided</b>	<b>NPIs</b>	<b>County(ies)</b>
Concho Valley Transit District	Yes	SRV 7d	FNPI 3a, FNPI 3h	All
CVCAA	Yes	SRV 7d, SRV 3c	FNPI 3a, FNPI 3h	All
Council Of Governments	Yes	SRV 7d	FNPI 3a, FNPI 3h	All
Catholic Outreach	Yes	SRV 7d, SRV 7j	FNPI 3a, FNPI 3h	All
TWC	Yes	SRV 7d, SRV 3c, SRV 3a, SRV 3b	FNPI 3a, FNPI 3h	All



<b>Subrecipient:</b>	<b>Concho Valley Community Action Agency</b>
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**Gaps in Services**

Narrative of Gaps in Services	County where Gap exists	How will the Subrecipient address the Gaps in Services?	Name the Coordinating Partner	How will the Coordinating Partner address the Gaps in Services?

Attachment A5: Needs Assessment - Addressing Top Five Needs and Gaps in Services



Subrecipient:	Concho Valley Community Action Agency
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<b>Needs Assessment</b>				
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Need	Rank	Outcome	Level of Need	Domain
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Range of NPIs:			#N/A	
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Organization Providing Services/Strategies	Method for tracking outcomes? Yes or No	Service(s) or Strategies Provided	NPIs	County(ies)

**Attachment A5: Needs Assessment - Addressing Top Five Needs and Gaps in Services**



<b>Subrecipient:</b>	<b>Concho Valley Community Action Agency</b>
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**Gaps in Services**

Narrative of Gaps in Services	County where Gap exists	How will the Subrecipient address the Gaps in Services?	Name the Coordinating Partner	How will the Coordinating Partner address the Gaps in Services?

NPIs	Data Entry Form	Attachment (Attachment A1-A5)	Estimated Number of Individuals to be served
<b>SRV 1</b> <b>Employment Services (SRV 1)</b>			
SRV 1a-f	Skills Training and Opportunities for Experience		
SRV 1a	Vocational Training	A2	20
SRV 1b	On-the-Job and other Work Experience	A2	20
SRV 1c	Youth Summer Work Placements	A2	10
SRV 1d	Apprenticeship/Internship	A2	20
SRV 1e	Self-Employment Skills Training	A2	20
SRV 1f	Job Readiness Training	A2	20
SRV 1g-h	Career Counseling		
SRV 1g	Workshops	Other	20
SRV 1h	Coaching	Other	20
SRV 1i-n	Job Search		
SRV 1i	Coaching	Other	25
SRV 1j	Resume Development	Other	25
SRV 1k	Interview Skills Training	Other	25
SRV 1l	Job Referrals	Other	100
SRV 1m	Job Placements	Other	10
SRV 1n	Pre-employment physicals, background checks, etc.	Other	2
SRV 1o-p	Post Employment Supports		
SRV 1o	Coaching	Other	5
SRV 1p	Interactions with employers	Other	5
SRV 1q	Employment Supplies		
SRV 1q	Employment Supplies	A2	20
<b>SRV 2</b> <b>Education and Cognitive Development Services (SRV 2)</b>			
SRV 2a-j	Child/Young Adult Education Programs		
SRV 2a	Early Head Start	Other	10
SRV 2b	Head Start	Other	30
SRV 2c	Other Early-Childhood (0-5 yr. old) Education	Other	5
SRV 2d	K-12 Education	Other	5
SRV 2e	K-12 Support Services	Other	1
SRV 2f	Financial Literacy Education	Other	20
SRV 2g	Literacy/English Language Education	Other	2
SRV 2h	College-Readiness Preparation/Support	Other	1
SRV 2i	Other Post Secondary Preparation	Other	1
SRV 2j	Other Post Secondary Support	Other	5
SRV 2k	School Supplies		

NPIs	Data Entry Form	Attachment A1-A5)	Estimated Number of Individuals to be served
SRV 2k	School Supplies	Other	40
SRV 2l-q	Extra-curricular Programs		
SRV 2l	Before and After School Activities	Other	10
SRV 2m	Summer Youth Recreational Activities	Other	10
SRV 2n	Summer Education Programs	Other	5
SRV 2o	Behavior Improvement Programs (attitude, self-esteem, Dress-for-Success, etc.)		0
SRV 2p	Mentoring		0
SRV 2q	Leadership Training		0
SRV 2r-z	Adult Education Programs		
SRV 2r	Adult Literacy Classes	Other	5
SRV 2s	English Language Classes	Other	5
SRV 2t	Basic Education Classes	Other	5
SRV 2u	High School Equivalency Classes	Other	10
SRV 2v	Leadership Training		0
SRV 2v	Parenting Supports (may be a part of the early childhood programs identified above)	Other	2
SRV 2x	Applied Technology Classes	Other	3
SRV 2y	Post-Secondary Education Preparation	Other	2
SRV 2z	Financial Literacy Education	Other	15
SRV 2aa	Post-Secondary Education Supports		
SRV 2aa	College applications, text books, computers, etc.	Other	10
SRV 2bb	Financial Aid Assistance		
SRV 2bb	Scholarships		0
SRV 2cc	Home Visits		
SRV 2cc	Home Visits		0
<b>SRV 3</b>	<b>Income and Asset Building Services (SRV 3)</b>		
SRV 3a-f	Training and Counseling Services		
SRV 3a	Financial Capability Skills Training	A1, A4	20
SRV 3b	Financial Coaching/Counseling	A1, A4	20
SRV 3c	Financial Management Programs (including budgeting, credit management, credit repair, credit counseling, etc.)	A1, A4	20
SRV 3d	First-time Homebuyer Counseling	Other	2
SRV 3e	Foreclosure Prevention Counseling	Other	1
SRV 3f	Small Business Start-Up and Development Counseling Sessions/Classes	Other	1
SRV 3g-l	Benefit Coordination and Advocacy		
SRV 3g	Child Support Payments	Other	30
SRV 3h	Health Insurance	Other	10

NPIs	Data Entry Form	Attachment A1-A5)	Estimated Number of Individuals to be served
SRV 3i	Social Security/SSI Payments	Other	15
SRV 3j	Veteran's Benefits	Other	3
SRV 3k	TANF Benefits	Other	10
SRV 3l	SNAP Benefits	Other	25
SRV 3m-r	Asset Building		
SRV 3m	Saving Accounts/IDAs and other asset building accounts	A1	5
SRV 3n	Other financial products (IRA accounts, MyRA, other retirement accounts, etc.)	A1	5
SRV 3o	VITA, EITC, or Other Tax Preparation programs	A1	1000
SRV 3p	Loans And Grants	Other	1
SRV 3q	Micro-loans		0
SRV 3r	Business incubator/business development loans		0
<b>SRV 4</b>	<b>Housing Services (SRV 4)</b>		
SRV 4a-e	Housing Payment Assistance		
SRV 4a	Financial Capability Skill Training	A3	10
SRV 4b	Financial Coaching/Counseling	A3	10
SRV 4c	Rent Payments (includes Emergency Rent Payments)	A3	10
SRV 4d	Deposit Payments	A3	1
SRV 4e	Mortgage Payments (includes Emergency Mortgage Payments)	Other	1
SRV 4f-h	Eviction Prevention Services		
SRV 4f	Eviction Counseling		0
SRV 4g	Landlord/Tenant Mediations		0
SRV 4h	Landlord/Tenant Rights Education		0
SRV 4i-l	Utility Payment Assistance		
SRV 4i	Utility Payments (LIHEAP-includes Emergency Utility Payments)	A3	3000
SRV 4j	Utility Deposits	Other	1
SRV 4k	Utility Arrears Payments	A3	10
SRV 4l	Level Billing Assistance		0
SRV 4m-p	Housing Placement/Rapid Re-housing		
SRV 4m	Temporary Housing Placement (includes Emergency Shelters)	A3	5
SRV 4n	Transitional Housing Placements	A3	5
SRV 4o	Permanent Housing Placements	A3	5
SRV 4p	Rental Counseling	A3	5
SRV 4q	Housing Maintenance & Improvements		
SRV 4q	Home Repairs (e.g. structural, appliance, heating systems. etc.) (Including Emergency Home Repairs)	Other	100
SRV 4r-t	Weatherization Services		



NPIs	Data Entry Form	Attachment A1-A5)	Estimated Number of Individuals to be served
SRV 4r	Independent-living Home Improvements (e.g. ramps, tub and shower grab bars, handicap accessible modifications, etc.)	Other	5
SRV 4s	Healthy Homes Services (e.g. reduction or elimination of lead, radon, carbon dioxide and/or fire hazards or electrical issues, etc.)	Other	75
SRV 4t	Energy Efficiency Improvements (e.g. insulation, air sealing, furnace repair, etc.)	Other	75
<b>SRV 5 Health and Social/Behavioral Development Services (SRV 5)</b>			
SRV 5a-j Health Services, Screening and Assessments			
SRV 5a	Immunizations		0
SRV 5b	Physicals		0
SRV 5c	Developmental Delay Screening		0
SRV 5d	Vision Screening		0
SRV 5e	Prescription Payments	Other	10
SRV 5f	Doctor Visit Payments		0
SRV 5g	Maternal/Child Health		0
SRV 5h	Nursing Care Sessions	Other	2
SRV 5i	In-Home Affordable Seniors/Disabled Care Sessions (Nursing, Chores, Personal Care Services)	Other	3
SRV 5j	Health Insurance Options Counseling	Other	30
SRV 5k-o Reproductive Health Services			
SRV 5k	Coaching Sessions		0
SRV 5l	Family Planning Classes		0
SRV 5m	Contraceptives		0
SRV 5n	STI/HIV Prevention Counseling Sessions		0
SRV 5o	STI/HIV Screenings		0
SRV 5p-q Wellness Education			
SRV 5p	Wellness Classes (stress reduction, medication management, mindfulness, etc.)		0
SRV 5q	Exercise/Fitness		0
SRV 5r-x Mental/Behavioral Health			
SRV 5r	Detoxification Sessions		0
SRV 5s	Substance Abuse Screenings		0
SRV 5t	Substance Abuse Counseling	Other	3
SRV 5u	Mental Health Assessments	Other	3
SRV 5v	Mental Health Counseling	Other	2
SRV 5w	Crisis Response/Call-In Responses		0
SRV 5x	Domestic Violence Programs	Other	2
SRV 5y-aa Support Groups			

NPIs	Data Entry Form	Attachment A1-A5)	Estimated Number of Individuals to be served
SRV 5y	Substance Abuse Support Group Meetings	Other	1
SRV 5z	Domestic Violence Support Group Meetings	Other	2
SRV 5aa	Mental Health Support Group Meeting	Other	1
SRV 5bb-ee	Dental Services, Screenings and Exams		
SRV 5bb	Adult Dental Screening/Exams		0
SRV 5cc	Adult Dental Services (including Emergency Dental Procedures)		0
SRV 5dd	Child Dental Screenings/Exams		0
SRV 5ee	Child Dental Services (including Emergency Dental Procedures)		0
SRV 5ff-jj	Nutrition and Food/Meals		
SRV 5ff	Skills Classes (Gardening, Cooking, Nutrition)	Other	2
SRV 5gg	Community Gardening Activities		0
SRV 5hh	Incentives (e.g. gift card for food preparation, rewards for participation, etc.)	Other	50
SRV 5ii	Prepared Meals	Other	10
SRV 5jj	Food Distribution (Food Bags/Boxes, Food Share Program, Bags of Groceries)	Other	100
SRV 5kk-mm	Family Skills Development		
SRV 5kk	Family Mentoring Sessions		0
SRV 5ll	Life Skills Coaching Sessions		0
SRV 5mm	Parenting Classes	Other	5
SRV 5nn-oo	Emergency Hygiene Assistance		
SRV 5nn	Kits/boxes	Other	10
SRV 5oo	Hygiene Facility Utilizations (e.g. showers, toilets, sinks)		0
<b>SRV 6a-f</b>	<b>Civic Engagement and Community Involvement Services (SRV 6a-f)</b>		
SRV 6a	Voter Education and Access		0
SRV 6b	Leadership Training		0
SRV 6c	Tri-partite Board Membership		0
SRV 6d	Citizenship Classes		0
SRV 6e	Getting Ahead Classes		0
SRV 6f	Volunteer Training		0
<b>SRV 7</b>	<b>Services Supporting Multiple Domains (SRV 7a-b)</b>		
SRV 7a	Case Management		
SRV 7a	Case Management	Other	20
SRV 7b	Eligibility Determinations		
SRV 7b	Eligibility Determinations	Other	1500
SRV 7c	Referrals		
SRV 7c	Referrals	Other	500
SRV 7d	Transportation Services (e.g. bus passes, bus transport, support for auto purchase or repair; including emergency services)		

NPIs	Data Entry Form	Attachment (Attachment A1-A5)	Estimated Number of Individuals to be served
SRV 7d	Transportation Services (e.g. bus passes, bus transport, support for auto purchase or repair; including emergency services)	A4	70
SRV 7e-f	Childcare		
SRV 7e	Child Care subsidies	Other	10
SRV 7f	Child Care payments	Other	10
SRV 7g	Eldercare		
SRV 7g	Day Centers	Other	2
SRV 7h-j	Identification Documents		
SRV 7h	Birth Certificate	Other	2
SRV 7i	Social Security Card	Other	2
SRV 7j	Driver's License	A4	2
SRV 7k	Re-Entry Services		
SRV 7k	Criminal Record Expungements		0
SRV 7l	Immigration Support Services (relocation, food, clothing)		
SRV 7l	Immigration Support Services (relocation, food, clothing)		0
SRV 7m	Legal Assistance (includes emergency legal assistance)		
SRV 7m	Legal Assistance	Other	2
SRV 7n	Emergency Clothing Assistance		
SRV 7n	Emergency Clothing Assistance	Other	50
SRV 7o	Mediation/Customer Advocacy Interventions (debt forgiveness, negotiations or issues with landlords, coordinating with other services or government)		
SRV 7o	Mediation/Customer Advocacy Interventions		0

**Attachment E.4: Performance Statement and Targets**

**Module 4: Individual and Family Services**

Subrecipient:	Concho Valley Community Action Agency				
NPIs	Counts of Change for Indicators	Identify Need (Attachment A1-A5)	PY 2016 Results	PY 2017 Results	2019 Target
<b>FNPI 1</b>	<b>Employment Indicators (FNPI 1)</b>				
FNPI 1a	The number of unemployed youth who obtained employment to gain skills or income.				
FNPI 1b	The number of unemployed adults who obtained employment (up to a living wage).	A2	11	5	20
FNPI 1c	The number of unemployed adults who obtained and maintained employment for at least 90 days (up to a living wage).	A2	4	1	10
FNPI 1d	The number of unemployed adults who obtained and maintained employment for at least 180 days (up to a living wage).				
FNPI 1e	The number of unemployed adults who obtained employment (with a living wage or higher).	A2	11	5	5
FNPI 1f	The number of unemployed adults who obtained and maintained employment for at least 90 days (with a living wage or higher).	A2	3	1	5
FNPI 1g	The number of unemployed adults who obtained and maintained employment for at least 180 days (with a living wage or higher).				
FNPI 1h	The number of employed participants in a career-advancement related program who entered or transitioned into a position that provided increased income and/or benefits.	A2	7	3	10
FNPI 1h.1	Of the above, the number of employed participants who Increased income from employment through wage or salary amount increase.	A2			5
FNPI 1h.2	Of the above, the number of employed participants who increased income from employment through hours worked increase.	A2			5
FNPI 1h.3	Of the above, the number of employed participants who increased benefits related to employment.	A2			15
<b>FNPI 1</b>	<b>Other Employment Outcome Indicator (FNPI 1)</b>				
FNPI 1z.1	The number of unduplicated persons who achieved a household income above 125% transitioning to self-sufficiency (Must be State assigned TOP goal or higher)	Other, A2	8	7	15

**Attachment E.4: Performance Statement and Targets**

**Module 4: Individual and Family Services**

Subrecipient:	<b>Concho Valley Community Action Agency</b>				
NPIs	Counts of Change for Indicators	Identify Need (Attachment A1-A5)	PY 2016 Results	PY 2017 Results	2019 Target
<b>FNPI 2</b>	<b>Education and Cognitive Development (FNPI 2)</b>				
FNPI 2a	The number of children (0 to 5) who demonstrated improved emergent literacy skills.				
FNPI 2b	The number of children (0 to 5) who demonstrated skills for school readiness.				
FNPI 2c	The number of children and youth who demonstrated improved positive approaches toward learning, including improved		<b>0</b>	<b>0</b>	<b>0</b>
FNPI 2c.1	Early Childhood Education (ages 0-5)				
FNPI 2c.2	1st grade-8th grade				
FNPI 2c.3	9th grade-12th grade				
FNPI 2d	The number of children and youth who are achieving at basic grade level (academic, social, and other school success skills).		<b>0</b>	<b>0</b>	<b>2</b>
FNPI 2d.1	Early Childhood Education (ages 0-5)	Other			<b>2</b>
FNPI 2d.2	1st grade-8th grade				
FNPI 2d.3	9th grade-12th grade				
FNPI 2e	The number of parents/caregivers who improved their home environments.				
FNPI 2f	The number of adults who demonstrated improved basic education.	Other			<b>2</b>
FNPI 2g	The number of individuals who obtained a high school diploma and/or obtained an equivalency certificate or diploma.	Other			<b>5</b>
FNPI 2h	The number of individuals who obtained a recognized credential, certificate, or degree relating to the achievement of educational or vocational skills.	Other			<b>5</b>
FNPI 2i	The number of individuals who obtained an Associate's degree.	Other	<b>1</b>	<b>1</b>	<b>3</b>
FNPI 2j	The number of individuals who obtained a Bachelor's degree.	Other	<b>1</b>	<b>1</b>	<b>4</b>

**Attachment E.4: Performance Statement and Targets**

**Module 4: Individual and Family Services**

Subrecipient:	<b>Concho Valley Community Action Agency</b>				
NPIs	Counts of Change for Indicators	Identify Need (Attachment A1-A5)	PY 2016 Results	PY 2017 Results	2019 Target
<b>FNPI 3</b>	<b>Income and Asset Building (FNPI 3)</b>				
FNPI 3a	The number of individuals who achieved and maintained capacity to meet basic needs for 90 days.	A1, A4			<b>15</b>
FNPI 3b	The number of individuals who achieved and maintained capacity to meet basic needs for 180 days.	A4			<b>2</b>
FNPI 3c	The number of individuals who opened a savings account or IDA.	A1, A4			<b>3</b>
FNPI 3d	The number of individuals who increased their savings.	A1			<b>5</b>
FNPI 3e	The number of individuals who used their savings to purchase an asset.				
FNPI 3e.1	Of the above, the number of individuals who purchased a home.				
FNPI 3f	The number of individuals who improved their credit scores.	A1			
FNPI 3g	The number of individuals who increased their net worth.				
FNPI 3h	The number of individuals engaged with the Community Action Agency who report improved financial well-being.	A1, A4			<b>15</b>

**Attachment E.4: Performance Statement and Targets**

**Module 4: Individual and Family Services**

Subrecipient:	<b>Concho Valley Community Action Agency</b>				
NPIs	Counts of Change for Indicators	Identify Need (Attachment A1-A5)	PY 2016 Results	PY 2017 Results	2019 Target
<b>FNPI 4</b>	<b>Housing (FNPI 4)</b>				
FNPI 4a	The number of households experiencing homelessness who obtained safe temporary shelter.	A3			<b>3</b>
FNPI 4b	The number of households who obtained safe and affordable housing.	A3			<b>3</b>
FNPI 4c	The number of households who maintained safe and affordable housing for 90 days.	A3	<b>5</b>	<b>1</b>	<b>10</b>
FNPI 4d	The number of households who maintained safe and affordable housing for 180 days.				
FNPI 4e	The number of households who avoided eviction.	Other	<b>4</b>		<b>2</b>
FNPI 4f	The number of households who avoided foreclosure.				
FNPI 4g	The number of households who experienced improved health and safety due to improvements within their home (e.g. reduction or elimination of lead, radon, carbon dioxide and/or fire hazards or electrical issues, etc).	Other	<b>44</b>	<b>28</b>	<b>100</b>
FNPI 4h	The number of households with improved energy efficiency and/or energy burden reduction in their homes.	Other	<b>112</b>	<b>62</b>	<b>100</b>

**Attachment E.4: Performance Statement and Targets**

**Module 4: Individual and Family Services**

Subrecipient:	<b>Concho Valley Community Action Agency</b>				
NPIs	Counts of Change for Indicators	Identify Need (Attachment A1-A5)	PY 2016 Results	PY 2017 Results	2019 Target
<b>FNPI 5</b>	<b>Health and Social/Behavioral Development (FNPI 5)</b>				
FNPI 5a	The number of individuals who demonstrated increased nutrition skills (e.g. cooking, shopping, and growing food).	Other			5
FNPI 5b	The number of individuals who demonstrated improved physical health and well-being.	Other			5
FNPI 5c	The number of individuals who demonstrated improved mental and behavioral health and well-being.	Other			2
FNPI 5d	The number of individuals who improved skills related to the adult role of parents/ caregivers.	Other			2
FNPI 5e	The number of parents/caregivers who demonstrated increased sensitivity and responsiveness in their interactions with their children.	Other			3
FNPI 5f	The number of seniors (65+) who maintained an independent living situation.				
FNPI 5g	The number of individuals with disabilities who maintained an independent living situation.				
FNPI 5h	The number of individuals with chronic illness who maintained an independent living situation.				
FNPI 5i	The number of individuals with no recidivating event for six months.				
FNPI 5i.1	Youth (ages 14-17)				
FNPI 5i.2	Adults (ages 18+)				



**Attachment E.4: Performance Statement and Targets**

**Module 4: Individual and Family Services**

<b>Subrecipient:</b>	<b>Concho Valley Community Action Agency</b>				
<b>NPIs</b>	<b>Counts of Change for Indicators</b>	<b>Identify Need (Attachment A1-A5)</b>	<b>PY 2016 Results</b>	<b>PY 2017 Results</b>	<b>2019 Target</b>
<b>FNPI 6</b>	<b>Civic Engagement and Community Involvement Indicators (FNPI 6)</b>				
FNPI 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.				
FNPI 6a.1	Of the above, the number of Community Action program participants who improved their leadership skills.				
FNPI 6a.2	Of the above, the number of Community Action program participants who improved their social networks.				
FNPI 6a.3	Of the above, the number of Community Action program participants who gained other skills, knowledge and abilities to enhance their ability to engage.				

**Attachment E.4: Performance Statement and Targets**

**Module 4: Individual and Family Services**

<b>Subrecipient:</b>	<b>Concho Valley Community Action Agency</b>				
<b>NPIs</b>	<b>Counts of Change for Indicators</b>	<b>Identify Need (Attachment A1-A5)</b>	<b>PY 2016 Results</b>	<b>PY 2017 Results</b>	<b>2019 Target</b>
<b>FNPI 7</b>	<b>Outcomes Across Multiple Domains (FNPI 7)</b>				
FNPI 7a	The number of individuals who achieved one or more outcomes as identified by the National Performance Indicators in various domains.	A1, A2, A3, A4, Other			<b>150</b>

## Attachment D2: Performance Statement and Targets

### Module 2: Agency Level

Subrecipient:	Concho Valley Community Action Agency	
Section B: CSBG Eligible Entity Capacity Building - Data Entry Form		Number
<b>B.2</b>	<b>Hours of Agency Capacity Building (e.g. training, planning, assessment):</b>	
B.2a	Hours of Board Members in capacity building activities	
B.2b	Hours of Agency Staff in capacity building activities	
<b>B.3</b>	<b>Volunteer Hours of Agency Capacity Building (e.g. program support, service delivery, fundraising):</b>	
B.3a	Total number of volunteer hours donated to the agency	
B.3a.1	Of the above, the total number of volunteer hours donated by individuals with low-incomes	
<b>B.4</b>	<b>The number of staff who hold certifications that increase agency capacity to achieve family and community outcomes, as measured by one or more of the following:</b>	
B.4a	Number of Nationally Certified ROMA Trainers	
B.4b	Number of Nationally Certified ROMA Implementers	2
B.4c	Number of Certified Community Action Professionals (CCAP)	
B.4d	Number of Staff with a child development certification	
B.4e	Number of Staff with a family development certification	
B.4f	Number of Pathways Reviewers	
B.4g	Number of Staff with Home Energy Professional Certifications	2
B.4g.1	Number of Energy Auditors	
B.4g.2	Number of Retrofit Installer Technicians	
B.4g.3	Number of Crew Leaders	
B.4g.4	Number of Quality Control Inspectors (QCI)	2
B.4h	Number of LEED Risk Certified assessors	
B.4i	Number of Building Performance Institute (BPI) certified professionals	
B.4j	Number of Classroom Assessment Scoring System (CLASS) certified professionals	
B.4k	Number of Certified Housing Quality Standards (HQS) Inspectors	
B.4l	Number of American Institute of Certified Planners (AICP)	
B.4m	Other (Please specify others below):	
<b>B.5</b>	<b>Number of organizations, both public and private, that the CSBG Eligible Entity actively</b>	
B.5a	Non-Profit	13
B.5b	Faith Based	5
B.5c	Local Government	10
B.5d	State Government	9
B.5e	Federal Government	1
B.5f	For-Profit Business or Corporation	0
B.5g	Consortiums/Collaborations	0
B.5h	School Districts	0
B.5i	Institutions of Post-Secondary Education/Training	2
B.5j	Financial/Banking Institutions	0
B.5k	Health Service Organizations	5
B.5l	Statewide Associations or Collaborations	0

**Attachment B: Provision of Nutritious Foods and Initiatives, Case Management Services, Caseload and Referral Organizations**



<b>Subrecipient:</b>	<b>Concho Valley Community Action Agency</b>
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**Section B1: Provision of Nutritious Foods and Initiatives**

**Provision of Nutritious Foods:** Describe how the **Subrecipient will provide, on an emergency basis**, such supplies and services, nutritious foods, and related services, as may be necessary to counteract the conditions of starvation and malnutrition among low-income individuals.

CVCAA does not provide direct emergency food assistance, however, customer needs are met through referrals to other agencies. Customers are first referred to the Texas Department of Health and Human Services for emergency food stamps. While waiting for approval, they are referred to Rust Street Ministries, Project Dignidad, and Catholic Outreach for emergency food boxes. For an immediate meal, they are referred to the Salvation Army and the Wesley Soup Kitchen. Local churches that have food pantries for an immediate need are also used such as Freedom Fellowship, Segunda Iglesia Bautista Bread Ministry, and St. Paul Presbyterian. WIC also provides food and nutritional counseling for women, infants and children. Healthy Families provides nutritional counseling for pregnant and young mothers also. Meals for the Elderly provides a daily meal to the elderly population. CVCAA also refers customers to 211 for the most up to date referrals for food. However, if an immediate crisis is evident, CVCAA may use CSBG Direct Service funds to remedy the situation.

**Initiatives:** Describe the use of CSBG funds to *support innovative community and neighborhood-based initiatives* related to the purposes of CSBG, which may include fatherhood initiatives and other initiatives with the goal of strengthening families and encouraging effective parenting.

CSBG funds case managers who make referrals to appropriate agencies. CVCAA refers to the following agencies as needed. The Pregnancy Help Center provides prenatal, parenting, life skills, and men's classes for the entire family. Classes are earn while you learn. Students earn items such as diapers, car seats, and strollers. Healthy Families works one on one with the expectant mother and provides classes and case management. Safe Kids provides car seats. West Texas Counseling and Guidance Center provides low cost/no cost professional counseling for local families.

**Attachment B: Provision of Nutritious Foods and Initiatives, Case Management Services, Caseload and Referral Organizations**



<b>Subrecipient:</b>	<b>Concho Valley Community Action Agency</b>
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<b>Section B2: Case Management Services and Caseload</b>	
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1. Have all case managers completed the case management training video series through the TDHCA website, or attended case management training? <a href="http://www.tdhca.state.tx.us/community-affairs/csbg/case-management-training-series.htm">http://www.tdhca.state.tx.us/community-affairs/csbg/case-management-training-series.htm</a>	<b>Yes</b>
2. Do the case managers have appropriate documentation of their case management process in their client files?	<b>Yes</b>
3. How often are the case managers evaluated, by supervisors, towards their TOP goals?	<b>Monthly</b>

Number of Case Managers	<b>3</b>	Average Household Size	<b>2.5</b>
Agency TOP Goal assigned by State	<b>9</b>	Minimum Number of Clients per Case Manager to TOP	<b>1</b>

<b>Section B3: Referral Organizations</b>	
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<b>Referral Organizations</b>	<b>Social Service Coalitions</b>
<b>Child Support Offices</b>	<b>Texas Workforce Commission Offices</b>
Combine all four groups into one excel worksheet - template provided in Tab: Referrals	

Support Services

County Served	Organization Name	Address	City/Town	Zip	Phone	Contact Person	Email	Website	Employment	Job Skills/Training	Education	Income	Housing	Healthcare	Food	Utilities	Child Care	Clothing	Transportation	State Organization	CoC/CRG	Additional Services	Partnership MOU or Contract Y/N
Coke	Texas Workforce Commission/Workforce Development Board	202 Henry O' Flipper St	San Angelo	76903	325-653-2321	Bernie Coffee	<a href="mailto:bcoffee@cvworkforce.org">bcoffee@cvworkforce.org</a>	<a href="http://cvworkforce.org/">http://cvworkforce.org/</a>	Y	Y	Y	Y	N	N	N	Y	Y	Y	Y	Y	N	Veteran's Services, Youth Program Training	Y
Concho	Texas Workforce Commission/Workforce Development Board	202 Henry O' Flipper St	San Angelo	76903	325-653-2321	Bernie Coffee	<a href="mailto:bcoffee@cvworkforce.org">bcoffee@cvworkforce.org</a>	<a href="http://cvworkforce.org/">http://cvworkforce.org/</a>	Y	Y	Y	Y	N	N	N	Y	Y	Y	Y	Y	N	Veteran's Services, Youth Program Training	Y
Crockett	Texas Workforce Commission/Workforce Development Board	202 Henry O' Flipper St	San Angelo	76903	325-653-2321	Bernie Coffee	<a href="mailto:bcoffee@cvworkforce.org">bcoffee@cvworkforce.org</a>	<a href="http://cvworkforce.org/">http://cvworkforce.org/</a>	Y	Y	Y	Y	N	N	N	Y	Y	Y	Y	Y	N	Veteran's Services, Youth Program Training	Y
Irion	Texas Workforce Commission/Workforce Development Board	202 Henry O' Flipper St	San Angelo	76903	325-653-2321	Bernie Coffee	<a href="mailto:bcoffee@cvworkforce.org">bcoffee@cvworkforce.org</a>	<a href="http://cvworkforce.org/">http://cvworkforce.org/</a>	Y	Y	Y	Y	N	N	N	Y	Y	Y	Y	Y	N	Veteran's Services, Youth Program Training	Y
Kimble	Texas Workforce Commission/Workforce Development Board	202 Henry O' Flipper St	San Angelo	76903	325-653-2321	Bernie Coffee	<a href="mailto:bcoffee@cvworkforce.org">bcoffee@cvworkforce.org</a>	<a href="http://cvworkforce.org/">http://cvworkforce.org/</a>	Y	Y	Y	Y	N	N	N	Y	Y	Y	Y	Y	N	Veteran's Services, Youth Program Training	Y
Menard	Texas Workforce Commission/Workforce Development Board	202 Henry O' Flipper St	San Angelo	76903	325-653-2321	Bernie Coffee	<a href="mailto:bcoffee@cvworkforce.org">bcoffee@cvworkforce.org</a>	<a href="http://cvworkforce.org/">http://cvworkforce.org/</a>	Y	Y	Y	Y	N	N	N	Y	Y	Y	Y	Y	N	Veteran's Services, Youth Program Training	Y
Reagan	Texas Workforce Commission/Workforce Development Board	202 Henry O' Flipper St	San Angelo	76903	325-653-2321	Bernie Coffee	<a href="mailto:bcoffee@cvworkforce.org">bcoffee@cvworkforce.org</a>	<a href="http://cvworkforce.org/">http://cvworkforce.org/</a>	Y	Y	Y	Y	N	N	N	Y	Y	Y	Y	Y	N	Veteran's Services, Youth Program Training	Y
Schleicher	Texas Workforce Commission/Workforce Development Board	202 Henry O' Flipper St	San Angelo	76903	325-653-2321	Bernie Coffee	<a href="mailto:bcoffee@cvworkforce.org">bcoffee@cvworkforce.org</a>	<a href="http://cvworkforce.org/">http://cvworkforce.org/</a>	Y	Y	Y	Y	N	N	N	Y	Y	Y	Y	Y	N	Veteran's Services, Youth Program Training	Y

Sterling	Texas Workforce Commission/Workforce Development Board	202 Henry O' Flipper St	San Angelo	76903	325-653-2321	Bernie Coffee	<a href="mailto:bcoffee@cvworkforce.org">bcoffee@cvworkforce.org</a>	<a href="http://cvworkforce.org/">http://cvworkforce.org/</a>	Y	Y	Y	Y	N	N	N	N	Y	Y	Y	Y	Y	N	Veteran's Services, Youth Program Training	Y
Sutton	Texas Workforce Commission/Workforce Development Board	202 Henry O' Flipper St	San Angelo	76903	325-653-2321	Bernie Coffee	<a href="mailto:bcoffee@cvworkforce.org">bcoffee@cvworkforce.org</a>	<a href="http://cvworkforce.org/">http://cvworkforce.org/</a>	Y	Y	Y	Y	N	N	N	N	Y	Y	Y	Y	Y	N	Veteran's Services, Youth Program Training	Y
Tom Green	Texas Workforce Commission/Workforce Development Board	202 Henry O' Flipper St	San Angelo	76903	325-653-2321	Bernie Coffee	<a href="mailto:bcoffee@cvworkforce.org">bcoffee@cvworkforce.org</a>	<a href="http://cvworkforce.org/">http://cvworkforce.org/</a>	Y	Y	Y	Y	N	N	N	N	Y	Y	Y	Y	Y	N	Veteran's Services, Youth Program Training	Y
Coke	CCMS	202 Henry O' Flipper St	San Angelo	76903	325-653-2321	Kelly Beatty	<a href="mailto:kbeatty@cvworkforce.org">kbeatty@cvworkforce.org</a>	<a href="http://www.cvworkforce.org/27/Child-Care">http://www.cvworkforce.org/27/Child-Care</a>	N	N	N	N	N	N	N	N	N	Y	N	N	N	N	Child care assistance offered for low income families.	Y
Concho	CCMS	202 Henry O' Flipper St	San Angelo	76903	325-653-2321	Kelly Beatty	<a href="mailto:kbeatty@cvworkforce.org">kbeatty@cvworkforce.org</a>	<a href="http://www.cvworkforce.org/27/Child-Care">http://www.cvworkforce.org/27/Child-Care</a>	N	N	N	N	N	N	N	N	N	Y	N	N	N	N	Child care assistance offered for low income families.	Y
Crockett	CCMS	202 Henry O' Flipper St	San Angelo	76903	325-653-2321	Kelly Beatty	<a href="mailto:kbeatty@cvworkforce.org">kbeatty@cvworkforce.org</a>	<a href="http://www.cvworkforce.org/27/Child-Care">http://www.cvworkforce.org/27/Child-Care</a>	N	N	N	N	N	N	N	N	N	Y	N	N	N	N	Child care assistance offered for low income families.	Y
Irion	CCMS	202 Henry O' Flipper St	San Angelo	76903	325-653-2321	Kelly Beatty	<a href="mailto:kbeatty@cvworkforce.org">kbeatty@cvworkforce.org</a>	<a href="http://www.cvworkforce.org/27/Child-Care">http://www.cvworkforce.org/27/Child-Care</a>	N	N	N	N	N	N	N	N	N	Y	N	N	N	N	Child care assistance offered for low income families.	Y
Kimble	CCMS	202 Henry O' Flipper St	San Angelo	76903	325-653-2321	Kelly Beatty	<a href="mailto:kbeatty@cvworkforce.org">kbeatty@cvworkforce.org</a>	<a href="http://www.cvworkforce.org/27/Child-Care">http://www.cvworkforce.org/27/Child-Care</a>	N	N	N	N	N	N	N	N	N	Y	N	N	N	N	Child care assistance offered for low income families.	Y
Menard	CCMS	202 Henry O' Flipper St	San Angelo	76903	325-653-2321	Kelly Beatty	<a href="mailto:kbeatty@cvworkforce.org">kbeatty@cvworkforce.org</a>	<a href="http://www.cvworkforce.org/27/Child-Care">http://www.cvworkforce.org/27/Child-Care</a>	N	N	N	N	N	N	N	N	N	Y	N	N	N	N	Child care assistance offered for low income families.	Y
Reagan	CCMS	202 Henry O' Flipper St	San Angelo	76903	325-653-2321	Kelly Beatty	<a href="mailto:kbeatty@cvworkforce.org">kbeatty@cvworkforce.org</a>	<a href="http://www.cvworkforce.org/27/Child-Care">http://www.cvworkforce.org/27/Child-Care</a>	N	N	N	N	N	N	N	N	N	Y	N	N	N	N	Child care assistance offered for low income families.	Y

Schleicher	CCMS	202 Henry O' Flipper St	San Angelo	76903	325-653-2321	Kelly Beatty	<a href="mailto:kbeatty@cvworkforce.org">kbeatty@cvworkforce.org</a>	<a href="http://www.cvworkforce.org/27/Child-Care">http://www.cvworkforce.org/27/Child-Care</a>	N	N	N	N	N	N	N	N	N	N	N	Y	N	N	N	N	Child care assistance offered for low income families.	Y
Sterling	CCMS	202 Henry O' Flipper St	San Angelo	76903	325-653-2321	Kelly Beatty	<a href="mailto:kbeatty@cvworkforce.org">kbeatty@cvworkforce.org</a>	<a href="http://www.cvworkforce.org/27/Child-Care">http://www.cvworkforce.org/27/Child-Care</a>	N	N	N	N	N	N	N	N	N	N	N	Y	N	N	N	N	Child care assistance offered for low income families.	Y
Sutton	CCMS	202 Henry O' Flipper St	San Angelo	76903	325-653-2321	Kelly Beatty	<a href="mailto:kbeatty@cvworkforce.org">kbeatty@cvworkforce.org</a>	<a href="http://www.cvworkforce.org/27/Child-Care">http://www.cvworkforce.org/27/Child-Care</a>	N	N	N	N	N	N	N	N	N	N	N	Y	N	N	N	N	Child care assistance offered for low income families.	Y
Tom Green	CCMS	202 Henry O' Flipper St	San Angelo	76903	325-653-2321	Kelly Beatty	<a href="mailto:kbeatty@cvworkforce.org">kbeatty@cvworkforce.org</a>	<a href="http://www.cvworkforce.org/27/Child-Care">http://www.cvworkforce.org/27/Child-Care</a>	N	N	N	N	N	N	N	N	N	N	N	Y	N	N	N	N	Child care assistance offered for low income families.	Y
Coke	Texas Health and Human Service	622 S. Oakes St Ste E	San Angelo	76903	325-655-0576	Tina Howard Evans	<a href="mailto:tina.howardevans@hhsc.state.tx.us">tina.howardevans@hhsc.state.tx.us</a>	<a href="https://hhs.texas.gov/">https://hhs.texas.gov/</a>	N	N	N	Y	N	Y	Y	N	N	N	N	N	N	Y	N	N	They provide required referrals to TWC to those enrolled in SNAP and TANF programs.	N
Concho	Texas Health and Human Service	622 S. Oakes St Ste E	San Angelo	76903	325-655-0576	Tina Howard Evans	<a href="mailto:tina.howardevans@hhsc.state.tx.us">tina.howardevans@hhsc.state.tx.us</a>	<a href="https://hhs.texas.gov/">https://hhs.texas.gov/</a>	N	N	N	Y	N	Y	Y	N	N	N	N	N	Y	N	N	N	They provide required referrals to TWC to those enrolled in SNAP and TANF programs.	N
Crockett	Texas Health and Human Service	622 S. Oakes St Ste E	San Angelo	76903	325-655-0576	Tina Howard Evans	<a href="mailto:tina.howardevans@hhsc.state.tx.us">tina.howardevans@hhsc.state.tx.us</a>	<a href="https://hhs.texas.gov/">https://hhs.texas.gov/</a>	N	N	N	Y	N	Y	Y	N	N	N	N	N	Y	N	N	N	They provide required referrals to TWC to those enrolled in SNAP and TANF programs.	N
Irion	Texas Health and Human Service	622 S. Oakes St Ste E	San Angelo	76903	325-655-0576	Tina Howard Evans	<a href="mailto:tina.howardevans@hhsc.state.tx.us">tina.howardevans@hhsc.state.tx.us</a>	<a href="https://hhs.texas.gov/">https://hhs.texas.gov/</a>	N	N	N	Y	N	Y	Y	N	N	N	N	N	Y	N	N	N	They provide required referrals to TWC to those enrolled in SNAP and TANF programs.	N
Kimble	Texas Health and Human Service	622 S. Oakes St Ste E	San Angelo	76903	325-655-0576	Tina Howard Evans	<a href="mailto:tina.howardevans@hhsc.state.tx.us">tina.howardevans@hhsc.state.tx.us</a>	<a href="https://hhs.texas.gov/">https://hhs.texas.gov/</a>	N	N	N	Y	N	Y	Y	N	N	N	N	N	Y	N	N	N	They provide required referrals to TWC to those enrolled in SNAP and TANF programs.	N
Menard	Texas Health and Human Service	622 S. Oakes St Ste E	San Angelo	76903	325-655-0576	Tina Howard Evans	<a href="mailto:tina.howardevans@hhsc.state.tx.us">tina.howardevans@hhsc.state.tx.us</a>	<a href="https://hhs.texas.gov/">https://hhs.texas.gov/</a>	N	N	N	Y	N	Y	Y	N	N	N	N	N	Y	N	N	N	They provide required referrals to TWC to those enrolled in SNAP and TANF programs.	N
Reagan	Texas Health and Human Service	622 S. Oakes St Ste E	San Angelo	76903	325-655-0576	Tina Howard Evans	<a href="mailto:tina.howardevans@hhsc.state.tx.us">tina.howardevans@hhsc.state.tx.us</a>	<a href="https://hhs.texas.gov/">https://hhs.texas.gov/</a>	N	N	N	Y	N	Y	Y	N	N	N	N	N	Y	N	N	N	They provide required referrals to TWC to those enrolled in SNAP and TANF programs.	N
Schleicher	Texas Health and Human Service	622 S. Oakes St Ste E	San Angelo	76903	325-655-0576	Tina Howard Evans	<a href="mailto:tina.howardevans@hhsc.state.tx.us">tina.howardevans@hhsc.state.tx.us</a>	<a href="https://hhs.texas.gov/">https://hhs.texas.gov/</a>	N	N	N	Y	N	Y	Y	N	N	N	N	N	Y	N	N	N	They provide required referrals to TWC to those enrolled in SNAP and TANF programs.	N
Sterling	Texas Health and Human Service	622 S. Oakes St Ste E	San Angelo	76903	325-655-0576	Tina Howard Evans	<a href="mailto:tina.howardevans@hhsc.state.tx.us">tina.howardevans@hhsc.state.tx.us</a>	<a href="https://hhs.texas.gov/">https://hhs.texas.gov/</a>	N	N	N	Y	N	Y	Y	N	N	N	N	N	Y	N	N	N	They provide required referrals to TWC to those enrolled in SNAP and TANF programs.	N



Sutton	Texas Health and Human Service	622 S. Oakes St Ste E	San Angelo	76903	325-655-0576	Tina Howard Evans	<a href="mailto:tina.howardevans@hhsc.state.tx.us">tina.howardevans@hhsc.state.tx.us</a>	<a href="https://hhs.texas.gov/">https://hhs.texas.gov/</a>	N	N	N	Y	N	Y	Y	N	N	N	N	Y	N	They provide required referrals to TWC to those enrolled in SNAP and TANF programs.	N	
Tom Green	Texas Health and Human Service	622 S. Oakes St Ste E	San Angelo	76903	325-655-0576	Tina Howard Evans	<a href="mailto:tina.howardevans@hhsc.state.tx.us">tina.howardevans@hhsc.state.tx.us</a>	<a href="https://hhs.texas.gov/">https://hhs.texas.gov/</a>	N	N	N	Y	N	Y	Y	N	N	N	N	Y	N	They provide required referrals to TWC to those enrolled in SNAP and TANF programs.	N	
Coke	Concho Valley Council of Governments	2801 W. Loop 306, Suite A	San Angelo	76904	325-944-9666	John Austin Stokes	<a href="mailto:john.stokes@cvcog.org">john.stokes@cvcog.org</a>	<a href="http://www.cvcog.org/cvcog/">http://www.cvcog.org/cvcog/</a>	N	N	N	N	N	N	N	N	N	N	N	Y	N	N	The CVCOG offers transportation and includes 211, Head Start Administrative Offices, and Area Agency on Aging in the same building.	Y
Concho	Concho Valley Council of Governments	2801 W. Loop 306, Suite A	San Angelo	76904	325-944-9666	John Austin Stokes	<a href="mailto:john.stokes@cvcog.org">john.stokes@cvcog.org</a>	<a href="http://www.cvcog.org/cvcog/">http://www.cvcog.org/cvcog/</a>	N	N	N	N	N	N	N	N	N	N	N	Y	N	N	The CVCOG offers transportation and includes 211, Head Start Administrative Offices, and Area Agency on Aging in the same building.	Y
Crockett	Concho Valley Council of Governments	2801 W. Loop 306, Suite A	San Angelo	76904	325-944-9666	John Austin Stokes	<a href="mailto:john.stokes@cvcog.org">john.stokes@cvcog.org</a>	<a href="http://www.cvcog.org/cvcog/">http://www.cvcog.org/cvcog/</a>	N	N	N	N	N	N	N	N	N	N	N	Y	N	N	The CVCOG offers transportation and includes 211, Head Start Administrative Offices, and Area Agency on Aging in the same building.	Y
Irion	Concho Valley Council of Governments	2801 W. Loop 306, Suite A	San Angelo	76904	325-944-9666	John Austin Stokes	<a href="mailto:john.stokes@cvcog.org">john.stokes@cvcog.org</a>	<a href="http://www.cvcog.org/cvcog/">http://www.cvcog.org/cvcog/</a>	N	N	N	N	N	N	N	N	N	N	N	Y	N	N	The CVCOG offers transportation and includes 211, Head Start Administrative Offices, and Area Agency on Aging in the same building.	Y
Kimble	Concho Valley Council of Governments	2801 W. Loop 306, Suite A	San Angelo	76904	325-944-9666	John Austin Stokes	<a href="mailto:john.stokes@cvcog.org">john.stokes@cvcog.org</a>	<a href="http://www.cvcog.org/cvcog/">http://www.cvcog.org/cvcog/</a>	N	N	N	N	N	N	N	N	N	N	N	Y	N	N	The CVCOG offers transportation and includes 211, Head Start Administrative Offices, and Area Agency on Aging in the same building.	Y
Menard	Concho Valley Council of Governments	2801 W. Loop 306, Suite A	San Angelo	76904	325-944-9666	John Austin Stokes	<a href="mailto:john.stokes@cvcog.org">john.stokes@cvcog.org</a>	<a href="http://www.cvcog.org/cvcog/">http://www.cvcog.org/cvcog/</a>	N	N	N	N	N	N	N	N	N	N	N	Y	N	N	The CVCOG offers transportation and includes 211, Head Start Administrative Offices, and Area Agency on Aging in the same building.	Y
Reagan	Concho Valley Council of Governments	2801 W. Loop 306, Suite A	San Angelo	76904	325-944-9666	John Austin Stokes	<a href="mailto:john.stokes@cvcog.org">john.stokes@cvcog.org</a>	<a href="http://www.cvcog.org/cvcog/">http://www.cvcog.org/cvcog/</a>	N	N	N	N	N	N	N	N	N	N	N	Y	N	N	The CVCOG offers transportation and includes 211, Head Start Administrative Offices, and Area Agency on Aging in the same building.	Y

Schleicher	Concho Valley Council of Governments	2801 W. Loop 306, Suite A	San Angelo	76904	325-944-9666	John Austin Stokes	<a href="mailto:john.stokes@cvcog.org">john.stokes@cvcog.org</a>	<a href="http://www.w.cvcog.org/cvcog/">http://www.w.cvcog.org/cvcog/</a>	N	N	N	N	N	N	N	N	N	N	N	N	N	Y	N	N	The CVCOG offers transportation and includes 211, Head Start Administrative Offices, and Area Agency on Aging in the same building.	Y
Sterling	Concho Valley Council of Governments	2801 W. Loop 306, Suite A	San Angelo	76904	325-944-9666	John Austin Stokes	<a href="mailto:john.stokes@cvcog.org">john.stokes@cvcog.org</a>	<a href="http://www.w.cvcog.org/cvcog/">http://www.w.cvcog.org/cvcog/</a>	N	N	N	N	N	N	N	N	N	N	N	N	N	Y	N	N	The CVCOG offers transportation and includes 211, Head Start Administrative Offices, and Area Agency on Aging in the same building.	Y
Sutton	Concho Valley Council of Governments	2801 W. Loop 306, Suite A	San Angelo	76904	325-944-9666	John Austin Stokes	<a href="mailto:john.stokes@cvcog.org">john.stokes@cvcog.org</a>	<a href="http://www.w.cvcog.org/cvcog/">http://www.w.cvcog.org/cvcog/</a>	N	N	N	N	N	N	N	N	N	N	N	N	N	Y	N	N	The CVCOG offers transportation and includes 211, Head Start Administrative Offices, and Area Agency on Aging in the same building.	Y
Tom Green	Concho Valley Council of Governments	2801 W. Loop 306, Suite A	San Angelo	76904	325-944-9666	John Austin Stokes	<a href="mailto:john.stokes@cvcog.org">john.stokes@cvcog.org</a>	<a href="http://www.w.cvcog.org/cvcog/">http://www.w.cvcog.org/cvcog/</a>	N	N	N	N	N	N	N	N	N	N	N	N	N	Y	N	N	The CVCOG offers transportation and includes 211, Head Start Administrative Offices, and Area Agency on Aging in the same building.	Y
Coke	Area Agency on Aging	2801 W. Loop 306, Suite A	San Angelo	76904	325-223-5704	Toni Roberts	<a href="mailto:toni.gutierrez@cvcog.org">toni.gutierrez@cvcog.org</a>	<a href="http://www.w.cvcog.org/g/cvcog/aa.html">http://www.w.cvcog.org/g/cvcog/aa.html</a>	Y	Y	N	Y	N	Y	N	Y	N	N	Y	N	N	Y	N	N	Assists community members aged 60+ with Benefits Counseling, Legal assistance, Advocacy and referrals.	Y
Concho	Area Agency on Aging	2801 W. Loop 306, Suite A	San Angelo	76904	325-223-5704	Toni Roberts	<a href="mailto:toni.gutierrez@cvcog.org">toni.gutierrez@cvcog.org</a>	<a href="http://www.w.cvcog.org/g/cvcog/aa.html">http://www.w.cvcog.org/g/cvcog/aa.html</a>	Y	Y	N	Y	N	Y	N	Y	N	N	Y	N	N	Y	N	N	Assists community members aged 60+ with Benefits Counseling, Legal assistance, Advocacy and referrals.	Y
Crockett	Area Agency on Aging	2801 W. Loop 306, Suite A	San Angelo	76904	325-223-5704	Toni Roberts	<a href="mailto:toni.gutierrez@cvcog.org">toni.gutierrez@cvcog.org</a>	<a href="http://www.w.cvcog.org/g/cvcog/aa.html">http://www.w.cvcog.org/g/cvcog/aa.html</a>	Y	Y	N	Y	N	Y	N	Y	N	N	Y	N	N	Y	N	N	Assists community members aged 60+ with Benefits Counseling, Legal assistance, Advocacy and referrals.	Y
Irion	Area Agency on Aging	2801 W. Loop 306, Suite A	San Angelo	76904	325-223-5704	Toni Roberts	<a href="mailto:toni.gutierrez@cvcog.org">toni.gutierrez@cvcog.org</a>	<a href="http://www.w.cvcog.org/g/cvcog/aa.html">http://www.w.cvcog.org/g/cvcog/aa.html</a>	Y	Y	N	Y	N	Y	N	Y	N	N	Y	N	N	Y	N	N	Assists community members aged 60+ with Benefits Counseling, Legal assistance, Advocacy and referrals.	Y

Kimble	Area Agency on Aging	2801 W. Loop 306, Suite A	San Angelo	76904	325-223-5704	Toni Roberts	<a href="mailto:toni.gutierrez@cvcog.org">toni.gutierrez@cvcog.org</a>	<a href="http://www.cvcog.org/cvcog/aa.html">http://www.cvcog.org/cvcog/aa.html</a>	Y	Y	N	Y	N	Y	N	Y	N	N	Y	N	N	Assists community members aged 60+ with Benefits Counseling, Legal assistance, Advocacy and referrals.	Y
Menard	Area Agency on Aging	2801 W. Loop 306, Suite A	San Angelo	76904	325-223-5704	Toni Roberts	<a href="mailto:toni.gutierrez@cvcog.org">toni.gutierrez@cvcog.org</a>	<a href="http://www.cvcog.org/cvcog/aa.html">http://www.cvcog.org/cvcog/aa.html</a>	Y	Y	N	Y	N	Y	N	Y	N	N	Y	N	N	Assists community members aged 60+ with Benefits Counseling, Legal assistance, Advocacy and referrals.	Y
Reagan	Area Agency on Aging	2801 W. Loop 306, Suite A	San Angelo	76904	325-223-5704	Toni Roberts	<a href="mailto:toni.gutierrez@cvcog.org">toni.gutierrez@cvcog.org</a>	<a href="http://www.cvcog.org/cvcog/aa.html">http://www.cvcog.org/cvcog/aa.html</a>	Y	Y	N	Y	N	Y	N	Y	N	N	Y	N	N	Assists community members aged 60+ with Benefits Counseling, Legal assistance, Advocacy and referrals.	Y
Schleicher	Area Agency on Aging	2801 W. Loop 306, Suite A	San Angelo	76904	325-223-5704	Toni Roberts	<a href="mailto:toni.gutierrez@cvcog.org">toni.gutierrez@cvcog.org</a>	<a href="http://www.cvcog.org/cvcog/aa.html">http://www.cvcog.org/cvcog/aa.html</a>	Y	Y	N	Y	N	Y	N	Y	N	N	Y	N	N	Assists community members aged 60+ with Benefits Counseling, Legal assistance, Advocacy and referrals.	Y
Sterling	Area Agency on Aging	2801 W. Loop 306, Suite A	San Angelo	76904	325-223-5704	Toni Roberts	<a href="mailto:toni.gutierrez@cvcog.org">toni.gutierrez@cvcog.org</a>	<a href="http://www.cvcog.org/cvcog/aa.html">http://www.cvcog.org/cvcog/aa.html</a>	Y	Y	N	Y	N	Y	N	Y	N	N	Y	N	N	Assists community members aged 60+ with Benefits Counseling, Legal assistance, Advocacy and referrals.	Y
Sutton	Area Agency on Aging	2801 W. Loop 306, Suite A	San Angelo	76904	325-223-5704	Toni Roberts	<a href="mailto:toni.gutierrez@cvcog.org">toni.gutierrez@cvcog.org</a>	<a href="http://www.cvcog.org/cvcog/aa.html">http://www.cvcog.org/cvcog/aa.html</a>	Y	Y	N	Y	N	Y	N	Y	N	N	Y	N	N	Assists community members aged 60+ with Benefits Counseling, Legal assistance, Advocacy and referrals.	Y
Tom Green	Area Agency on Aging	2801 W. Loop 306, Suite A	San Angelo	76904	325-223-5704	Toni Roberts	<a href="mailto:toni.gutierrez@cvcog.org">toni.gutierrez@cvcog.org</a>	<a href="http://www.cvcog.org/cvcog/aa.html">http://www.cvcog.org/cvcog/aa.html</a>	Y	Y	N	Y	N	Y	N	Y	N	N	Y	N	N	Assists community members aged 60+ with Benefits Counseling, Legal assistance, Advocacy and referrals.	Y
Coke	Disability Connections	2809 Southwest Blvd.	San Angelo	76904	325-227-6624	Anita Guy	<a href="mailto:anita.guy@dcci.tx.org">anita.guy@dcci.tx.org</a>	<a href="http://dcci.tx.org/">http://dcci.tx.org/</a>	Y	Y	Y	N	N	N	N	N	N	N	N	N	N	Information, and referrals, advocacy, peer support, skills classes, transition, and relocation services	Y

Concho	Disability Connections	2809 Southwes t Blvd.	San Angelo	76904	325-227-6624	Anita Guy	<a href="mailto:anita.guy@dcci.ltx.org">anita.guy@dcci.ltx.org</a>	<a href="http://dcci.ltx.org/">http://dcci.ltx.org/</a>	Y	Y	Y	N	N	N	N	N	N	N	N	N	N	N	N	N	Information, and referrals, advocacy, peer support, skills classes, transition, and relocation services	Y
Crockett	Disability Connections	2809 Southwes t Blvd.	San Angelo	76904	325-227-6624	Anita Guy	<a href="mailto:anita.guy@dcci.ltx.org">anita.guy@dcci.ltx.org</a>	<a href="http://dcci.ltx.org/">http://dcci.ltx.org/</a>	Y	Y	Y	N	N	N	N	N	N	N	N	N	N	N	N	N	Information, and referrals, advocacy, peer support, skills classes, transition, and relocation services	Y
Irion	Disability Connections	2809 Southwes t Blvd.	San Angelo	76904	325-227-6624	Anita Guy	<a href="mailto:anita.guy@dcci.ltx.org">anita.guy@dcci.ltx.org</a>	<a href="http://dcci.ltx.org/">http://dcci.ltx.org/</a>	Y	Y	Y	N	N	N	N	N	N	N	N	N	N	N	N	N	Information, and referrals, advocacy, peer support, skills classes, transition, and relocation services	Y
Kimble	Disability Connections	2809 Southwes t Blvd.	San Angelo	76904	325-227-6624	Anita Guy	<a href="mailto:anita.guy@dcci.ltx.org">anita.guy@dcci.ltx.org</a>	<a href="http://dcci.ltx.org/">http://dcci.ltx.org/</a>	Y	Y	Y	N	N	N	N	N	N	N	N	N	N	N	N	N	Information, and referrals, advocacy, peer support, skills classes, transition, and relocation services	Y
Menard	Disability Connections	2809 Southwes t Blvd.	San Angelo	76904	325-227-6624	Anita Guy	<a href="mailto:anita.guy@dcci.ltx.org">anita.guy@dcci.ltx.org</a>	<a href="http://dcci.ltx.org/">http://dcci.ltx.org/</a>	Y	Y	Y	N	N	N	N	N	N	N	N	N	N	N	N	N	Information, and referrals, advocacy, peer support, skills classes, transition, and relocation services	Y
Reagan	Disability Connections	2809 Southwes t Blvd.	San Angelo	76904	325-227-6624	Anita Guy	<a href="mailto:anita.guy@dcci.ltx.org">anita.guy@dcci.ltx.org</a>	<a href="http://dcci.ltx.org/">http://dcci.ltx.org/</a>	Y	Y	Y	N	N	N	N	N	N	N	N	N	N	N	N	N	Information, and referrals, advocacy, peer support, skills classes, transition, and relocation services	Y
Schleicher	Disability Connections	2809 Southwes t Blvd.	San Angelo	76904	325-227-6624	Anita Guy	<a href="mailto:anita.guy@dcci.ltx.org">anita.guy@dcci.ltx.org</a>	<a href="http://dcci.ltx.org/">http://dcci.ltx.org/</a>	Y	Y	Y	N	N	N	N	N	N	N	N	N	N	N	N	N	Information, and referrals, advocacy, peer support, skills classes, transition, and relocation services	Y
Sterling	Disability Connections	2809 Southwes t Blvd.	San Angelo	76904	325-227-6624	Anita Guy	<a href="mailto:anita.guy@dcci.ltx.org">anita.guy@dcci.ltx.org</a>	<a href="http://dcci.ltx.org/">http://dcci.ltx.org/</a>	Y	Y	Y	N	N	N	N	N	N	N	N	N	N	N	N	N	Information, and referrals, advocacy, peer support, skills classes, transition, and relocation services	Y
Sutton	Disability Connections	2809 Southwes t Blvd.	San Angelo	76904	325-227-6624	Anita Guy	<a href="mailto:anita.guy@dcci.ltx.org">anita.guy@dcci.ltx.org</a>	<a href="http://dcci.ltx.org/">http://dcci.ltx.org/</a>	Y	Y	Y	N	N	N	N	N	N	N	N	N	N	N	N	N	Information, and referrals, advocacy, peer support, skills classes, transition, and relocation services	Y

Tom Green	Disability Connections	2809 Southwest Blvd.	San Angelo	76904	325-227-6624	Anita Guy	<a href="mailto:anita.guy@dcci.tx.org">anita.guy@dcci.tx.org</a>	<a href="http://dcci.tx.org/">http://dcci.tx.org/</a>	Y	Y	Y	N	N	N	N	N	N	N	N	N	N	N	N	N	N	Information, and referrals, advocacy, peer support, skills classes, transition, and relocation services	Y
Coke	Catholic Outreach Services	410 N. Chadbourne St	San Angelo	76903	325-658-4124	Connie Garrison	<a href="mailto:catholicoutreach@gmail.com">catholicoutreach@gmail.com</a>	n/a	N	N	N	N	Y	N	Y	Y	N	Y	N	N	N	N	N	N	N	They also assist with clothing	Y
Concho	Catholic Outreach Services	410 N. Chadbourne St	San Angelo	76903	325-658-4124	Connie Garrison	<a href="mailto:catholicoutreach@gmail.com">catholicoutreach@gmail.com</a>	n/a	N	N	N	N	Y	N	Y	Y	N	Y	N	N	N	N	N	N	N	They also assist with clothing	Y
Crockett	Catholic Outreach Services	410 N. Chadbourne St	San Angelo	76903	325-658-4124	Connie Garrison	<a href="mailto:catholicoutreach@gmail.com">catholicoutreach@gmail.com</a>	n/a	N	N	N	N	Y	N	Y	Y	N	Y	N	N	N	N	N	N	N	They also assist with clothing	Y
Irion	Catholic Outreach Services	410 N. Chadbourne St	San Angelo	76903	325-658-4124	Connie Garrison	<a href="mailto:catholicoutreach@gmail.com">catholicoutreach@gmail.com</a>	n/a	N	N	N	N	Y	N	Y	Y	N	Y	N	N	N	N	N	N	N	They also assist with clothing	Y
Kimble	Catholic Outreach Services	410 N. Chadbourne St	San Angelo	76903	325-658-4124	Connie Garrison	<a href="mailto:catholicoutreach@gmail.com">catholicoutreach@gmail.com</a>	n/a	N	N	N	N	Y	N	Y	Y	N	Y	N	N	N	N	N	N	N	They also assist with clothing	Y
Menard	Catholic Outreach Services	410 N. Chadbourne St	San Angelo	76903	325-658-4124	Connie Garrison	<a href="mailto:catholicoutreach@gmail.com">catholicoutreach@gmail.com</a>	n/a	N	N	N	N	Y	N	Y	Y	N	Y	N	N	N	N	N	N	N	They also assist with clothing	Y
Reagan	Catholic Outreach Services	410 N. Chadbourne St	San Angelo	76903	325-658-4124	Connie Garrison	<a href="mailto:catholicoutreach@gmail.com">catholicoutreach@gmail.com</a>	n/a	N	N	N	N	Y	N	Y	Y	N	Y	N	N	N	N	N	N	N	They also assist with clothing	Y
Schleicher	Catholic Outreach Services	410 N. Chadbourne St	San Angelo	76903	325-658-4124	Connie Garrison	<a href="mailto:catholicoutreach@gmail.com">catholicoutreach@gmail.com</a>	n/a	N	N	N	N	Y	N	Y	Y	N	Y	N	N	N	N	N	N	N	They also assist with clothing	Y
Sterling	Catholic Outreach Services	410 N. Chadbourne St	San Angelo	76903	325-658-4124	Connie Garrison	<a href="mailto:catholicoutreach@gmail.com">catholicoutreach@gmail.com</a>	n/a	N	N	N	N	Y	N	Y	Y	N	Y	N	N	N	N	N	N	N	They also assist with clothing	Y
Sutton	Catholic Outreach Services	410 N. Chadbourne St	San Angelo	76903	325-658-4124	Connie Garrison	<a href="mailto:catholicoutreach@gmail.com">catholicoutreach@gmail.com</a>	n/a	N	N	N	N	Y	N	Y	Y	N	Y	N	N	N	N	N	N	N	They also assist with clothing	Y
Tom Green	Catholic Outreach Services	410 N. Chadbourne St	San Angelo	76903	325-658-4124	Connie Garrison	<a href="mailto:catholicoutreach@gmail.com">catholicoutreach@gmail.com</a>	n/a	N	N	N	N	Y	N	Y	Y	N	Y	N	N	N	N	N	N	N	They also assist with clothing	Y
Coke	Christians In Action	555 E. 6th St.	San Angelo	76903	325-655-5127	Elaina Aguirre	<a href="mailto:elaina@christiansinaction.us">elaina@christiansinaction.us</a>	<a href="http://www.christiansinaction.us/">http://www.christiansinaction.us/</a>	N	N	N	Y	Y	N	Y	Y	N	Y	Y	N	N	N	N	N	N	They also assist with furniture and household items.	Y
Concho	Christians In Action	555 E. 6th St.	San Angelo	76903	325-655-5127	Elaina Aguirre	<a href="mailto:elaina@christiansinaction.us">elaina@christiansinaction.us</a>	<a href="http://www.christiansinaction.us/">http://www.christiansinaction.us/</a>	N	N	N	Y	Y	N	Y	Y	N	Y	Y	N	N	N	N	N	N	They also assist with furniture and household items.	Y

Crockett	Christians In Action	555 E. 6th St.	San Angelo	76903	325-655-5127	Elaina Aguirre	<a href="mailto:elaina@christiansinaction.us">elaina@christiansinaction.us</a>	<a href="http://www.christiansinaction.us/">http://www.christiansinaction.us/</a>	N	N	N	Y	Y	N	Y	Y	N	Y	Y	N	N	They also assist with furniture and household items.	Y
Irion	Christians In Action	555 E. 6th St.	San Angelo	76903	325-655-5127	Elaina Aguirre	<a href="mailto:elaina@christiansinaction.us">elaina@christiansinaction.us</a>	<a href="http://www.christiansinaction.us/">http://www.christiansinaction.us/</a>	N	N	N	Y	Y	N	Y	Y	N	Y	Y	N	N	They also assist with furniture and household items.	Y
Kimble	Christians In Action	555 E. 6th St.	San Angelo	76903	325-655-5127	Elaina Aguirre	<a href="mailto:elaina@christiansinaction.us">elaina@christiansinaction.us</a>	<a href="http://www.christiansinaction.us/">http://www.christiansinaction.us/</a>	N	N	N	Y	Y	N	Y	Y	N	Y	Y	N	N	They also assist with furniture and household items.	Y
Menard	Christians In Action	555 E. 6th St.	San Angelo	76903	325-655-5127	Elaina Aguirre	<a href="mailto:elaina@christiansinaction.us">elaina@christiansinaction.us</a>	<a href="http://www.christiansinaction.us/">http://www.christiansinaction.us/</a>	N	N	N	Y	Y	N	Y	Y	N	Y	Y	N	N	They also assist with furniture and household items.	Y
Reagan	Christians In Action	555 E. 6th St.	San Angelo	76903	325-655-5127	Elaina Aguirre	<a href="mailto:elaina@christiansinaction.us">elaina@christiansinaction.us</a>	<a href="http://www.christiansinaction.us/">http://www.christiansinaction.us/</a>	N	N	N	Y	Y	N	Y	Y	N	Y	Y	N	N	They also assist with furniture and household items.	Y
Schleicher	Christians In Action	555 E. 6th St.	San Angelo	76903	325-655-5127	Elaina Aguirre	<a href="mailto:elaina@christiansinaction.us">elaina@christiansinaction.us</a>	<a href="http://www.christiansinaction.us/">http://www.christiansinaction.us/</a>	N	N	N	Y	Y	N	Y	Y	N	Y	Y	N	N	They also assist with furniture and household items.	Y
Sterling	Christians In Action	555 E. 6th St.	San Angelo	76903	325-655-5127	Elaina Aguirre	<a href="mailto:elaina@christiansinaction.us">elaina@christiansinaction.us</a>	<a href="http://www.christiansinaction.us/">http://www.christiansinaction.us/</a>	N	N	N	Y	Y	N	Y	Y	N	Y	Y	N	N	They also assist with furniture and household items.	Y
Sutton	Christians In Action	555 E. 6th St.	San Angelo	76903	325-655-5127	Elaina Aguirre	<a href="mailto:elaina@christiansinaction.us">elaina@christiansinaction.us</a>	<a href="http://www.christiansinaction.us/">http://www.christiansinaction.us/</a>	N	N	N	Y	Y	N	Y	Y	N	Y	Y	N	N	They also assist with furniture and household items.	Y
Tom Green	Christians In Action	555 E. 6th St.	San Angelo	76903	325-655-5127	Elaina Aguirre	<a href="mailto:elaina@christiansinaction.us">elaina@christiansinaction.us</a>	<a href="http://www.christiansinaction.us/">http://www.christiansinaction.us/</a>	N	N	N	Y	Y	N	Y	Y	N	Y	Y	N	N	They also assist with furniture and household items.	Y
Coke	Rust St. Ministries	803 Rust St	San Angelo	76903	325-486-1004	Janet Branham	<a href="mailto:janetbranham@johnsonstreetministrychurch.org">janetbranham@johnsonstreetministrychurch.org</a>	<a href="http://ruststreetministrychurch.org/">http://ruststreetministrychurch.org/</a>	N	N	N	N	N	N	Y	N	N	Y	N	N	N	They also assist with furniture, household items and diabetes classes.	Y
Concho	Rust St. Ministries	803 Rust St	San Angelo	76903	325-486-1004	Janet Branham	<a href="mailto:janetbranham@johnsonstreetministrychurch.org">janetbranham@johnsonstreetministrychurch.org</a>	<a href="http://ruststreetministrychurch.org/">http://ruststreetministrychurch.org/</a>	N	N	N	N	N	N	Y	N	N	Y	N	N	N	They also assist with furniture, household items and diabetes classes.	Y
Crockett	Rust St. Ministries	803 Rust St	San Angelo	76903	325-486-1004	Janet Branham	<a href="mailto:janetbranham@johnsonstreetministrychurch.org">janetbranham@johnsonstreetministrychurch.org</a>	<a href="http://ruststreetministrychurch.org/">http://ruststreetministrychurch.org/</a>	N	N	N	N	N	N	Y	N	N	Y	N	N	N	They also assist with furniture, household items and diabetes classes.	Y
Irion	Rust St. Ministries	803 Rust St	San Angelo	76903	325-486-1004	Janet Branham	<a href="mailto:janetbranham@johnsonstreetministrychurch.org">janetbranham@johnsonstreetministrychurch.org</a>	<a href="http://ruststreetministrychurch.org/">http://ruststreetministrychurch.org/</a>	N	N	N	N	N	N	Y	N	N	Y	N	N	N	They also assist with furniture, household items and diabetes classes.	Y

Kimble	Rust St. Ministries	803 Rust St	San Angelo	76903	325-486-1004	Janet Branham	<a href="mailto:janetbranham@johnsonstreetchurch.org">janetbranham@johnsonstreetchurch.org</a>	<a href="http://ruststreetministries.org/">http://ruststreetministries.org/</a>	N	N	N	N	N	N	N	Y	N	N	Y	N	N	N	They also assist with furniture, household items and diabetes classes.	Y
Menard	Rust St. Ministries	803 Rust St	San Angelo	76903	325-486-1004	Janet Branham	<a href="mailto:janetbranham@johnsonstreetchurch.org">janetbranham@johnsonstreetchurch.org</a>	<a href="http://ruststreetministries.org/">http://ruststreetministries.org/</a>	N	N	N	N	N	N	N	Y	N	N	Y	N	N	N	They also assist with furniture, household items and diabetes classes.	Y
Reagan	Rust St. Ministries	803 Rust St	San Angelo	76903	325-486-1004	Janet Branham	<a href="mailto:janetbranham@johnsonstreetchurch.org">janetbranham@johnsonstreetchurch.org</a>	<a href="http://ruststreetministries.org/">http://ruststreetministries.org/</a>	N	N	N	N	N	N	N	Y	N	N	Y	N	N	N	They also assist with furniture, household items and diabetes classes.	Y
Schleicher	Rust St. Ministries	803 Rust St	San Angelo	76903	325-486-1004	Janet Branham	<a href="mailto:janetbranham@johnsonstreetchurch.org">janetbranham@johnsonstreetchurch.org</a>	<a href="http://ruststreetministries.org/">http://ruststreetministries.org/</a>	N	N	N	N	N	N	N	Y	N	N	Y	N	N	N	They also assist with furniture, household items and diabetes classes.	Y
Sterling	Rust St. Ministries	803 Rust St	San Angelo	76903	325-486-1004	Janet Branham	<a href="mailto:janetbranham@johnsonstreetchurch.org">janetbranham@johnsonstreetchurch.org</a>	<a href="http://ruststreetministries.org/">http://ruststreetministries.org/</a>	N	N	N	N	N	N	N	Y	N	N	Y	N	N	N	They also assist with furniture, household items and diabetes classes.	Y
Sutton	Rust St. Ministries	803 Rust St	San Angelo	76903	325-486-1004	Janet Branham	<a href="mailto:janetbranham@johnsonstreetchurch.org">janetbranham@johnsonstreetchurch.org</a>	<a href="http://ruststreetministries.org/">http://ruststreetministries.org/</a>	N	N	N	N	N	N	N	Y	N	N	Y	N	N	N	They also assist with furniture, household items and diabetes classes.	Y
Tom Green	Rust St. Ministries	803 Rust St	San Angelo	76903	325-486-1004	Janet Branham	<a href="mailto:janetbranham@johnsonstreetchurch.org">janetbranham@johnsonstreetchurch.org</a>	<a href="http://ruststreetministries.org/">http://ruststreetministries.org/</a>	N	N	N	N	N	N	N	Y	N	N	Y	N	N	N	They also assist with furniture, household items and diabetes classes.	Y
Coke	Adult Literacy Council	59 E. 6th St	San Angelo	76903	325-657-0013	Marilyn Golightly	<a href="mailto:gabemen@gmail.com">gabemen@gmail.com</a>	<a href="https://alc.cv.wordpress.com/">https://alc.cv.wordpress.com/</a>	N	N	Y	N	N	N	N	N	N	N	N	N	N	N	GED preparation, Basic Literacy, computer classes,and citizenship classes.	Y
Concho	Adult Literacy Council	59 E. 6th St	San Angelo	76903	325-657-0013	Marilyn Golightly	<a href="mailto:gabemen@gmail.com">gabemen@gmail.com</a>	<a href="https://alc.cv.wordpress.com/">https://alc.cv.wordpress.com/</a>	N	N	Y	N	N	N	N	N	N	N	N	N	N	N	GED preparation, Basic Literacy, computer classes,and citizenship classes.	Y
Crockett	Adult Literacy Council	59 E. 6th St	San Angelo	76903	325-657-0013	Marilyn Golightly	<a href="mailto:gabemen@gmail.com">gabemen@gmail.com</a>	<a href="https://alc.cv.wordpress.com/">https://alc.cv.wordpress.com/</a>	N	N	Y	N	N	N	N	N	N	N	N	N	N	N	GED preparation, Basic Literacy, computer classes,and citizenship classes.	Y
Irion	Adult Literacy Council	59 E. 6th St	San Angelo	76903	325-657-0013	Marilyn Golightly	<a href="mailto:gabemen@gmail.com">gabemen@gmail.com</a>	<a href="https://alc.cv.wordpress.com/">https://alc.cv.wordpress.com/</a>	N	N	Y	N	N	N	N	N	N	N	N	N	N	N	GED preparation, Basic Literacy, computer classes,and citizenship classes.	Y

Kimble	Adult Literacy Council	59 E. 6th St	San Angelo	76903	325-657-0013	Marilyn Golightly	<a href="mailto:gabemen@gmail.com">gabemen@gmail.com</a>	<a href="https://alc.cv.wordpress.com/">https://alc.cv.wordpress.com/</a>	N	N	Y	N	N	N	N	N	N	N	N	N	N	N	N	GED preparation, Basic Literacy, computer classes, and citizenship classes.	Y
Menard	Adult Literacy Council	59 E. 6th St	San Angelo	76903	325-657-0013	Marilyn Golightly	<a href="mailto:gabemen@gmail.com">gabemen@gmail.com</a>	<a href="https://alc.cv.wordpress.com/">https://alc.cv.wordpress.com/</a>	N	N	Y	N	N	N	N	N	N	N	N	N	N	N	N	GED preparation, Basic Literacy, computer classes, and citizenship classes.	Y
Reagan	Adult Literacy Council	59 E. 6th St	San Angelo	76903	325-657-0013	Marilyn Golightly	<a href="mailto:gabemen@gmail.com">gabemen@gmail.com</a>	<a href="https://alc.cv.wordpress.com/">https://alc.cv.wordpress.com/</a>	N	N	Y	N	N	N	N	N	N	N	N	N	N	N	N	GED preparation, Basic Literacy, computer classes, and citizenship classes.	Y
Schleicher	Adult Literacy Council	59 E. 6th St	San Angelo	76903	325-657-0013	Marilyn Golightly	<a href="mailto:gabemen@gmail.com">gabemen@gmail.com</a>	<a href="https://alc.cv.wordpress.com/">https://alc.cv.wordpress.com/</a>	N	N	Y	N	N	N	N	N	N	N	N	N	N	N	N	GED preparation, Basic Literacy, computer classes, and citizenship classes.	Y
Sterling	Adult Literacy Council	59 E. 6th St	San Angelo	76903	325-657-0013	Marilyn Golightly	<a href="mailto:gabemen@gmail.com">gabemen@gmail.com</a>	<a href="https://alc.cv.wordpress.com/">https://alc.cv.wordpress.com/</a>	N	N	Y	N	N	N	N	N	N	N	N	N	N	N	N	GED preparation, Basic Literacy, computer classes, and citizenship classes.	Y
Sutton	Adult Literacy Council	59 E. 6th St	San Angelo	76903	325-657-0013	Marilyn Golightly	<a href="mailto:gabemen@gmail.com">gabemen@gmail.com</a>	<a href="https://alc.cv.wordpress.com/">https://alc.cv.wordpress.com/</a>	N	N	Y	N	N	N	N	N	N	N	N	N	N	N	N	GED preparation, Basic Literacy, computer classes, and citizenship classes.	Y
Tom Green	Adult Literacy Council	59 E. 6th St	San Angelo	76903	325-657-0013	Marilyn Golightly	<a href="mailto:gabemen@gmail.com">gabemen@gmail.com</a>	<a href="https://alc.cv.wordpress.com/">https://alc.cv.wordpress.com/</a>	N	N	Y	N	N	N	N	N	N	N	N	N	N	N	N	GED preparation, Basic Literacy, computer classes, and citizenship classes.	Y
Tom Green	Meals for the Elderly	310 E. Houston Harte	San Angelo	76903	325-655-9200	Charlyn Ocker	<a href="http://www.mealsfortheelderly.org/">http://www.mealsfortheelderly.org/</a>	<a href="http://www.mealsfortheelderly.org/">http://www.mealsfortheelderly.org/</a>	N	N	N	N	N	N	Y	N	N	N	N	N	N	N	N	They deliver meals each weekday and a sack lunch for the weekend for homebound/elderly population.	N
Tom Green	City of San Angelo Senior Nutrition Program/Recreational Programs	702 S. Chadbourne St	San Angelo	76903	325-657-4484	Sandra Aguilar	<a href="mailto:sandra.aguilar@cosatx.us">sandra.aguilar@cosatx.us</a>	<a href="http://www.cosatx.us/departments-services/senior-services">http://www.cosatx.us/departments-services/senior-services</a>	N	N	N	N	N	N	Y	N	N	N	N	N	N	N	N	Provides meals, activities, fitness classes, arts, crafts, games, computer and fitness classes for the elderly population 55+.	N



Coke	Salvation Army	122 W. 2nd St	San Angelo	76903	325-655-6981	Majors Stan and Debra Carr	<a href="mailto:Stan.Carr@uss.salvation.army.org">Stan.Carr@uss.salvation.army.org</a>	<a href="http://www.salvationarmytexas.org/sanangelo/">http://www.salvationarmytexas.org/sanangelo/</a>	N	N	N	Y	Y	N	Y	N	N	Y	N	N	N	Emergency services, including emergency shelter, emergency financial assistance, and worship ministries and women's activities.	Y
Concho	Salvation Army	122 W. 2nd St	San Angelo	76903	325-655-6981	Majors Stan and Debra Carr	<a href="mailto:Stan.Carr@uss.salvation.army.org">Stan.Carr@uss.salvation.army.org</a>	<a href="http://www.salvationarmytexas.org/sanangelo/">http://www.salvationarmytexas.org/sanangelo/</a>	N	N	N	Y	Y	N	Y	N	N	Y	N	N	N	Emergency services, including emergency shelter, emergency financial assistance, and worship ministries and women's activities.	Y
Crockett	Salvation Army	122 W. 2nd St	San Angelo	76903	325-655-6981	Majors Stan and Debra Carr	<a href="mailto:Stan.Carr@uss.salvation.army.org">Stan.Carr@uss.salvation.army.org</a>	<a href="http://www.salvationarmytexas.org/sanangelo/">http://www.salvationarmytexas.org/sanangelo/</a>	N	N	N	Y	Y	N	Y	N	N	Y	N	N	N	Emergency services, including emergency shelter, emergency financial assistance, and worship ministries and women's activities.	Y
Irion	Salvation Army	122 W. 2nd St	San Angelo	76903	325-655-6981	Majors Stan and Debra Carr	<a href="mailto:Stan.Carr@uss.salvation.army.org">Stan.Carr@uss.salvation.army.org</a>	<a href="http://www.salvationarmytexas.org/sanangelo/">http://www.salvationarmytexas.org/sanangelo/</a>	N	N	N	Y	Y	N	Y	N	N	Y	N	N	N	Emergency services, including emergency shelter, emergency financial assistance, and worship ministries and women's activities.	Y
Kimble	Salvation Army	122 W. 2nd St	San Angelo	76903	325-655-6981	Majors Stan and Debra Carr	<a href="mailto:Stan.Carr@uss.salvation.army.org">Stan.Carr@uss.salvation.army.org</a>	<a href="http://www.salvationarmytexas.org/sanangelo/">http://www.salvationarmytexas.org/sanangelo/</a>	N	N	N	Y	Y	N	Y	N	N	Y	N	N	N	Emergency services, including emergency shelter, emergency financial assistance, and worship ministries and women's activities.	Y
Menard	Salvation Army	122 W. 2nd St	San Angelo	76903	325-655-6981	Majors Stan and Debra Carr	<a href="mailto:Stan.Carr@uss.salvation.army.org">Stan.Carr@uss.salvation.army.org</a>	<a href="http://www.salvationarmytexas.org/sanangelo/">http://www.salvationarmytexas.org/sanangelo/</a>	N	N	N	Y	Y	N	Y	N	N	Y	N	N	N	Emergency services, including emergency shelter, emergency financial assistance, and worship ministries and women's activities.	Y
Reagan	Salvation Army	122 W. 2nd St	San Angelo	76903	325-655-6981	Majors Stan and Debra Carr	<a href="mailto:Stan.Carr@uss.salvation.army.org">Stan.Carr@uss.salvation.army.org</a>	<a href="http://www.salvationarmytexas.org/sanangelo/">http://www.salvationarmytexas.org/sanangelo/</a>	N	N	N	Y	Y	N	Y	N	N	Y	N	N	N	Emergency services, including emergency shelter, emergency financial assistance, and worship ministries and women's activities.	Y

Schleicher	Salvation Army	122 W. 2nd St	San Angelo	76903	325-655-6981	Majors Stan and Debra Carr	<a href="mailto:Stan.Carr@uss.salvation.army.org">Stan.Carr@uss.salvation.army.org</a>	<a href="http://www.salvationarmytexas.org/sanangelo/">http://www.salvationarmytexas.org/sanangelo/</a>	N	N	N	Y	Y	N	Y	N	N	Y	N	N	N	Emergency services, including emergency shelter, emergency financial assistance, and worship ministries and women's activities.	Y
Sterling	Salvation Army	122 W. 2nd St	San Angelo	76903	325-655-6981	Majors Stan and Debra Carr	<a href="mailto:Stan.Carr@uss.salvation.army.org">Stan.Carr@uss.salvation.army.org</a>	<a href="http://www.salvationarmytexas.org/sanangelo/">http://www.salvationarmytexas.org/sanangelo/</a>	N	N	N	Y	Y	N	Y	N	N	Y	N	N	N	Emergency services, including emergency shelter, emergency financial assistance, and worship ministries and women's activities.	Y
Sutton	Salvation Army	122 W. 2nd St	San Angelo	76903	325-655-6981	Majors Stan and Debra Carr	<a href="mailto:Stan.Carr@uss.salvation.army.org">Stan.Carr@uss.salvation.army.org</a>	<a href="http://www.salvationarmytexas.org/sanangelo/">http://www.salvationarmytexas.org/sanangelo/</a>	N	N	N	Y	Y	N	Y	N	N	Y	N	N	N	Emergency services, including emergency shelter, emergency financial assistance, and worship ministries and women's activities.	Y
Tom Green	Salvation Army	122 W. 2nd St	San Angelo	76903	325-655-6981	Majors Stan and Debra Carr	<a href="mailto:Stan.Carr@uss.salvation.army.org">Stan.Carr@uss.salvation.army.org</a>	<a href="http://www.salvationarmytexas.org/sanangelo/">http://www.salvationarmytexas.org/sanangelo/</a>	N	N	N	Y	Y	N	Y	N	N	Y	N	N	N	Emergency services, including emergency shelter, emergency financial assistance, and worship ministries and women's activities.	Y
Coke	Texas Department of Family and Protective Services-CPS	622 S. Oakes St. Ste G	San Angelo	76903	325-657-7400	Reba Waller	<a href="mailto:reba.waller@dfps.state.tx.us">reba.waller@dfps.state.tx.us</a>	<a href="https://www.dfps.state.tx.us/Child_Protection/">https://www.dfps.state.tx.us/Child_Protection/</a>	N	N	N	N	Y	N	Y	Y	Y	N	Y	Y	N	Investigates reports of abuse, neglect, and/or exploitation of children/adults.	N
Concho	Texas Department of Family and Protective Services-CPS	622 S. Oakes St. Ste G	San Angelo	76903	325-657-7400	Reba Waller	<a href="mailto:reba.waller@dfps.state.tx.us">reba.waller@dfps.state.tx.us</a>	<a href="https://www.dfps.state.tx.us/Child_Protection/">https://www.dfps.state.tx.us/Child_Protection/</a>	N	N	N	N	Y	N	Y	Y	Y	N	Y	Y	N	Investigates reports of abuse, neglect, and/or exploitation of children/adults.	N
Crockett	Texas Department of Family and Protective Services-CPS	622 S. Oakes St. Ste G	San Angelo	76903	325-657-7400	Reba Waller	<a href="mailto:reba.waller@dfps.state.tx.us">reba.waller@dfps.state.tx.us</a>	<a href="https://www.dfps.state.tx.us/Child_Protection/">https://www.dfps.state.tx.us/Child_Protection/</a>	N	N	N	N	Y	N	Y	Y	Y	N	Y	Y	N	Investigates reports of abuse, neglect, and/or exploitation of children/adults.	N
Irion	Texas Department of Family and Protective Services-CPS	622 S. Oakes St. Ste G	San Angelo	76903	325-657-7400	Reba Waller	<a href="mailto:reba.waller@dfps.state.tx.us">reba.waller@dfps.state.tx.us</a>	<a href="https://www.dfps.state.tx.us/Child_Protection/">https://www.dfps.state.tx.us/Child_Protection/</a>	N	N	N	N	Y	N	Y	Y	Y	N	Y	Y	N	Investigates reports of abuse, neglect, and/or exploitation of children/adults.	N

Kimble	Texas Department of Family and Protective Services-CPS	622 S. Oakes St. Ste G	San Angelo	76903	325-657-7400	Reba Waller	<a href="mailto:reba.waller@dfps.state.tx.us">reba.waller@dfps.state.tx.us</a>	<a href="https://www.dfps.state.tx.us/Child_Protection/">https://www.dfps.state.tx.us/Child_Protection/</a>	N	N	N	N	Y	N	Y	Y	Y	N	Y	Y	N	Investigates reports of abuse, neglect, and/or exploitation of children/adults.	N
Menard	Texas Department of Family and Protective Services-CPS	622 S. Oakes St. Ste G	San Angelo	76903	325-657-7400	Reba Waller	<a href="mailto:reba.waller@dfps.state.tx.us">reba.waller@dfps.state.tx.us</a>	<a href="https://www.dfps.state.tx.us/Child_Protection/">https://www.dfps.state.tx.us/Child_Protection/</a>	N	N	N	N	Y	N	Y	Y	Y	N	Y	Y	N	Investigates reports of abuse, neglect, and/or exploitation of children/adults.	N
Reagan	Texas Department of Family and Protective Services-CPS	622 S. Oakes St. Ste G	San Angelo	76903	325-657-7400	Reba Waller	<a href="mailto:reba.waller@dfps.state.tx.us">reba.waller@dfps.state.tx.us</a>	<a href="https://www.dfps.state.tx.us/Child_Protection/">https://www.dfps.state.tx.us/Child_Protection/</a>	N	N	N	N	Y	N	Y	Y	Y	N	Y	Y	N	Investigates reports of abuse, neglect, and/or exploitation of children/adults.	N
Schleicher	Texas Department of Family and Protective Services-CPS	622 S. Oakes St. Ste G	San Angelo	76903	325-657-7400	Reba Waller	<a href="mailto:reba.waller@dfps.state.tx.us">reba.waller@dfps.state.tx.us</a>	<a href="https://www.dfps.state.tx.us/Child_Protection/">https://www.dfps.state.tx.us/Child_Protection/</a>	N	N	N	N	Y	N	Y	Y	Y	N	Y	Y	N	Investigates reports of abuse, neglect, and/or exploitation of children/adults.	N
Sterling	Texas Department of Family and Protective Services-CPS	622 S. Oakes St. Ste G	San Angelo	76903	325-657-7400	Reba Waller	<a href="mailto:reba.waller@dfps.state.tx.us">reba.waller@dfps.state.tx.us</a>	<a href="https://www.dfps.state.tx.us/Child_Protection/">https://www.dfps.state.tx.us/Child_Protection/</a>	N	N	N	N	Y	N	Y	Y	Y	N	Y	Y	N	Investigates reports of abuse, neglect, and/or exploitation of children/adults.	N
Sutton	Texas Department of Family and Protective Services-CPS	622 S. Oakes St. Ste G	San Angelo	76903	325-657-7400	Reba Waller	<a href="mailto:reba.waller@dfps.state.tx.us">reba.waller@dfps.state.tx.us</a>	<a href="https://www.dfps.state.tx.us/Child_Protection/">https://www.dfps.state.tx.us/Child_Protection/</a>	N	N	N	N	Y	N	Y	Y	Y	N	Y	Y	N	Investigates reports of abuse, neglect, and/or exploitation of children/adults.	N
Tom Green	Texas Department of Family and Protective Services-CPS	622 S. Oakes St. Ste G	San Angelo	76903	325-657-7400	Reba Waller	<a href="mailto:reba.waller@dfps.state.tx.us">reba.waller@dfps.state.tx.us</a>	<a href="https://www.dfps.state.tx.us/Child_Protection/">https://www.dfps.state.tx.us/Child_Protection/</a>	N	N	N	N	Y	N	Y	Y	Y	N	Y	Y	N	Investigates reports of abuse, neglect, and/or exploitation of children/adults.	N
Coke	Texas Department of Family and Protective Services-APS	622 S. Oakes St. Ste G	San Angelo	76903	325-657-8870	Irene Aguirre	<a href="mailto:irene.aguirre@dfps.state.tx.us">irene.aguirre@dfps.state.tx.us</a>	<a href="http://www.txabusehotline.org">www.txabusehotline.org</a>	N	N	N	N	Y	N	Y	Y	Y	N	Y	Y	N	Investigates reports of abuse, neglect, and/or exploitation of children/adults.	N
Concho	Texas Department of Family and Protective Services-APS	622 S. Oakes St. Ste G	San Angelo	76903	325-657-8870	Irene Aguirre	<a href="mailto:irene.aguirre@dfps.state.tx.us">irene.aguirre@dfps.state.tx.us</a>	<a href="http://www.txabusehotline.org">www.txabusehotline.org</a>	N	N	N	N	Y	N	Y	Y	Y	N	Y	Y	N	Investigates reports of abuse, neglect, and/or exploitation of children/adults.	N

Crockett	Texas Department of Family and Protective Services-APS	622 S. Oakes St. Ste G	San Angelo	76903	325-657-8870	Irene Aguirre	<a href="mailto:irene.aguirre@dfps.state.tx.us">irene.aguirre@dfps.state.tx.us</a>	<a href="http://www.txabusehotline.org">www.txabusehotline.org</a>	N	N	N	N	Y	N	Y	Y	Y	N	Y	Y	N	Investigates reports of abuse, neglect, and/or exploitation of children/adults.	N
Irion	Texas Department of Family and Protective Services-APS	622 S. Oakes St. Ste G	San Angelo	76903	325-657-8870	Irene Aguirre	<a href="mailto:irene.aguirre@dfps.state.tx.us">irene.aguirre@dfps.state.tx.us</a>	<a href="http://www.txabusehotline.org">www.txabusehotline.org</a>	N	N	N	N	Y	N	Y	Y	Y	N	Y	Y	N	Investigates reports of abuse, neglect, and/or exploitation of children/adults.	N
Kimble	Texas Department of Family and Protective Services-APS	622 S. Oakes St. Ste G	San Angelo	76903	325-657-8870	Irene Aguirre	<a href="mailto:irene.aguirre@dfps.state.tx.us">irene.aguirre@dfps.state.tx.us</a>	<a href="http://www.txabusehotline.org">www.txabusehotline.org</a>	N	N	N	N	Y	N	Y	Y	Y	N	Y	Y	N	Investigates reports of abuse, neglect, and/or exploitation of children/adults.	N
Menard	Texas Department of Family and Protective Services-APS	622 S. Oakes St. Ste G	San Angelo	76903	325-657-8870	Irene Aguirre	<a href="mailto:irene.aguirre@dfps.state.tx.us">irene.aguirre@dfps.state.tx.us</a>	<a href="http://www.txabusehotline.org">www.txabusehotline.org</a>	N	N	N	N	Y	N	Y	Y	Y	N	Y	Y	N	Investigates reports of abuse, neglect, and/or exploitation of children/adults.	N
Reagan	Texas Department of Family and Protective Services-APS	622 S. Oakes St. Ste G	San Angelo	76903	325-657-8870	Irene Aguirre	<a href="mailto:irene.aguirre@dfps.state.tx.us">irene.aguirre@dfps.state.tx.us</a>	<a href="http://www.txabusehotline.org">www.txabusehotline.org</a>	N	N	N	N	Y	N	Y	Y	Y	N	Y	Y	N	Investigates reports of abuse, neglect, and/or exploitation of children/adults.	N
Schleicher	Texas Department of Family and Protective Services-APS	622 S. Oakes St. Ste G	San Angelo	76903	325-657-8870	Irene Aguirre	<a href="mailto:irene.aguirre@dfps.state.tx.us">irene.aguirre@dfps.state.tx.us</a>	<a href="http://www.txabusehotline.org">www.txabusehotline.org</a>	N	N	N	N	Y	N	Y	Y	Y	N	Y	Y	N	Investigates reports of abuse, neglect, and/or exploitation of children/adults.	N
Sterling	Texas Department of Family and Protective Services-APS	622 S. Oakes St. Ste G	San Angelo	76903	325-657-8870	Irene Aguirre	<a href="mailto:irene.aguirre@dfps.state.tx.us">irene.aguirre@dfps.state.tx.us</a>	<a href="http://www.txabusehotline.org">www.txabusehotline.org</a>	N	N	N	N	Y	N	Y	Y	Y	N	Y	Y	N	Investigates reports of abuse, neglect, and/or exploitation of children/adults.	N
Sutton	Texas Department of Family and Protective Services-APS	622 S. Oakes St. Ste G	San Angelo	76903	325-657-8870	Irene Aguirre	<a href="mailto:irene.aguirre@dfps.state.tx.us">irene.aguirre@dfps.state.tx.us</a>	<a href="http://www.txabusehotline.org">www.txabusehotline.org</a>	N	N	N	N	Y	N	Y	Y	Y	N	Y	Y	N	Investigates reports of abuse, neglect, and/or exploitation of children/adults.	N
Tom Green	Texas Department of Family and Protective Services-APS	622 S. Oakes St. Ste G	San Angelo	76903	325-657-8870	Irene Aguirre	<a href="mailto:irene.aguirre@dfps.state.tx.us">irene.aguirre@dfps.state.tx.us</a>	<a href="http://www.txabusehotline.org">www.txabusehotline.org</a>	N	N	N	N	Y	N	Y	Y	Y	N	Y	Y	N	Investigates reports of abuse, neglect, and/or exploitation of children/adults.	N

Tom Green	Tom Green County Indigent Care	19 N. Irving St.	San Angelo	76903	325-659-6504	Samantha Henson	<a href="mailto:samantha.henson@co.tom-green.tx.us">samantha.henson@co.tom-green.tx.us</a>	<a href="http://www.co.tom-green.tx.us/default.aspx?name=ct.IndigentHealth">http://www.co.tom-green.tx.us/default.aspx?name=ct.IndigentHealth</a>	N	N	N	N	N	N	Y	N	N	N	N	N	N	N	N	IHC is designed to provide covered healthcare services to eligible, low income residents of Tom Green County who have no other healthcare benefits.	Y
Coke	Legal Aide	17 S. Chadbourne St #3	San Angelo	76903	325-653-6982	James Cassillas	<a href="mailto:cassillasj@lanwt.org">cassillasj@lanwt.org</a>	<a href="https://internet.lanwt.org/en-us">https://internet.lanwt.org/en-us</a>	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	Legal aide provides free civil legal services to low income residents.	N
Concho	Legal Aide	17 S. Chadbourne St #3	San Angelo	76903	325-653-6982	James Cassillas	<a href="mailto:cassillasj@lanwt.org">cassillasj@lanwt.org</a>	<a href="https://internet.lanwt.org/en-us">https://internet.lanwt.org/en-us</a>	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	Legal aide provides free civil legal services to low income residents.	N
Crockett	Legal Aide	17 S. Chadbourne St #3	San Angelo	76903	325-653-6982	James Cassillas	<a href="mailto:cassillasj@lanwt.org">cassillasj@lanwt.org</a>	<a href="https://internet.lanwt.org/en-us">https://internet.lanwt.org/en-us</a>	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	Legal aide provides free civil legal services to low income residents.	N
Irion	Legal Aide	17 S. Chadbourne St #3	San Angelo	76903	325-653-6982	James Cassillas	<a href="mailto:cassillasj@lanwt.org">cassillasj@lanwt.org</a>	<a href="https://internet.lanwt.org/en-us">https://internet.lanwt.org/en-us</a>	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	Legal aide provides free civil legal services to low income residents.	N
Kimble	Legal Aide	17 S. Chadbourne St #3	San Angelo	76903	325-653-6982	James Cassillas	<a href="mailto:cassillasj@lanwt.org">cassillasj@lanwt.org</a>	<a href="https://internet.lanwt.org/en-us">https://internet.lanwt.org/en-us</a>	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	Legal aide provides free civil legal services to low income residents.	N
Menard	Legal Aide	17 S. Chadbourne St #3	San Angelo	76903	325-653-6982	James Cassillas	<a href="mailto:cassillasj@lanwt.org">cassillasj@lanwt.org</a>	<a href="https://internet.lanwt.org/en-us">https://internet.lanwt.org/en-us</a>	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	Legal aide provides free civil legal services to low income residents.	N
Reagan	Legal Aide	17 S. Chadbourne St #3	San Angelo	76903	325-653-6982	James Cassillas	<a href="mailto:cassillasj@lanwt.org">cassillasj@lanwt.org</a>	<a href="https://internet.lanwt.org/en-us">https://internet.lanwt.org/en-us</a>	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	Legal aide provides free civil legal services to low income residents.	N
Schleicher	Legal Aide	17 S. Chadbourne St #3	San Angelo	76903	325-653-6982	James Cassillas	<a href="mailto:cassillasj@lanwt.org">cassillasj@lanwt.org</a>	<a href="https://internet.lanwt.org/en-us">https://internet.lanwt.org/en-us</a>	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	Legal aide provides free civil legal services to low income residents.	N
Sterling	Legal Aide	17 S. Chadbourne St #3	San Angelo	76903	325-653-6982	James Cassillas	<a href="mailto:cassillasj@lanwt.org">cassillasj@lanwt.org</a>	<a href="https://internet.lanwt.org/en-us">https://internet.lanwt.org/en-us</a>	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	Legal aide provides free civil legal services to low income residents.	N
Sutton	Legal Aide	17 S. Chadbourne St #3	San Angelo	76903	325-653-6982	James Cassillas	<a href="mailto:cassillasj@lanwt.org">cassillasj@lanwt.org</a>	<a href="https://internet.lanwt.org/en-us">https://internet.lanwt.org/en-us</a>	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	Legal aide provides free civil legal services to low income residents.	N

Tom Green	Legal Aide	17 S. Chadbourne St #3	San Angelo	76903	325-653-6982	James Cassillas	<a href="mailto:cassillasi@lanwt.org">cassillasi@lanwt.org</a>	<a href="https://internet.lanwt.org/en-us">https://internet.lanwt.org/en-us</a>	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	Legal aide provides free civil legal services to low income residents.	N
Coke	2-1-1 Texas of the Concho Valley	2801 W. Loop 306, Suite A	San Angelo	76904	325-223-5704	Toni Roberts	<a href="mailto:toni.gutierrez@cvcog.org">toni.gutierrez@cvcog.org</a>	<a href="http://www.cvcog.org/cvcog/211.html">http://www.cvcog.org/cvcog/211.html</a>	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	211 provides referrals only to residents of the Concho Valley	N
Concho	2-1-1 Texas of the Concho Valley	2801 W. Loop 306, Suite A	San Angelo	76904	325-223-5704	Toni Roberts	<a href="mailto:toni.gutierrez@cvcog.org">toni.gutierrez@cvcog.org</a>	<a href="http://www.cvcog.org/cvcog/211.html">http://www.cvcog.org/cvcog/211.html</a>	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	211 provides referrals only to residents of the Concho Valley	N
Crockett	2-1-1 Texas of the Concho Valley	2801 W. Loop 306, Suite A	San Angelo	76904	325-223-5704	Toni Roberts	<a href="mailto:toni.gutierrez@cvcog.org">toni.gutierrez@cvcog.org</a>	<a href="http://www.cvcog.org/cvcog/211.html">http://www.cvcog.org/cvcog/211.html</a>	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	211 provides referrals only to residents of the Concho Valley	N
Irion	2-1-1 Texas of the Concho Valley	2801 W. Loop 306, Suite A	San Angelo	76904	325-223-5704	Toni Roberts	<a href="mailto:toni.gutierrez@cvcog.org">toni.gutierrez@cvcog.org</a>	<a href="http://www.cvcog.org/cvcog/211.html">http://www.cvcog.org/cvcog/211.html</a>	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	211 provides referrals only to residents of the Concho Valley	N
Kimble	2-1-1 Texas of the Concho Valley	2801 W. Loop 306, Suite A	San Angelo	76904	325-223-5704	Toni Roberts	<a href="mailto:toni.gutierrez@cvcog.org">toni.gutierrez@cvcog.org</a>	<a href="http://www.cvcog.org/cvcog/211.html">http://www.cvcog.org/cvcog/211.html</a>	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	211 provides referrals only to residents of the Concho Valley	N
Menard	2-1-1 Texas of the Concho Valley	2801 W. Loop 306, Suite A	San Angelo	76904	325-223-5704	Toni Roberts	<a href="mailto:toni.gutierrez@cvcog.org">toni.gutierrez@cvcog.org</a>	<a href="http://www.cvcog.org/cvcog/211.html">http://www.cvcog.org/cvcog/211.html</a>	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	211 provides referrals only to residents of the Concho Valley	N
Reagan	2-1-1 Texas of the Concho Valley	2801 W. Loop 306, Suite A	San Angelo	76904	325-223-5704	Toni Roberts	<a href="mailto:toni.gutierrez@cvcog.org">toni.gutierrez@cvcog.org</a>	<a href="http://www.cvcog.org/cvcog/211.html">http://www.cvcog.org/cvcog/211.html</a>	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	211 provides referrals only to residents of the Concho Valley	N
Schleicher	2-1-1 Texas of the Concho Valley	2801 W. Loop 306, Suite A	San Angelo	76904	325-223-5704	Toni Roberts	<a href="mailto:toni.gutierrez@cvcog.org">toni.gutierrez@cvcog.org</a>	<a href="http://www.cvcog.org/cvcog/211.html">http://www.cvcog.org/cvcog/211.html</a>	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	211 provides referrals only to residents of the Concho Valley	N
Sterling	2-1-1 Texas of the Concho Valley	2801 W. Loop 306, Suite A	San Angelo	76904	325-223-5704	Toni Roberts	<a href="mailto:toni.gutierrez@cvcog.org">toni.gutierrez@cvcog.org</a>	<a href="http://www.cvcog.org/cvcog/211.html">http://www.cvcog.org/cvcog/211.html</a>	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	211 provides referrals only to residents of the Concho Valley	N
Sutton	2-1-1 Texas of the Concho Valley	2801 W. Loop 306, Suite A	San Angelo	76904	325-223-5704	Toni Roberts	<a href="mailto:toni.gutierrez@cvcog.org">toni.gutierrez@cvcog.org</a>	<a href="http://www.cvcog.org/cvcog/211.html">http://www.cvcog.org/cvcog/211.html</a>	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	211 provides referrals only to residents of the Concho Valley	N



Coke	La Esperanza Health and Dental	2033 W. Beauregard Ave.	San Angelo	76903	325-658-5339	N/A	N/A	<a href="http://www.esperanzahealth.org/">http://www.esperanzahealth.org/</a>	N	N	N	N	N	N	Y	N	N	N	N	N	N	N	N	N	They provide quality primary preventative health and dental care services, particularly the medically underserved and they also are healthcare navigators.	Y
Concho	La Esperanza Health and Dental	2033 W. Beauregard Ave.	San Angelo	76903	325-658-5339	N/A	N/A	<a href="http://www.esperanzahealth.org/">http://www.esperanzahealth.org/</a>	N	N	N	N	N	Y	N	N	N	N	N	N	N	N	N	N	They provide quality primary preventative health and dental care services, particularly the medically underserved and they also are healthcare navigators.	Y
Crockett	La Esperanza Health and Dental	2033 W. Beauregard Ave.	San Angelo	76903	325-658-5339	N/A	N/A	<a href="http://www.esperanzahealth.org/">http://www.esperanzahealth.org/</a>	N	N	N	N	N	Y	N	N	N	N	N	N	N	N	N	N	They provide quality primary preventative health and dental care services, particularly the medically underserved and they also are healthcare navigators.	Y
Irion	La Esperanza Health and Dental	2033 W. Beauregard Ave.	San Angelo	76903	325-658-5339	N/A	N/A	<a href="http://www.esperanzahealth.org/">http://www.esperanzahealth.org/</a>	N	N	N	N	N	Y	N	N	N	N	N	N	N	N	N	N	They provide quality primary preventative health and dental care services, particularly the medically underserved and they also are healthcare navigators.	Y
Kimble	La Esperanza Health and Dental	2033 W. Beauregard Ave.	San Angelo	76903	325-658-5339	N/A	N/A	<a href="http://www.esperanzahealth.org/">http://www.esperanzahealth.org/</a>	N	N	N	N	N	Y	N	N	N	N	N	N	N	N	N	N	They provide quality primary preventative health and dental care services, particularly the medically underserved and they also are healthcare navigators.	Y



Menard	La Esperanza Health and Dental	2033 W. Beauregard Ave.	San Angelo	76903	325-658-5339	N/A	<a href="#">N/A</a>	<a href="http://www.esperanzahealth.org/">http://www.esperanzahealth.org/</a>	N	N	N	N	N	Y	N	N	N	N	N	N	N	N	N	N	They provide quality primary preventative health and dental care services, particularly the medically underserved and they also are healthcare navigators.	Y
Reagan	La Esperanza Health and Dental	2033 W. Beauregard Ave.	San Angelo	76903	325-658-5339	N/A	<a href="#">N/A</a>	<a href="http://www.esperanzahealth.org/">http://www.esperanzahealth.org/</a>	N	N	N	N	N	Y	N	N	N	N	N	N	N	N	N	N	They provide quality primary preventative health and dental care services, particularly the medically underserved and they also are healthcare navigators.	Y
Schleicher	La Esperanza Health and Dental	2033 W. Beauregard Ave.	San Angelo	76903	325-658-5339	N/A	<a href="#">N/A</a>	<a href="http://www.esperanzahealth.org/">http://www.esperanzahealth.org/</a>	N	N	N	N	N	Y	N	N	N	N	N	N	N	N	N	N	They provide quality primary preventative health and dental care services, particularly the medically underserved and they also are healthcare navigators.	Y
Sterling	La Esperanza Health and Dental	2033 W. Beauregard Ave.	San Angelo	76903	325-658-5339	N/A	<a href="#">N/A</a>	<a href="http://www.esperanzahealth.org/">http://www.esperanzahealth.org/</a>	N	N	N	N	N	Y	N	N	N	N	N	N	N	N	N	N	They provide quality primary preventative health and dental care services, particularly the medically underserved and they also are healthcare navigators.	Y
Sutton	La Esperanza Health and Dental	2033 W. Beauregard Ave.	San Angelo	76903	325-658-5339	N/A	<a href="#">N/A</a>	<a href="http://www.esperanzahealth.org/">http://www.esperanzahealth.org/</a>	N	N	N	N	N	Y	N	N	N	N	N	N	N	N	N	N	They provide quality primary preventative health and dental care services, particularly the medically underserved and they also are healthcare navigators.	Y

Tom Green	La Esperanza Health and Dental	2033 W. Beauregard Ave.	San Angelo	76903	325-658-5339	N/A	N/A	<a href="http://www.esperanzahealth.org/">http://www.esperanzahealth.org/</a>	N	N	N	N	N	N	Y	N	N	N	N	N	N	N	N	N	They provide quality primary preventative health and dental care services, particularly the medically underserved and they also are healthcare navigators.	Y
Coke	WIC	52 W. College Ave	San Angelo	76903	325-657-4396	Gillian McKenzie	<a href="mailto:gillian.mackenzie@cosatx.us">gillian.mackenzie@cosatx.us</a>	<a href="http://www.cosatx.us/departments-services/wic">http://www.cosatx.us/departments-services/wic</a>	N	N	Y	N	N	Y	Y	N	N	N	N	N	N	N	N	N	Provides nutritional classes and food for low income parents/ children 5 and under.	Y
Concho	WIC	52 W. College Ave	San Angelo	76903	325-657-4396	Gillian McKenzie	<a href="mailto:gillian.mackenzie@cosatx.us">gillian.mackenzie@cosatx.us</a>	<a href="http://www.cosatx.us/departments-services/wic">http://www.cosatx.us/departments-services/wic</a>	N	N	Y	N	N	Y	Y	N	N	N	N	N	N	N	N	N	Provides nutritional classes and food for low income parents/ children 5 and under.	Y
Crockett	WIC	52 W. College Ave	San Angelo	76903	325-657-4396	Gillian McKenzie	<a href="mailto:gillian.mackenzie@cosatx.us">gillian.mackenzie@cosatx.us</a>	<a href="http://www.cosatx.us/departments-services/wic">http://www.cosatx.us/departments-services/wic</a>	N	N	Y	N	N	Y	Y	N	N	N	N	N	N	N	N	N	Provides nutritional classes and food for low income parents/ children 5 and under.	Y
Irion	WIC	52 W. College Ave	San Angelo	76903	325-657-4396	Gillian McKenzie	<a href="mailto:gillian.mackenzie@cosatx.us">gillian.mackenzie@cosatx.us</a>	<a href="http://www.cosatx.us/departments-services/wic">http://www.cosatx.us/departments-services/wic</a>	N	N	Y	N	N	Y	Y	N	N	N	N	N	N	N	N	N	Provides nutritional classes and food for low income parents/ children 5 and under.	Y
Kimble	WIC	52 W. College Ave	San Angelo	76903	325-657-4396	Gillian McKenzie	<a href="mailto:gillian.mackenzie@cosatx.us">gillian.mackenzie@cosatx.us</a>	<a href="http://www.cosatx.us/departments-services/wic">http://www.cosatx.us/departments-services/wic</a>	N	N	Y	N	N	Y	Y	N	N	N	N	N	N	N	N	N	Provides nutritional classes and food for low income parents/ children 5 and under.	Y
Menard	WIC	52 W. College Ave	San Angelo	76903	325-657-4396	Gillian McKenzie	<a href="mailto:gillian.mackenzie@cosatx.us">gillian.mackenzie@cosatx.us</a>	<a href="http://www.cosatx.us/departments-services/wic">http://www.cosatx.us/departments-services/wic</a>	N	N	Y	N	N	Y	Y	N	N	N	N	N	N	N	N	N	Provides nutritional classes and food for low income parents/ children 5 and under.	Y
Reagan	WIC	52 W. College Ave	San Angelo	76903	325-657-4396	Gillian McKenzie	<a href="mailto:gillian.mackenzie@cosatx.us">gillian.mackenzie@cosatx.us</a>	<a href="http://www.cosatx.us/departments-services/wic">http://www.cosatx.us/departments-services/wic</a>	N	N	Y	N	N	Y	Y	N	N	N	N	N	N	N	N	N	Provides nutritional classes and food for low income parents/ children 5 and under.	Y

Schleicher	WIC	52 W. College Ave	San Angelo	76903	325-657-4396	Gillian McKenzie	<a href="mailto:gillian.mackenzie@cosatx.us">gillian.mackenzie@cosatx.us</a>	<a href="http://www.cosatx.us/departments-services/wic">http://www.cosatx.us/departments-services/wic</a>	N	N	Y	N	N	Y	Y	N	N	N	N	N	N	N	N	Provides nutritional classes and food for low income parents/ children 5 and under.	Y
Sterling	WIC	52 W. College Ave	San Angelo	76903	325-657-4396	Gillian McKenzie	<a href="mailto:gillian.mackenzie@cosatx.us">gillian.mackenzie@cosatx.us</a>	<a href="http://www.cosatx.us/departments-services/wic">http://www.cosatx.us/departments-services/wic</a>	N	N	Y	N	N	Y	Y	N	N	N	N	N	N	N	N	Provides nutritional classes and food for low income parents/ children 5 and under.	Y
Sutton	WIC	52 W. College Ave	San Angelo	76903	325-657-4396	Gillian McKenzie	<a href="mailto:gillian.mackenzie@cosatx.us">gillian.mackenzie@cosatx.us</a>	<a href="http://www.cosatx.us/departments-services/wic">http://www.cosatx.us/departments-services/wic</a>	N	N	Y	N	N	Y	Y	N	N	N	N	N	N	N	N	Provides nutritional classes and food for low income parents/ children 5 and under.	Y
Tom Green	WIC	52 W. College Ave	San Angelo	76903	325-657-4396	Gillian McKenzie	<a href="mailto:gillian.mackenzie@cosatx.us">gillian.mackenzie@cosatx.us</a>	<a href="http://www.cosatx.us/departments-services/wic">http://www.cosatx.us/departments-services/wic</a>	N	N	Y	N	N	Y	Y	N	N	N	N	N	N	N	N	Provides nutritional classes and food for low income parents/ children 5 and under.	Y
Coke	Howard College	3501 US-67	San Angelo	76905	325-481-8300	Viki Allen	<a href="mailto:vallen@howardcollege.edu">vallen@howardcollege.edu</a>	<a href="http://www.howardcollege.edu/san-angelo.html">http://www.howardcollege.edu/san-angelo.html</a>	N	Y	Y	N	N	N	N	N	N	N	N	N	N	N	N	Community College also offers continuing education and job training.	N
Concho	Howard College	3501 US-67	San Angelo	76905	325-481-8300	Viki Allen	<a href="mailto:vallen@howardcollege.edu">vallen@howardcollege.edu</a>	<a href="http://www.howardcollege.edu/san-angelo.html">http://www.howardcollege.edu/san-angelo.html</a>	N	Y	Y	N	N	N	N	N	N	N	N	N	N	N	N	Community College also offers continuing education and job training.	N
Crockett	Howard College	3501 US-67	San Angelo	76905	325-481-8300	Viki Allen	<a href="mailto:vallen@howardcollege.edu">vallen@howardcollege.edu</a>	<a href="http://www.howardcollege.edu/san-angelo.html">http://www.howardcollege.edu/san-angelo.html</a>	N	Y	Y	N	N	N	N	N	N	N	N	N	N	N	N	Community College also offers continuing education and job training.	N
Irion	Howard College	3501 US-67	San Angelo	76905	325-481-8300	Viki Allen	<a href="mailto:vallen@howardcollege.edu">vallen@howardcollege.edu</a>	<a href="http://www.howardcollege.edu/san-angelo.html">http://www.howardcollege.edu/san-angelo.html</a>	N	Y	Y	N	N	N	N	N	N	N	N	N	N	N	N	Community College also offers continuing education and job training.	N
Kimble	Howard College	3501 US-67	San Angelo	76905	325-481-8300	Viki Allen	<a href="mailto:vallen@howardcollege.edu">vallen@howardcollege.edu</a>	<a href="http://www.howardcollege.edu/san-angelo.html">http://www.howardcollege.edu/san-angelo.html</a>	N	Y	Y	N	N	N	N	N	N	N	N	N	N	N	N	Community College also offers continuing education and job training.	N

Menard	Howard College	3501 US-67	San Angelo	76905	325-481-8300	Viki Allen	<a href="mailto:vallen@howardcollege.edu">vallen@howardcollege.edu</a>	<a href="http://www.howardcollege.edu/san-angelo.htm">http://www.howardcollege.edu/san-angelo.htm</a>	N	Y	Y	N	N	N	N	N	N	N	N	N	N	N	N	N	Community College also offers continuing education and job training.	N
Reagan	Howard College	3501 US-67	San Angelo	76905	325-481-8300	Viki Allen	<a href="mailto:vallen@howardcollege.edu">vallen@howardcollege.edu</a>	<a href="http://www.howardcollege.edu/san-angelo.htm">http://www.howardcollege.edu/san-angelo.htm</a>	N	Y	Y	N	N	N	N	N	N	N	N	N	N	N	N	N	Community College also offers continuing education and job training.	N
Schleicher	Howard College	3501 US-67	San Angelo	76905	325-481-8300	Viki Allen	<a href="mailto:vallen@howardcollege.edu">vallen@howardcollege.edu</a>	<a href="http://www.howardcollege.edu/san-angelo.htm">http://www.howardcollege.edu/san-angelo.htm</a>	N	Y	Y	N	N	N	N	N	N	N	N	N	N	N	N	N	Community College also offers continuing education and job training.	N
Sterling	Howard College	3501 US-67	San Angelo	76905	325-481-8300	Viki Allen	<a href="mailto:vallen@howardcollege.edu">vallen@howardcollege.edu</a>	<a href="http://www.howardcollege.edu/san-angelo.htm">http://www.howardcollege.edu/san-angelo.htm</a>	N	Y	Y	N	N	N	N	N	N	N	N	N	N	N	N	N	Community College also offers continuing education and job training.	N
Sutton	Howard College	3501 US-67	San Angelo	76905	325-481-8300	Viki Allen	<a href="mailto:vallen@howardcollege.edu">vallen@howardcollege.edu</a>	<a href="http://www.howardcollege.edu/san-angelo.htm">http://www.howardcollege.edu/san-angelo.htm</a>	N	Y	Y	N	N	N	N	N	N	N	N	N	N	N	N	N	Community College also offers continuing education and job training.	N
Tom Green	Howard College	3501 US-67	San Angelo	76905	325-481-8300	Viki Allen	<a href="mailto:vallen@howardcollege.edu">vallen@howardcollege.edu</a>	<a href="http://www.howardcollege.edu/san-angelo.htm">http://www.howardcollege.edu/san-angelo.htm</a>	N	Y	Y	N	N	N	N	N	N	N	N	N	N	N	N	N	Community College also offers continuing education and job training.	N
TOM GREEN	St. Paul Presbyterian Church	11 N. Park St	San Angelo	76901	325-653-5691	Timothy Davenport-Herbst	<a href="mailto:office@stpaulsanangelo.org">office@stpaulsanangelo.org</a>	<a href="http://www.stpaulsanangelo.org/index.php">http://www.stpaulsanangelo.org/index.php</a>	N	N	N	N	Y	N	Y	Y	N	N	N	N	N	N	N	N	Provides food on as needed basis, and provides a food basket at Christmas time to low-income families.	Y
TOM GREEN	Public Housing Authority-HUD	420 E. 28th St	San Angelo	76903	325-481-2500	Erica Garcia	<a href="mailto:info@sanangelopha.com">info@sanangelopha.com</a>	<a href="http://www.sanangelopha.com/">http://www.sanangelopha.com/</a>	N	N	N	N	Y	N	N	N	N	N	N	N	N	N	N	N	Assists with rent and helping low-income individuals find housing.	Y
TOM GREEN	Galilee Development Corporation	1404 S. Oakes St	San Angelo	76903	325-655-6700	Stephanie Hamby	<a href="mailto:Office@galileecdc.org">Office@galileecdc.org</a>	<a href="http://galileecdc.org/">http://galileecdc.org/</a>	N	N	N	N	Y	N	N	N	N	N	N	N	N	N	N	N	Assists with housing repairs	Y

Coke	USDA	201 11th St.	Ozona	76943	325-392-2301 ext 4	Jason Luna	<a href="mailto:Jason.Luna@tx.usda.gov">Jason.Luna@tx.usda.gov</a>	<a href="https://offices.sc.egov.usda.gov/locator/app?type=ref&amp;county=307&amp;state=48&amp;agency=rd">https://offices.sc.egov.usda.gov/locator/app?type=ref&amp;county=307&amp;state=48&amp;agency=rd</a>	N	N	N	N	Y	N	N	N	N	N	N	N	N	N	Assists with housing repairs	N
Concho	USDA	201 11th St.	Ozona	76943	325-392-2301 ext 4	Jason Luna	<a href="mailto:Jason.Luna@tx.usda.gov">Jason.Luna@tx.usda.gov</a>	<a href="https://offices.sc.egov.usda.gov/locator/app?type=ref&amp;county=307&amp;state=48&amp;agency=rd">https://offices.sc.egov.usda.gov/locator/app?type=ref&amp;county=307&amp;state=48&amp;agency=rd</a>	N	N	N	N	Y	N	N	N	N	N	N	N	N	N	Assists with housing repairs	N
Crockett	USDA	201 11th St.	Ozona	76943	325-392-2301 ext 4	Jason Luna	<a href="mailto:Jason.Luna@tx.usda.gov">Jason.Luna@tx.usda.gov</a>	<a href="https://offices.sc.egov.usda.gov/locator/app?type=ref&amp;county=307&amp;state=48&amp;agency=rd">https://offices.sc.egov.usda.gov/locator/app?type=ref&amp;county=307&amp;state=48&amp;agency=rd</a>	N	N	N	N	Y	N	N	N	N	N	N	N	N	N	Assists with housing repairs	N
Irion	USDA	201 11th St.	Ozona	76943	325-392-2301 ext 4	Jason Luna	<a href="mailto:Jason.Luna@tx.usda.gov">Jason.Luna@tx.usda.gov</a>	<a href="https://offices.sc.egov.usda.gov/locator/app?type=ref&amp;county=307&amp;state=48&amp;agency=rd">https://offices.sc.egov.usda.gov/locator/app?type=ref&amp;county=307&amp;state=48&amp;agency=rd</a>	N	N	N	N	Y	N	N	N	N	N	N	N	N	N	Assists with housing repairs	N
Kimble	USDA	201 11th St.	Ozona	76943	325-392-2301 ext 4	Jason Luna	<a href="mailto:Jason.Luna@tx.usda.gov">Jason.Luna@tx.usda.gov</a>	<a href="https://offices.sc.egov.usda.gov/locator/app?type=ref&amp;county=307&amp;state=48&amp;agency=rd">https://offices.sc.egov.usda.gov/locator/app?type=ref&amp;county=307&amp;state=48&amp;agency=rd</a>	N	N	N	N	Y	N	N	N	N	N	N	N	N	N	Assists with housing repairs	N
Menard	USDA	201 11th St.	Ozona	76943	325-392-2301 ext 4	Jason Luna	<a href="mailto:Jason.Luna@tx.usda.gov">Jason.Luna@tx.usda.gov</a>	<a href="https://offices.sc.egov.usda.gov/locator/app?type=ref&amp;county=307&amp;state=48&amp;agency=rd">https://offices.sc.egov.usda.gov/locator/app?type=ref&amp;county=307&amp;state=48&amp;agency=rd</a>	N	N	N	N	Y	N	N	N	N	N	N	N	N	N	Assists with housing repairs	N

Reagan	USDA	201 11th St.	Ozona	76943	325-392-2301 ext 4	Jason Luna	<a href="mailto:Jason.Luna@tx.usda.gov">Jason.Luna@tx.usda.gov</a>	<a href="https://offices.sc.egov.usda.gov/locator/app?type=ref&amp;county=307&amp;state=48&amp;agency=rd">https://offices.sc.egov.usda.gov/locator/app?type=ref&amp;county=307&amp;state=48&amp;agency=rd</a>	N	N	N	N	Y	N	N	N	N	N	N	N	N	Assists with housing repairs	N
Schleicher	USDA	201 11th St.	Ozona	76943	325-392-2301 ext 4	Jason Luna	<a href="mailto:Jason.Luna@tx.usda.gov">Jason.Luna@tx.usda.gov</a>	<a href="https://offices.sc.egov.usda.gov/locator/app?type=ref&amp;county=307&amp;state=48&amp;agency=rd">https://offices.sc.egov.usda.gov/locator/app?type=ref&amp;county=307&amp;state=48&amp;agency=rd</a>	N	N	N	N	Y	N	N	N	N	N	N	N	N	Assists with housing repairs	N
Sterling	USDA	201 11th St.	Ozona	76943	325-392-2301 ext 4	Jason Luna	<a href="mailto:Jason.Luna@tx.usda.gov">Jason.Luna@tx.usda.gov</a>	<a href="https://offices.sc.egov.usda.gov/locator/app?type=ref&amp;county=307&amp;state=48&amp;agency=rd">https://offices.sc.egov.usda.gov/locator/app?type=ref&amp;county=307&amp;state=48&amp;agency=rd</a>	N	N	N	N	Y	N	N	N	N	N	N	N	N	Assists with housing repairs	N
Sutton	USDA	201 11th St.	Ozona	76943	325-392-2301 ext 4	Jason Luna	<a href="mailto:Jason.Luna@tx.usda.gov">Jason.Luna@tx.usda.gov</a>	<a href="https://offices.sc.egov.usda.gov/locator/app?type=ref&amp;county=307&amp;state=48&amp;agency=rd">https://offices.sc.egov.usda.gov/locator/app?type=ref&amp;county=307&amp;state=48&amp;agency=rd</a>	N	N	N	N	Y	N	N	N	N	N	N	N	N	Assists with housing repairs	N
Tom Green/Only rural areas/ excludes City of San Angelo	USDA	201 11th St.	Ozona	76943	325-392-2301 ext 4	Jason Luna	<a href="mailto:Jason.Luna@tx.usda.gov">Jason.Luna@tx.usda.gov</a>	<a href="https://offices.sc.egov.usda.gov/locator/app?type=ref&amp;county=307&amp;state=48&amp;agency=rd">https://offices.sc.egov.usda.gov/locator/app?type=ref&amp;county=307&amp;state=48&amp;agency=rd</a>	N	N	N	N	Y	N	N	N	N	N	N	N	N	Assists with housing repairs	N
San Angelo-Tom Green	Community Development-City of San Angelo	52 W. College Ave	San Angelo	76903	325-655-0824	Robert Salas	<a href="mailto:robert.salas@cosatx.us">robert.salas@cosatx.us</a>	<a href="http://www.cosatx.us/departments-services/community-housing-support">http://www.cosatx.us/departments-services/community-housing-support</a>	N	N	N	N	Y	N	N	N	N	N	N	N	N	Assists with housing repairs	Y

Coke	Shannon Pharmacy Assistance	2030 Pulliam St. Suite 16	San Angelo	76905	325-657-8323	Carrie Mijares	N/A	<a href="http://www.shannonhealth.com/services/pharmaceutical-assistance-program.aspx">http://www.shannonhealth.com/services/pharmaceutical-assistance-program.aspx</a>	N	N	N	N	N	N	Y	N	N	N	N	N	N	N	N	Provides assistance with prescriptions to those with no health coverage or underinsured.	N
Concho	Shannon Pharmacy Assistance	2030 Pulliam St. Suite 16	San Angelo	76905	325-657-8323	Carrie Mijares	N/A	<a href="http://www.shannonhealth.com/services/pharmaceutical-assistance-program.aspx">http://www.shannonhealth.com/services/pharmaceutical-assistance-program.aspx</a>	N	N	N	N	N	N	Y	N	N	N	N	N	N	N	N	Provides assistance with prescriptions to those with no health coverage or underinsured.	N
Crockett	Shannon Pharmacy Assistance	2030 Pulliam St. Suite 16	San Angelo	76905	325-657-8323	Carrie Mijares	N/A	<a href="http://www.shannonhealth.com/services/pharmaceutical-assistance-program.aspx">http://www.shannonhealth.com/services/pharmaceutical-assistance-program.aspx</a>	N	N	N	N	N	N	Y	N	N	N	N	N	N	N	N	Provides assistance with prescriptions to those with no health coverage or underinsured.	N
Irion	Shannon Pharmacy Assistance	2030 Pulliam St. Suite 16	San Angelo	76905	325-657-8323	Carrie Mijares	N/A	<a href="http://www.shannonhealth.com/services/pharmaceutical-assistance-program.aspx">http://www.shannonhealth.com/services/pharmaceutical-assistance-program.aspx</a>	N	N	N	N	N	N	Y	N	N	N	N	N	N	N	N	Provides assistance with prescriptions to those with no health coverage or underinsured.	N
Kimble	Shannon Pharmacy Assistance	2030 Pulliam St. Suite 16	San Angelo	76905	325-657-8323	Carrie Mijares	N/A	<a href="http://www.shannonhealth.com/services/pharmaceutical-assistance-program.aspx">http://www.shannonhealth.com/services/pharmaceutical-assistance-program.aspx</a>	N	N	N	N	N	N	Y	N	N	N	N	N	N	N	N	Provides assistance with prescriptions to those with no health coverage or underinsured.	N

Menard	Shannon Pharmacy Assistance	2030 Pulliam St. Suite 16	San Angelo	76905	325-657-8323	Carrie Mijares	N/A	<a href="http://www.shannonhealth.com/services/pharmaceutical-assistance-program.aspx">http://www.shannonhealth.com/services/pharmaceutical-assistance-program.aspx</a>	N	N	N	N	N	N	Y	N	N	N	N	N	N	N	N	N	Provides assistance with prescriptions to those with no health coverage or underinsured.	N
Reagan	Shannon Pharmacy Assistance	2030 Pulliam St. Suite 16	San Angelo	76905	325-657-8323	Carrie Mijares	N/A	<a href="http://www.shannonhealth.com/services/pharmaceutical-assistance-program.aspx">http://www.shannonhealth.com/services/pharmaceutical-assistance-program.aspx</a>	N	N	N	N	N	N	Y	N	N	N	N	N	N	N	N	N	Provides assistance with prescriptions to those with no health coverage or underinsured.	N
Schleicher	Shannon Pharmacy Assistance	2030 Pulliam St. Suite 16	San Angelo	76905	325-657-8323	Carrie Mijares	N/A	<a href="http://www.shannonhealth.com/services/pharmaceutical-assistance-program.aspx">http://www.shannonhealth.com/services/pharmaceutical-assistance-program.aspx</a>	N	N	N	N	N	N	Y	N	N	N	N	N	N	N	N	N	Provides assistance with prescriptions to those with no health coverage or underinsured.	N
Sterling	Shannon Pharmacy Assistance	2030 Pulliam St. Suite 16	San Angelo	76905	325-657-8323	Carrie Mijares	N/A	<a href="http://www.shannonhealth.com/services/pharmaceutical-assistance-program.aspx">http://www.shannonhealth.com/services/pharmaceutical-assistance-program.aspx</a>	N	N	N	N	N	N	Y	N	N	N	N	N	N	N	N	N	Provides assistance with prescriptions to those with no health coverage or underinsured.	N
Sutton	Shannon Pharmacy Assistance	2030 Pulliam St. Suite 16	San Angelo	76905	325-657-8323	Carrie Mijares	N/A	<a href="http://www.shannonhealth.com/services/pharmaceutical-assistance-program.aspx">http://www.shannonhealth.com/services/pharmaceutical-assistance-program.aspx</a>	N	N	N	N	N	N	Y	N	N	N	N	N	N	N	N	N	Provides assistance with prescriptions to those with no health coverage or underinsured.	N



Tom Green	Shannon Pharmacy Assistance	2030 Pulliam St. Suite 16	San Angelo	76905	325-657-8323	Carrie Mijares	N/A	<a href="http://www.shannonhealth.com/services/pharmaceutical-assistance-program.aspx">http://www.shannonhealth.com/services/pharmaceutical-assistance-program.aspx</a>	N	N	N	N	N	N	Y	N	N	N	N	N	N	N	Provides assistance with prescriptions to those with no health coverage or underinsured.	N
Coke	YMCA	323 S. Randolph	San Angelo	76903	325-655-9106	Kasey Adkins	<a href="mailto:kshaffer@ymcasanangelo.org">kshaffer@ymcasanangelo.org</a>	<a href="http://www.ymcasanangelo.org">http://www.ymcasanangelo.org</a>	N	N	N	N	N	N	N	N	Y	N	N	N	N	N	Provides subsidized and unsubsidized daycare, and before and after school programs for children in the Concho Valley.	N
Concho	YMCA	323 S. Randolph	San Angelo	76903	325-655-9106	Kasey Adkins	<a href="mailto:kshaffer@ymcasanangelo.org">kshaffer@ymcasanangelo.org</a>	<a href="http://www.ymcasanangelo.org">http://www.ymcasanangelo.org</a>	N	N	N	N	N	N	N	N	Y	N	N	N	N	N	Provides subsidized and unsubsidized daycare, and before and after school programs for children in the Concho Valley.	N
Crockett	YMCA	323 S. Randolph	San Angelo	76903	325-655-9106	Kasey Adkins	<a href="mailto:kshaffer@ymcasanangelo.org">kshaffer@ymcasanangelo.org</a>	<a href="http://www.ymcasanangelo.org">http://www.ymcasanangelo.org</a>	N	N	N	N	N	N	N	N	Y	N	N	N	N	N	Provides subsidized and unsubsidized daycare, and before and after school programs for children in the Concho Valley.	N
Irion	YMCA	323 S. Randolph	San Angelo	76903	325-655-9106	Kasey Adkins	<a href="mailto:kshaffer@ymcasanangelo.org">kshaffer@ymcasanangelo.org</a>	<a href="http://www.ymcasanangelo.org">http://www.ymcasanangelo.org</a>	N	N	N	N	N	N	N	N	Y	N	N	N	N	N	Provides subsidized and unsubsidized daycare, and before and after school programs for children in the Concho Valley.	N
Kimble	YMCA	323 S. Randolph	San Angelo	76903	325-655-9106	Kasey Adkins	<a href="mailto:kshaffer@ymcasanangelo.org">kshaffer@ymcasanangelo.org</a>	<a href="http://www.ymcasanangelo.org">http://www.ymcasanangelo.org</a>	N	N	N	N	N	N	N	N	Y	N	N	N	N	N	Provides subsidized and unsubsidized daycare, and before and after school programs for children in the Concho Valley.	N
Menard	YMCA	323 S. Randolph	San Angelo	76903	325-655-9106	Kasey Adkins	<a href="mailto:kshaffer@ymcasanangelo.org">kshaffer@ymcasanangelo.org</a>	<a href="http://www.ymcasanangelo.org">http://www.ymcasanangelo.org</a>	N	N	N	N	N	N	N	N	Y	N	N	N	N	N	Provides subsidized and unsubsidized daycare, and before and after school programs for children in the Concho Valley.	N



Crockett	Concho Valley Transit Authority	510 N. Chadbourne St	San Angelo	76903	325-947-8729	Baylea Evans	<a href="mailto:Baylea.Evans@cvcog.org">Baylea.Evans@cvcog.org</a>	<a href="http://www.cvtd.org/">http://www.cvtd.org/</a>	N	N	N	N	N	N	N	N	N	N	N	N	Y	N	N	Provides assistance with transportation to low-income, elderly, and disabled individuals and those who lack transportation.	N
Irion	Concho Valley Transit Authority	510 N. Chadbourne St	San Angelo	76903	325-947-8729	Baylea Evans	<a href="mailto:Baylea.Evans@cvcog.org">Baylea.Evans@cvcog.org</a>	<a href="http://www.cvtd.org/">http://www.cvtd.org/</a>	N	N	N	N	N	N	N	N	N	N	N	N	Y	N	N	Provides assistance with transportation to low-income, elderly, and disabled individuals and those who lack transportation.	N
Kimble	Concho Valley Transit Authority	510 N. Chadbourne St	San Angelo	76903	325-947-8729	Baylea Evans	<a href="mailto:Baylea.Evans@cvcog.org">Baylea.Evans@cvcog.org</a>	<a href="http://www.cvtd.org/">http://www.cvtd.org/</a>	N	N	N	N	N	N	N	N	N	N	N	N	Y	N	N	Provides assistance with transportation to low-income, elderly, and disabled individuals and those who lack transportation.	N
Menard	Concho Valley Transit Authority	510 N. Chadbourne St	San Angelo	76903	325-947-8729	Baylea Evans	<a href="mailto:Baylea.Evans@cvcog.org">Baylea.Evans@cvcog.org</a>	<a href="http://www.cvtd.org/">http://www.cvtd.org/</a>	N	N	N	N	N	N	N	N	N	N	N	N	Y	N	N	Provides assistance with transportation to low-income, elderly, and disabled individuals and those who lack transportation.	N
Reagan	Concho Valley Transit Authority	510 N. Chadbourne St	San Angelo	76903	325-947-8729	Baylea Evans	<a href="mailto:Baylea.Evans@cvcog.org">Baylea.Evans@cvcog.org</a>	<a href="http://www.cvtd.org/">http://www.cvtd.org/</a>	N	N	N	N	N	N	N	N	N	N	N	N	Y	N	N	Provides assistance with transportation to low-income, elderly, and disabled individuals and those who lack transportation.	N
Schleicher	Concho Valley Transit Authority	510 N. Chadbourne St	San Angelo	76903	325-947-8729	Baylea Evans	<a href="mailto:Baylea.Evans@cvcog.org">Baylea.Evans@cvcog.org</a>	<a href="http://www.cvtd.org/">http://www.cvtd.org/</a>	N	N	N	N	N	N	N	N	N	N	N	N	Y	N	N	Provides assistance with transportation to low-income, elderly, and disabled individuals and those who lack transportation.	N
Sterling	Concho Valley Transit Authority	510 N. Chadbourne St	San Angelo	76903	325-947-8729	Baylea Evans	<a href="mailto:Baylea.Evans@cvcog.org">Baylea.Evans@cvcog.org</a>	<a href="http://www.cvtd.org/">http://www.cvtd.org/</a>	N	N	N	N	N	N	N	N	N	N	N	N	Y	N	N	Provides assistance with transportation to low-income, elderly, and disabled individuals and those who lack transportation.	N



Kimble	Safe Kids San Angelo	3501 Knickerbocker Rd	San Angelo	76904	325-947-6130	Catie Wiedenhofer	<a href="mailto:catie.wiedenhofer@sacmc.com">catie.wiedenhofer@sacmc.com</a>	<a href="https://www.safekids.org/coalition/safe-kids-san-angelo">https://www.safekids.org/coalition/safe-kids-san-angelo</a>	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	Provides car seat checks and safety for low income families. Also, safety workshops and sports clinics to prevent injury.	N
Menard	Safe Kids San Angelo	3501 Knickerbocker Rd	San Angelo	76904	325-947-6130	Catie Wiedenhofer	<a href="mailto:catie.wiedenhofer@sacmc.com">catie.wiedenhofer@sacmc.com</a>	<a href="https://www.safekids.org/coalition/safe-kids-san-angelo">https://www.safekids.org/coalition/safe-kids-san-angelo</a>	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	Provides car seat checks and safety for low income families. Also, safety workshops and sports clinics to prevent injury.	N
Reagan	Safe Kids San Angelo	3501 Knickerbocker Rd	San Angelo	76904	325-947-6130	Catie Wiedenhofer	<a href="mailto:catie.wiedenhofer@sacmc.com">catie.wiedenhofer@sacmc.com</a>	<a href="https://www.safekids.org/coalition/safe-kids-san-angelo">https://www.safekids.org/coalition/safe-kids-san-angelo</a>	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	Provides car seat checks and safety for low income families. Also, safety workshops and sports clinics to prevent injury.	N
Schleicher	Safe Kids San Angelo	3501 Knickerbocker Rd	San Angelo	76904	325-947-6130	Catie Wiedenhofer	<a href="mailto:catie.wiedenhofer@sacmc.com">catie.wiedenhofer@sacmc.com</a>	<a href="https://www.safekids.org/coalition/safe-kids-san-angelo">https://www.safekids.org/coalition/safe-kids-san-angelo</a>	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	Provides car seat checks and safety for low income families. Also, safety workshops and sports clinics to prevent injury.	N
Sterling	Safe Kids San Angelo	3501 Knickerbocker Rd	San Angelo	76904	325-947-6130	Catie Wiedenhofer	<a href="mailto:catie.wiedenhofer@sacmc.com">catie.wiedenhofer@sacmc.com</a>	<a href="https://www.safekids.org/coalition/safe-kids-san-angelo">https://www.safekids.org/coalition/safe-kids-san-angelo</a>	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	Provides car seat checks and safety for low income families. Also, safety workshops and sports clinics to prevent injury.	N
Sutton	Safe Kids San Angelo	3501 Knickerbocker Rd	San Angelo	76904	325-947-6130	Catie Wiedenhofer	<a href="mailto:catie.wiedenhofer@sacmc.com">catie.wiedenhofer@sacmc.com</a>	<a href="https://www.safekids.org/coalition/safe-kids-san-angelo">https://www.safekids.org/coalition/safe-kids-san-angelo</a>	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	Provides car seat checks and safety for low income families. Also, safety workshops and sports clinics to prevent injury.	N
Tom Green	Safe Kids San Angelo	3501 Knickerbocker Rd	San Angelo	76904	325-947-6130	Catie Wiedenhofer	<a href="mailto:catie.wiedenhofer@sacmc.com">catie.wiedenhofer@sacmc.com</a>	<a href="https://www.safekids.org/coalition/safe-kids-san-angelo">https://www.safekids.org/coalition/safe-kids-san-angelo</a>	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	Provides car seat checks and safety for low income families. Also, safety workshops and sports clinics to prevent injury.	N

Coke	West Texas Counseling and Guidance Center	36 E. Twohig Ave Cactus Hotel 6th Floor	San Angelo	76903	325-944-2561	Dusty McCoy	<a href="mailto:dustym@wtcg.us">dustym@wtcg.us</a>	<a href="http://www.wsanangelocounseling.org/">http://www.wsanangelocounseling.org/</a>	N	N	N	N	N	N	Y	N	N	N	N	N	N	N	N	N	N	They provide counseling at a low cost or no fee to low income families.	Y
Concho	West Texas Counseling and Guidance Center	36 E. Twohig Ave Cactus Hotel 6th Floor	San Angelo	76903	325-944-2561	Dusty McCoy	<a href="mailto:dustym@wtcg.us">dustym@wtcg.us</a>	<a href="http://www.wsanangelocounseling.org/">http://www.wsanangelocounseling.org/</a>	N	N	N	N	N	N	Y	N	N	N	N	N	N	N	N	N	N	They provide counseling at a low cost or no fee to low income families.	Y
Crockett	West Texas Counseling and Guidance Center	36 E. Twohig Ave Cactus Hotel 6th Floor	San Angelo	76903	325-944-2561	Dusty McCoy	<a href="mailto:dustym@wtcg.us">dustym@wtcg.us</a>	<a href="http://www.wsanangelocounseling.org/">http://www.wsanangelocounseling.org/</a>	N	N	N	N	N	N	Y	N	N	N	N	N	N	N	N	N	N	They provide counseling at a low cost or no fee to low income families.	Y
Irion	West Texas Counseling and Guidance Center	36 E. Twohig Ave Cactus Hotel 6th Floor	San Angelo	76903	325-944-2561	Dusty McCoy	<a href="mailto:dustym@wtcg.us">dustym@wtcg.us</a>	<a href="http://www.wsanangelocounseling.org/">http://www.wsanangelocounseling.org/</a>	N	N	N	N	N	N	Y	N	N	N	N	N	N	N	N	N	N	They provide counseling at a low cost or no fee to low income families.	Y
Kimble	West Texas Counseling and Guidance Center	36 E. Twohig Ave Cactus Hotel 6th Floor	San Angelo	76903	325-944-2561	Dusty McCoy	<a href="mailto:dustym@wtcg.us">dustym@wtcg.us</a>	<a href="http://www.wsanangelocounseling.org/">http://www.wsanangelocounseling.org/</a>	N	N	N	N	N	N	Y	N	N	N	N	N	N	N	N	N	N	They provide counseling at a low cost or no fee to low income families.	Y
Menard	West Texas Counseling and Guidance Center	36 E. Twohig Ave Cactus Hotel 6th Floor	San Angelo	76903	325-944-2561	Dusty McCoy	<a href="mailto:dustym@wtcg.us">dustym@wtcg.us</a>	<a href="http://www.wsanangelocounseling.org/">http://www.wsanangelocounseling.org/</a>	N	N	N	N	N	N	Y	N	N	N	N	N	N	N	N	N	N	They provide counseling at a low cost or no fee to low income families.	Y



Irion	MHMR	1501 W. Beaugregard Ave	San Angelo	76901	325-658-7750	Greg Rowe	<a href="mailto:info@mhmrvcv.org">info@mhmrvcv.org</a>	<a href="http://www.mhmrvcv.org/">http://www.mhmrvcv.org/</a>	Y	Y	Y	Y	Y	N	N	N	N	N	N	Y	N	N	Case Management for persons with disabilities	Y
Kimble	MHMR	1501 W. Beaugregard Ave	San Angelo	76901	325-658-7750	Greg Rowe	<a href="mailto:info@mhmrvcv.org">info@mhmrvcv.org</a>	<a href="http://www.mhmrvcv.org/">http://www.mhmrvcv.org/</a>	Y	Y	Y	Y	Y	N	N	N	N	N	N	Y	N	N	Case Management for persons with disabilities	Y
Menard	MHMR	1501 W. Beaugregard Ave	San Angelo	76901	325-658-7750	Greg Rowe	<a href="mailto:info@mhmrvcv.org">info@mhmrvcv.org</a>	<a href="http://www.mhmrvcv.org/">http://www.mhmrvcv.org/</a>	Y	Y	Y	Y	Y	N	N	N	N	N	N	Y	N	N	Case Management for persons with disabilities	Y
Reagan	MHMR	1501 W. Beaugregard Ave	San Angelo	76901	325-658-7750	Greg Rowe	<a href="mailto:info@mhmrvcv.org">info@mhmrvcv.org</a>	<a href="http://www.mhmrvcv.org/">http://www.mhmrvcv.org/</a>	Y	Y	Y	Y	Y	N	N	N	N	N	N	Y	N	N	Case Management for persons with disabilities	Y
Schleicher	MHMR	1501 W. Beaugregard Ave	San Angelo	76901	325-658-7750	Greg Rowe	<a href="mailto:info@mhmrvcv.org">info@mhmrvcv.org</a>	<a href="http://www.mhmrvcv.org/">http://www.mhmrvcv.org/</a>	Y	Y	Y	Y	Y	N	N	N	N	N	N	Y	N	N	Case Management for persons with disabilities	Y
Sterling	MHMR	1501 W. Beaugregard Ave	San Angelo	76901	325-658-7750	Greg Rowe	<a href="mailto:info@mhmrvcv.org">info@mhmrvcv.org</a>	<a href="http://www.mhmrvcv.org/">http://www.mhmrvcv.org/</a>	Y	Y	Y	Y	Y	N	N	N	N	N	N	Y	N	N	Case Management for persons with disabilities	Y
Sutton	MHMR	1501 W. Beaugregard Ave	San Angelo	76901	325-658-7750	Greg Rowe	<a href="mailto:info@mhmrvcv.org">info@mhmrvcv.org</a>	<a href="http://www.mhmrvcv.org/">http://www.mhmrvcv.org/</a>	Y	Y	Y	Y	Y	N	N	N	N	N	N	Y	N	N	Case Management for persons with disabilities	Y
Tom Green	MHMR	1501 W. Beaugregard Ave	San Angelo	76901	325-658-7750	Greg Rowe	<a href="mailto:info@mhmrvcv.org">info@mhmrvcv.org</a>	<a href="http://www.mhmrvcv.org/">http://www.mhmrvcv.org/</a>	Y	Y	Y	Y	Y	N	N	N	N	N	N	Y	N	N	Case Management for persons with disabilities	Y
Coke	Alcohol and Drug Abuse Council of the Concho Valley	P.O. Box 3805	San Angelo	76902	325-224-3481	Eric Sanchez	<a href="mailto:eas@adaccv.org">eas@adaccv.org</a>	<a href="http://www.adaccv.org/">http://www.adaccv.org/</a>	N	N	Y	N	Y	Y	N	N	N	N	N	N	N	N	Drug Treatment center also has live in treatment facilities.	N
Concho	Alcohol and Drug Abuse Council of the Concho Valley	P.O. Box 3805	San Angelo	76902	325-224-3481	Eric Sanchez	<a href="mailto:eas@adaccv.org">eas@adaccv.org</a>	<a href="http://www.adaccv.org/">http://www.adaccv.org/</a>	N	N	Y	N	Y	Y	N	N	N	N	N	N	N	N	Drug Treatment center also has live in treatment facilities.	N
Crockett	Alcohol and Drug Abuse Council of the Concho Valley	P.O. Box 3805	San Angelo	76902	325-224-3481	Eric Sanchez	<a href="mailto:eas@adaccv.org">eas@adaccv.org</a>	<a href="http://www.adaccv.org/">http://www.adaccv.org/</a>	N	N	Y	N	Y	Y	N	N	N	N	N	N	N	N	Drug Treatment center also has live in treatment facilities.	N
Irion	Alcohol and Drug Abuse Council of the Concho Valley	P.O. Box 3805	San Angelo	76902	325-224-3481	Eric Sanchez	<a href="mailto:eas@adaccv.org">eas@adaccv.org</a>	<a href="http://www.adaccv.org/">http://www.adaccv.org/</a>	N	N	Y	N	Y	Y	N	N	N	N	N	N	N	N	Drug Treatment center also has live in treatment facilities.	N
Kimble	Alcohol and Drug Abuse Council of the Concho Valley	P.O. Box 3805	San Angelo	76902	325-224-3481	Eric Sanchez	<a href="mailto:eas@adaccv.org">eas@adaccv.org</a>	<a href="http://www.adaccv.org/">http://www.adaccv.org/</a>	N	N	Y	N	Y	Y	N	N	N	N	N	N	N	N	Drug Treatment center also has live in treatment facilities.	N
Menard	Alcohol and Drug Abuse Council of the Concho Valley	P.O. Box 3805	San Angelo	76902	325-224-3481	Eric Sanchez	<a href="mailto:eas@adaccv.org">eas@adaccv.org</a>	<a href="http://www.adaccv.org/">http://www.adaccv.org/</a>	N	N	Y	N	Y	Y	N	N	N	N	N	N	N	N	Drug Treatment center also has live in treatment facilities.	N
Reagan	Alcohol and Drug Abuse Council of the Concho Valley	P.O. Box 3805	San Angelo	76902	325-224-3481	Eric Sanchez	<a href="mailto:eas@adaccv.org">eas@adaccv.org</a>	<a href="http://www.adaccv.org/">http://www.adaccv.org/</a>	N	N	Y	N	Y	Y	N	N	N	N	N	N	N	N	Drug Treatment center also has live in treatment facilities.	N



Schleicher	Alcohol and Drug Abuse Council of the Concho Valley	P.O. Box 3805	San Angelo	76902	325-224-3481	Eric Sanchez	<a href="mailto:ead@adaccv.org">ead@adaccv.org</a>	<a href="http://www.adaccv.org/">http://www.adaccv.org/</a>	N	N	Y	N	Y	Y	N	N	N	N	N	N	N	N	Drug Treatment center also has live in treatment facilities.	N	
Sterling	Alcohol and Drug Abuse Council of the Concho Valley	P.O. Box 3805	San Angelo	76902	325-224-3481	Eric Sanchez	<a href="mailto:ead@adaccv.org">ead@adaccv.org</a>	<a href="http://www.adaccv.org/">http://www.adaccv.org/</a>	N	N	Y	N	Y	Y	N	N	N	N	N	N	N	N	Drug Treatment center also has live in treatment facilities.	N	
Sutton	Alcohol and Drug Abuse Council of the Concho Valley	P.O. Box 3805	San Angelo	76902	325-224-3481	Eric Sanchez	<a href="mailto:ead@adaccv.org">ead@adaccv.org</a>	<a href="http://www.adaccv.org/">http://www.adaccv.org/</a>	N	N	Y	N	Y	Y	N	N	N	N	N	N	N	N	Drug Treatment center also has live in treatment facilities.	N	
Tom Green	Alcohol and Drug Abuse Council of the Concho Valley	P.O. Box 3805	San Angelo	76902	325-224-3481	Eric Sanchez	<a href="mailto:ead@adaccv.org">ead@adaccv.org</a>	<a href="http://www.adaccv.org/">http://www.adaccv.org/</a>	N	N	Y	N	Y	Y	N	N	N	N	N	N	N	N	Drug Treatment center also has live in treatment facilities.	N	
Coke	Department of Assistive and Rehabilitation Services	622 S. Oakes St	San Angelo	76903	325-659-7920	N/A	<a href="mailto:customers@twc.state.tx.us">customers@twc.state.tx.us</a>	<a href="http://www.dars.state.tx.us/">http://www.dars.state.tx.us/</a>	Y	Y	Y	N	N	N	N	N	N	N	N	N	N	Y	N	Case Management for persons with disabilities	N
Concho	Department of Assistive and Rehabilitation Services	622 S. Oakes St	San Angelo	76903	325-659-7920	N/A	<a href="mailto:customers@twc.state.tx.us">customers@twc.state.tx.us</a>	<a href="http://www.dars.state.tx.us/">http://www.dars.state.tx.us/</a>	Y	Y	Y	N	N	N	N	N	N	N	N	N	N	Y	N	Case Management for persons with disabilities	N
Crockett	Department of Assistive and Rehabilitation Services	622 S. Oakes St	San Angelo	76903	325-659-7920	N/A	<a href="mailto:customers@twc.state.tx.us">customers@twc.state.tx.us</a>	<a href="http://www.dars.state.tx.us/">http://www.dars.state.tx.us/</a>	Y	Y	Y	N	N	N	N	N	N	N	N	N	N	Y	N	Case Management for persons with disabilities	N
Irion	Department of Assistive and Rehabilitation Services	622 S. Oakes St	San Angelo	76903	325-659-7920	N/A	<a href="mailto:customers@twc.state.tx.us">customers@twc.state.tx.us</a>	<a href="http://www.dars.state.tx.us/">http://www.dars.state.tx.us/</a>	Y	Y	Y	N	N	N	N	N	N	N	N	N	N	Y	N	Case Management for persons with disabilities	N
Kimble	Department of Assistive and Rehabilitation Services	622 S. Oakes St	San Angelo	76903	325-659-7920	N/A	<a href="mailto:customers@twc.state.tx.us">customers@twc.state.tx.us</a>	<a href="http://www.dars.state.tx.us/">http://www.dars.state.tx.us/</a>	Y	Y	Y	N	N	N	N	N	N	N	N	N	N	Y	N	Case Management for persons with disabilities	N
Menard	Department of Assistive and Rehabilitation Services	622 S. Oakes St	San Angelo	76903	325-659-7920	N/A	<a href="mailto:customers@twc.state.tx.us">customers@twc.state.tx.us</a>	<a href="http://www.dars.state.tx.us/">http://www.dars.state.tx.us/</a>	Y	Y	Y	N	N	N	N	N	N	N	N	N	N	Y	N	Case Management for persons with disabilities	N
Reagan	Department of Assistive and Rehabilitation Services	622 S. Oakes St	San Angelo	76903	325-659-7920	N/A	<a href="mailto:customers@twc.state.tx.us">customers@twc.state.tx.us</a>	<a href="http://www.dars.state.tx.us/">http://www.dars.state.tx.us/</a>	Y	Y	Y	N	N	N	N	N	N	N	N	N	N	Y	N	Case Management for persons with disabilities	N
Schleicher	Department of Assistive and Rehabilitation Services	622 S. Oakes St	San Angelo	76903	325-659-7920	N/A	<a href="mailto:customers@twc.state.tx.us">customers@twc.state.tx.us</a>	<a href="http://www.dars.state.tx.us/">http://www.dars.state.tx.us/</a>	Y	Y	Y	N	N	N	N	N	N	N	N	N	N	Y	N	Case Management for persons with disabilities	N

Sterling	Department of Assistive and Rehabilitation Services	622 S. Oakes St	San Angelo	76903	325-659-7920	N/A	<a href="mailto:customers@twc.state.tx.us">customers@twc.state.tx.us</a>	<a href="http://www.dars.state.tx.us/">http://www.dars.state.tx.us/</a>	Y	Y	Y	N	N	N	N	N	N	N	N	N	Y	N	Case Management for persons with disabilities	N	
Sutton	Department of Assistive and Rehabilitation Services	622 S. Oakes St	San Angelo	76903	325-659-7920	N/A	<a href="mailto:customers@twc.state.tx.us">customers@twc.state.tx.us</a>	<a href="http://www.dars.state.tx.us/">http://www.dars.state.tx.us/</a>	Y	Y	Y	N	N	N	N	N	N	N	N	N	Y	N	Case Management for persons with disabilities	N	
Tom Green	Department of Assistive and Rehabilitation Services	622 S. Oakes St	San Angelo	76903	325-659-7920	N/A	<a href="mailto:customers@twc.state.tx.us">customers@twc.state.tx.us</a>	<a href="http://www.dars.state.tx.us/">http://www.dars.state.tx.us/</a>	Y	Y	Y	N	N	N	N	N	N	N	N	N	Y	N	Case Management for persons with disabilities	N	
Coke	Department of Aging and Disability Services	622 S. Oakes St	San Angelo	76903	325-657-7435	Rosie Perez	<a href="#">N/A</a>	<a href="https://www.dads.state.tx.us/">https://www.dads.state.tx.us/</a>	N	N	N	N	N	N	N	N	N	N	Y	N	N	Y	N	Provide assistance with in-home care services for people with disabilities.	N
Concho	Department of Aging and Disability Services	622 S. Oakes St	San Angelo	76903	325-657-7435	Rosie Perez	<a href="#">N/A</a>	<a href="https://www.dads.state.tx.us/">https://www.dads.state.tx.us/</a>	N	N	N	N	N	N	N	N	N	N	Y	N	N	Y	N	Provide assistance with in-home care services for people with disabilities.	N
Crockett	Department of Aging and Disability Services	622 S. Oakes St	San Angelo	76903	325-657-7435	Rosie Perez	<a href="#">N/A</a>	<a href="https://www.dads.state.tx.us/">https://www.dads.state.tx.us/</a>	N	N	N	N	N	N	N	N	N	N	Y	N	N	Y	N	Provide assistance with in-home care services for people with disabilities.	N
Irion	Department of Aging and Disability Services	622 S. Oakes St	San Angelo	76903	325-657-7435	Rosie Perez	<a href="#">N/A</a>	<a href="https://www.dads.state.tx.us/">https://www.dads.state.tx.us/</a>	N	N	N	N	N	N	N	N	N	N	Y	N	N	Y	N	Provide assistance with in-home care services for people with disabilities.	N
Kimble	Department of Aging and Disability Services	622 S. Oakes St	San Angelo	76903	325-657-7435	Rosie Perez	<a href="#">N/A</a>	<a href="https://www.dads.state.tx.us/">https://www.dads.state.tx.us/</a>	N	N	N	N	N	N	N	N	N	N	Y	N	N	Y	N	Provide assistance with in-home care services for people with disabilities.	N
Menard	Department of Aging and Disability Services	622 S. Oakes St	San Angelo	76903	325-657-7435	Rosie Perez	<a href="#">N/A</a>	<a href="https://www.dads.state.tx.us/">https://www.dads.state.tx.us/</a>	N	N	N	N	N	N	N	N	N	N	Y	N	N	Y	N	Provide assistance with in-home care services for people with disabilities.	N
Reagan	Department of Aging and Disability Services	622 S. Oakes St	San Angelo	76903	325-657-7435	Rosie Perez	<a href="#">N/A</a>	<a href="https://www.dads.state.tx.us/">https://www.dads.state.tx.us/</a>	N	N	N	N	N	N	N	N	N	N	Y	N	N	Y	N	Provide assistance with in-home care services for people with disabilities.	N
Schleicher	Department of Aging and Disability Services	622 S. Oakes St	San Angelo	76903	325-657-7435	Rosie Perez	<a href="#">N/A</a>	<a href="https://www.dads.state.tx.us/">https://www.dads.state.tx.us/</a>	N	N	N	N	N	N	N	N	N	N	Y	N	N	Y	N	Provide assistance with in-home care services for people with disabilities.	N
Sterling	Department of Aging and Disability Services	622 S. Oakes St	San Angelo	76903	325-657-7435	Rosie Perez	<a href="#">N/A</a>	<a href="https://www.dads.state.tx.us/">https://www.dads.state.tx.us/</a>	N	N	N	N	N	N	N	N	N	N	Y	N	N	Y	N	Provide assistance with in-home care services for people with disabilities.	N
Sutton	Department of Aging and Disability Services	622 S. Oakes St	San Angelo	76903	325-657-7435	Rosie Perez	<a href="#">N/A</a>	<a href="https://www.dads.state.tx.us/">https://www.dads.state.tx.us/</a>	N	N	N	N	N	N	N	N	N	N	Y	N	N	Y	N	Provide assistance with in-home care services for people with disabilities.	N

Tom Green	Department of Aging and Disability Services	622 S. Oakes St	San Angelo	76903	325-657-7435	Rosie Perez	N/A	<a href="https://www.dads.state.tx.us/">https://www.dads.state.tx.us/</a>	N	N	N	N	N	N	N	N	N	Y	N	N	Y	N	Provide assistance with in-home care services for people with disabilities.	N
Tom Green	Healthy Families	200 S. Magdalen St	San Angelo	76903	325-658-2771	Victor Gutierrez	<a href="mailto:victor.gutierrez@hfsatx.com">victor.gutierrez@hfsatx.com</a>	<a href="http://www.hfsatx.com/family-support-services">http://www.hfsatx.com/family-support-services</a>	N	N	Y	N	N	N	Y	N	N	N	Y	N	N	N	They provide case management services to the families of young children and expectant mothers.	N
Tom Green	Pregnancy Care Center	2525 Sherwood Way	San Angelo	76901	325-944-1515	Sandra Franke	<a href="mailto:info@phccv.org">info@phccv.org</a>	<a href="http://www.pregnancyhelpcenter.net/">http://www.pregnancyhelpcenter.net/</a>	N	N	Y	N	N	Y	N	N	N	N	N	N	N	N	They offer free pregnancy testing, ultrasound, baby/maternity clothes, parenting classes, and life skills classes for young parents.	N
Coke	Segunda Iglesia Bautista	530 W. Ave T	San Angelo	76903	325-653-8500	N/A	<a href="mailto:office@seibsa.com">office@seibsa.com</a>	<a href="https://www.seibsa.com/">https://www.seibsa.com/</a>	N	N	N	N	N	N	Y	N	N	N	N	N	N	N	Local Church that provides a bread ministry to families of the Concho Valley	N
Concho	Segunda Iglesia Bautista	530 W. Ave T	San Angelo	76903	325-653-8500	N/A	<a href="mailto:office@seibsa.com">office@seibsa.com</a>	<a href="https://www.seibsa.com/">https://www.seibsa.com/</a>	N	N	N	N	N	N	Y	N	N	N	N	N	N	N	Local Church that provides a bread ministry to families of the Concho Valley	N
Crockett	Segunda Iglesia Bautista	530 W. Ave T	San Angelo	76903	325-653-8500	N/A	<a href="mailto:office@seibsa.com">office@seibsa.com</a>	<a href="https://www.seibsa.com/">https://www.seibsa.com/</a>	N	N	N	N	N	N	Y	N	N	N	N	N	N	N	Local Church that provides a bread ministry to families of the Concho Valley	N
Irion	Segunda Iglesia Bautista	530 W. Ave T	San Angelo	76903	325-653-8500	N/A	<a href="mailto:office@seibsa.com">office@seibsa.com</a>	<a href="https://www.seibsa.com/">https://www.seibsa.com/</a>	N	N	N	N	N	N	Y	N	N	N	N	N	N	N	Local Church that provides a bread ministry to families of the Concho Valley	N
Kimble	Segunda Iglesia Bautista	530 W. Ave T	San Angelo	76903	325-653-8500	N/A	<a href="mailto:office@seibsa.com">office@seibsa.com</a>	<a href="https://www.seibsa.com/">https://www.seibsa.com/</a>	N	N	N	N	N	N	Y	N	N	N	N	N	N	N	Local Church that provides a bread ministry to families of the Concho Valley	N
Menard	Segunda Iglesia Bautista	530 W. Ave T	San Angelo	76903	325-653-8500	N/A	<a href="mailto:office@seibsa.com">office@seibsa.com</a>	<a href="https://www.seibsa.com/">https://www.seibsa.com/</a>	N	N	N	N	N	N	Y	N	N	N	N	N	N	N	Local Church that provides a bread ministry to families of the Concho Valley	N
Reagan	Segunda Iglesia Bautista	530 W. Ave T	San Angelo	76903	325-653-8500	N/A	<a href="mailto:office@seibsa.com">office@seibsa.com</a>	<a href="https://www.seibsa.com/">https://www.seibsa.com/</a>	N	N	N	N	N	N	Y	N	N	N	N	N	N	N	Local Church that provides a bread ministry to families of the Concho Valley	N
Schleicher	Segunda Iglesia Bautista	530 W. Ave T	San Angelo	76903	325-653-8500	N/A	<a href="mailto:office@seibsa.com">office@seibsa.com</a>	<a href="https://www.seibsa.com/">https://www.seibsa.com/</a>	N	N	N	N	N	N	Y	N	N	N	N	N	N	N	Local Church that provides a bread ministry to families of the Concho Valley	N
Sterling	Segunda Iglesia Bautista	530 W. Ave T	San Angelo	76903	325-653-8500	N/A	<a href="mailto:office@seibsa.com">office@seibsa.com</a>	<a href="https://www.seibsa.com/">https://www.seibsa.com/</a>	N	N	N	N	N	N	Y	N	N	N	N	N	N	N	Local Church that provides a bread ministry to families of the Concho Valley	N
Sutton	Segunda Iglesia Bautista	530 W. Ave T	San Angelo	76903	325-653-8500	N/A	<a href="mailto:office@seibsa.com">office@seibsa.com</a>	<a href="https://www.seibsa.com/">https://www.seibsa.com/</a>	N	N	N	N	N	N	Y	N	N	N	N	N	N	N	Local Church that provides a bread ministry to families of the Concho Valley	N

Tom Green	Segunda Iglesia Bautista	530 W. Ave T	San Angelo	76903	325-653-8500	N/A	<a href="mailto:office@seibsa.com">office@seibsa.com</a>	<a href="https://www.seibsa.com/">https://www.seibsa.com/</a>	N	N	N	N	N	N	N	Y	N	N	N	N	N	N	Local Church that provides a bread ministry to families of the Concho Valley	N
Coke	New Bridge Family Shelter/ Institute of Cognitive Development	79 Gillis St	San Angelo	76903	325-655-5774 or 1-800-749-8631	Carol Salazar/ Facility Director	<a href="mailto:admin@familysheltersa.org">admin@familysheltersa.org</a>	<a href="https://www.familysheltersa.org/family-shelter/">https://www.familysheltersa.org/family-shelter/</a>	N	N	N	N	Y	N	Y	N	N	N	Y	N	N	The Family Shelter is dedicated to reducing domestic violence by providing a safe haven, case management, legal advocacy, victim advocacy and educational services to victims.	Y	
Concho	New Bridge Family Shelter/ Institute of Cognitive Development	79 Gillis St	San Angelo	76903	325-655-5774 or 1-800-749-8631	Carol Salazar/ Facility Director	<a href="mailto:admin@familysheltersa.org">admin@familysheltersa.org</a>	<a href="https://www.familysheltersa.org/family-shelter/">https://www.familysheltersa.org/family-shelter/</a>	N	N	N	N	Y	N	Y	N	N	N	Y	N	N	The Family Shelter is dedicated to reducing domestic violence by providing a safe haven, case management, legal advocacy, victim advocacy and educational services to victims.	Y	
Crockett	New Bridge Family Shelter/ Institute of Cognitive Development	79 Gillis St	San Angelo	76903	325-655-5774 or 1-800-749-8631	Carol Salazar/ Facility Director	<a href="mailto:admin@familysheltersa.org">admin@familysheltersa.org</a>	<a href="https://www.familysheltersa.org/family-shelter/">https://www.familysheltersa.org/family-shelter/</a>	N	N	N	N	Y	N	Y	N	N	N	Y	N	N	The Family Shelter is dedicated to reducing domestic violence by providing a safe haven, case management, legal advocacy, victim advocacy and educational services to victims.	Y	
Irion	New Bridge Family Shelter/ Institute of Cognitive Development	79 Gillis St	San Angelo	76903	325-655-5774 or 1-800-749-8631	Carol Salazar/ Facility Director	<a href="mailto:admin@familysheltersa.org">admin@familysheltersa.org</a>	<a href="https://www.familysheltersa.org/family-shelter/">https://www.familysheltersa.org/family-shelter/</a>	N	N	N	N	Y	N	Y	N	N	N	Y	N	N	The Family Shelter is dedicated to reducing domestic violence by providing a safe haven, case management, legal advocacy, victim advocacy and educational services to victims.	Y	

Kimble	New Bridge Family Shelter/ Institute of Cognitive Development	79 Gillis St	San Angelo	76903	325-655-5774 or 1-800-749-8631	Carol Salazar/ Facility Director	<a href="mailto:admin@familysheltersa.org">admin@familysheltersa.org</a>	<a href="https://www.familysheltersa.org/family-shelter/">https://www.familysheltersa.org/family-shelter/</a>	N	N	N	N	Y	N	Y	N	N	N	Y	N	N	The Family Shelter is dedicated to reducing domestic violence by providing a safe haven, case management, legal advocacy, victim advocacy and educational services to victims.	Y
Menard	New Bridge Family Shelter/ Institute of Cognitive Development	79 Gillis St	San Angelo	76903	325-655-5774 or 1-800-749-8631	Carol Salazar/ Facility Director	<a href="mailto:admin@familysheltersa.org">admin@familysheltersa.org</a>	<a href="https://www.familysheltersa.org/family-shelter/">https://www.familysheltersa.org/family-shelter/</a>	N	N	N	N	Y	N	Y	N	N	N	Y	N	N	The Family Shelter is dedicated to reducing domestic violence by providing a safe haven, case management, legal advocacy, victim advocacy and educational services to victims.	Y
Reagan	New Bridge Family Shelter/ Institute of Cognitive Development	79 Gillis St	San Angelo	76903	325-655-5774 or 1-800-749-8631	Carol Salazar/ Facility Director	<a href="mailto:admin@familysheltersa.org">admin@familysheltersa.org</a>	<a href="https://www.familysheltersa.org/family-shelter/">https://www.familysheltersa.org/family-shelter/</a>	N	N	N	N	Y	N	Y	N	N	N	Y	N	N	The Family Shelter is dedicated to reducing domestic violence by providing a safe haven, case management, legal advocacy, victim advocacy and educational services to victims.	Y
Schleicher	New Bridge Family Shelter/ Institute of Cognitive Development	79 Gillis St	San Angelo	76903	325-655-5774 or 1-800-749-8631	Carol Salazar/ Facility Director	<a href="mailto:admin@familysheltersa.org">admin@familysheltersa.org</a>	<a href="https://www.familysheltersa.org/family-shelter/">https://www.familysheltersa.org/family-shelter/</a>	N	N	N	N	Y	N	Y	N	N	N	Y	N	N	The Family Shelter is dedicated to reducing domestic violence by providing a safe haven, case management, legal advocacy, victim advocacy and educational services to victims.	Y

Sterling	New Bridge Family Shelter/ Institute of Cognitive Development	79 Gillis St	San Angelo	76903	325-655-5774 or 1-800-749-8631	Carol Salazar/ Facility Director	<a href="mailto:admin@familysheltersa.org">admin@familysheltersa.org</a>	<a href="https://www.familysheltersa.org/family-shelter/">https://www.familysheltersa.org/family-shelter/</a>	N	N	N	N	Y	N	Y	N	N	N	Y	N	N	The Family Shelter is dedicated to reducing domestic violence by providing a safe haven, case management, legal advocacy, victim advocacy and educational services to victims.	Y
Sutton	New Bridge Family Shelter/ Institute of Cognitive Development	79 Gillis St	San Angelo	76903	325-655-5774 or 1-800-749-8631	Carol Salazar/ Facility Director	<a href="mailto:admin@familysheltersa.org">admin@familysheltersa.org</a>	<a href="https://www.familysheltersa.org/family-shelter/">https://www.familysheltersa.org/family-shelter/</a>	N	N	N	N	Y	N	Y	N	N	N	Y	N	N	The Family Shelter is dedicated to reducing domestic violence by providing a safe haven, case management, legal advocacy, victim advocacy and educational services to victims.	Y
Tom Green	New Bridge Family Shelter/ Institute of Cognitive Development	79 Gillis St	San Angelo	76903	325-655-5774 or 1-800-749-8631	Carol Salazar/ Facility Director	<a href="mailto:admin@familysheltersa.org">admin@familysheltersa.org</a>	<a href="https://www.familysheltersa.org/family-shelter/">https://www.familysheltersa.org/family-shelter/</a>	N	N	N	N	Y	N	Y	N	N	N	Y	N	N	The Family Shelter is dedicated to reducing domestic violence by providing a safe haven, case management, legal advocacy, victim advocacy and educational services to victims.	Y
Tom Green	City of San Angelo/ Tom Green County Health Department	2030 Pulliam St. Suite 8	San Angelo	76905	325-657-4214	Emilia Ramirez	<a href="mailto:emilia.ramirez@cosatx.us">emilia.ramirez@cosatx.us</a>	<a href="http://www.cosatx.us/departments-services/health-services/nursing">http://www.cosatx.us/departments-services/health-services/nursing</a>	N	N	N	N	N	Y	N	N	N	N	N	N	N	The Nursing Division provides a range of services designed to promote healthy living through prevention, protection and intervention.	Y
Coke	Project Dignidad	313 W. Ave N	San Angelo	76903	325-658-7885	Jeannie Solis	<a href="mailto:project.dignidad@yahoo.com">project.dignidad@yahoo.com</a>	<a href="http://www.stpaulsanangelo.org/project-dignidad">http://www.stpaulsanangelo.org/project-dignidad</a>	N	N	N	N	N	N	Y	N	N	Y	N	N	N	Emergency food, clothing and some medications. Clients can be assisted every 30 days.	Y
Concho	Project Dignidad	313 W. Ave N	San Angelo	76903	325-658-7885	Jeannie Solis	<a href="mailto:project.dignidad@yahoo.com">project.dignidad@yahoo.com</a>	<a href="http://www.stpaulsanangelo.org/project-dignidad">http://www.stpaulsanangelo.org/project-dignidad</a>	N	N	N	N	N	N	Y	N	N	Y	N	N	N	Emergency food, clothing and some medications. Clients can be assisted every 30 days.	Y

Crockett	Project Dignidad	313 W. Ave N	San Angelo	76903	325-658-7885	Jeannie Solis	<a href="mailto:project.dignidad@yahoo.com">project.dignidad@yahoo.com</a>	<a href="http://www.stpaulsanangelo.org/project-dignidad">http://www.stpaulsanangelo.org/project-dignidad</a>	N	N	N	N	N	N	N	Y	N	N	Y	N	N	N	Emergency food, clothing and some medications. Clients can be assisted every 30 days.	Y
Irion	Project Dignidad	313 W. Ave N	San Angelo	76903	325-658-7885	Jeannie Solis	<a href="mailto:project.dignidad@yahoo.com">project.dignidad@yahoo.com</a>	<a href="http://www.stpaulsanangelo.org/project-dignidad">http://www.stpaulsanangelo.org/project-dignidad</a>	N	N	N	N	N	N	Y	N	N	Y	N	N	N	Emergency food, clothing and some medications. Clients can be assisted every 30 days.	Y	
Kimble	Project Dignidad	313 W. Ave N	San Angelo	76903	325-658-7885	Jeannie Solis	<a href="mailto:project.dignidad@yahoo.com">project.dignidad@yahoo.com</a>	<a href="http://www.stpaulsanangelo.org/project-dignidad">http://www.stpaulsanangelo.org/project-dignidad</a>	N	N	N	N	N	N	Y	N	N	Y	N	N	N	Emergency food, clothing and some medications. Clients can be assisted every 30 days.	Y	
Menard	Project Dignidad	313 W. Ave N	San Angelo	76903	325-658-7885	Jeannie Solis	<a href="mailto:project.dignidad@yahoo.com">project.dignidad@yahoo.com</a>	<a href="http://www.stpaulsanangelo.org/project-dignidad">http://www.stpaulsanangelo.org/project-dignidad</a>	N	N	N	N	N	N	Y	N	N	Y	N	N	N	Emergency food, clothing and some medications. Clients can be assisted every 30 days.	Y	
Reagan	Project Dignidad	313 W. Ave N	San Angelo	76903	325-658-7885	Jeannie Solis	<a href="mailto:project.dignidad@yahoo.com">project.dignidad@yahoo.com</a>	<a href="http://www.stpaulsanangelo.org/project-dignidad">http://www.stpaulsanangelo.org/project-dignidad</a>	N	N	N	N	N	N	Y	N	N	Y	N	N	N	Emergency food, clothing and some medications. Clients can be assisted every 30 days.	Y	
Schleicher	Project Dignidad	313 W. Ave N	San Angelo	76903	325-658-7885	Jeannie Solis	<a href="mailto:project.dignidad@yahoo.com">project.dignidad@yahoo.com</a>	<a href="http://www.stpaulsanangelo.org/project-dignidad">http://www.stpaulsanangelo.org/project-dignidad</a>	N	N	N	N	N	N	Y	N	N	Y	N	N	N	Emergency food, clothing and some medications. Clients can be assisted every 30 days.	Y	
Sterling	Project Dignidad	313 W. Ave N	San Angelo	76903	325-658-7885	Jeannie Solis	<a href="mailto:project.dignidad@yahoo.com">project.dignidad@yahoo.com</a>	<a href="http://www.stpaulsanangelo.org/project-dignidad">http://www.stpaulsanangelo.org/project-dignidad</a>	N	N	N	N	N	N	Y	N	N	Y	N	N	N	Emergency food, clothing and some medications. Clients can be assisted every 30 days.	Y	
Sutton	Project Dignidad	313 W. Ave N	San Angelo	76903	325-658-7885	Jeannie Solis	<a href="mailto:project.dignidad@yahoo.com">project.dignidad@yahoo.com</a>	<a href="http://www.stpaulsanangelo.org/project-dignidad">http://www.stpaulsanangelo.org/project-dignidad</a>	N	N	N	N	N	N	Y	N	N	Y	N	N	N	Emergency food, clothing and some medications. Clients can be assisted every 30 days.	Y	
Tom Green	Project Dignidad	313 W. Ave N	San Angelo	76903	325-658-7885	Jeannie Solis	<a href="mailto:project.dignidad@yahoo.com">project.dignidad@yahoo.com</a>	<a href="http://www.stpaulsanangelo.org/project-dignidad">http://www.stpaulsanangelo.org/project-dignidad</a>	N	N	N	N	N	N	Y	N	N	Y	N	N	N	Emergency food, clothing and some medications. Clients can be assisted every 30 days.	Y	

Tom Green	Tom Green County Veteran's Service Office	202 Henry O' Flipper St	San Angelo	76903	325-659-6560	Joseph Piteo	<a href="mailto:joseph.piteo@tvc.state.tx.us">joseph.piteo@tvc.state.tx.us</a>	<a href="http://www.co.tom-green.tx.us/default.aspx?name=vet.VeteransHome">http://www.co.tom-green.tx.us/default.aspx?name=vet.VeteransHome</a>	Y	Y	Y	Y	Y	Y	N	N	N	N	N	N	N	N	N	N	Assists veterans in obtaining federal and state benefits they have earned for their military service.	Y
Coke	Head Start Program	2801 W. Loop 306, Suite A	San Angelo	76904	325-944-9666	Kathy Bennett	<a href="mailto:kbennett@cvcog.org">kbennett@cvcog.org</a>	<a href="http://www.cvcog.org/cvcog/headstart.html">http://www.cvcog.org/cvcog/headstart.html</a>	N	N	N	N	N	N	N	N	N	N	Y	N	N	N	N	N	Provides comprehensive services to children and families for education.	Y
Concho	Head Start Program	2801 W. Loop 306, Suite A	San Angelo	76904	325-944-9666	Kathy Bennett	<a href="mailto:kbennett@cvcog.org">kbennett@cvcog.org</a>	<a href="http://www.cvcog.org/cvcog/headstart.html">http://www.cvcog.org/cvcog/headstart.html</a>	N	N	N	N	N	N	N	N	N	N	Y	N	N	N	N	N	Provides comprehensive services to children and families for education.	Y
Crockett	Head Start Program	2801 W. Loop 306, Suite A	San Angelo	76904	325-944-9666	Kathy Bennett	<a href="mailto:kbennett@cvcog.org">kbennett@cvcog.org</a>	<a href="http://www.cvcog.org/cvcog/headstart.html">http://www.cvcog.org/cvcog/headstart.html</a>	N	N	N	N	N	N	N	N	N	N	Y	N	N	N	N	N	Provides comprehensive services to children and families for education.	Y
Irion	Head Start Program	2801 W. Loop 306, Suite A	San Angelo	76904	325-944-9666	Kathy Bennett	<a href="mailto:kbennett@cvcog.org">kbennett@cvcog.org</a>	<a href="http://www.cvcog.org/cvcog/headstart.html">http://www.cvcog.org/cvcog/headstart.html</a>	N	N	N	N	N	N	N	N	N	N	Y	N	N	N	N	N	Provides comprehensive services to children and families for education.	Y
Kimble	Head Start Program	2801 W. Loop 306, Suite A	San Angelo	76904	325-944-9666	Kathy Bennett	<a href="mailto:kbennett@cvcog.org">kbennett@cvcog.org</a>	<a href="http://www.cvcog.org/cvcog/headstart.html">http://www.cvcog.org/cvcog/headstart.html</a>	N	N	N	N	N	N	N	N	N	N	Y	N	N	N	N	N	Provides comprehensive services to children and families for education.	Y
Menard	Head Start Program	2801 W. Loop 306, Suite A	San Angelo	76904	325-944-9666	Kathy Bennett	<a href="mailto:kbennett@cvcog.org">kbennett@cvcog.org</a>	<a href="http://www.cvcog.org/cvcog/headstart.html">http://www.cvcog.org/cvcog/headstart.html</a>	N	N	N	N	N	N	N	N	N	N	Y	N	N	N	N	N	Provides comprehensive services to children and families for education.	Y
Reagan	Head Start Program	2801 W. Loop 306, Suite A	San Angelo	76904	325-944-9666	Kathy Bennett	<a href="mailto:kbennett@cvcog.org">kbennett@cvcog.org</a>	<a href="http://www.cvcog.org/cvcog/headstart.html">http://www.cvcog.org/cvcog/headstart.html</a>	N	N	N	N	N	N	N	N	N	N	Y	N	N	N	N	N	Provides comprehensive services to children and families for education.	Y
Schleicher	Head Start Program	2801 W. Loop 306, Suite A	San Angelo	76904	325-944-9666	Kathy Bennett	<a href="mailto:kbennett@cvcog.org">kbennett@cvcog.org</a>	<a href="http://www.cvcog.org/cvcog/headstart.html">http://www.cvcog.org/cvcog/headstart.html</a>	N	N	N	N	N	N	N	N	N	N	Y	N	N	N	N	N	Provides comprehensive services to children and families for education.	Y
Sterling	Head Start Program	2801 W. Loop 306, Suite A	San Angelo	76904	325-944-9666	Kathy Bennett	<a href="mailto:kbennett@cvcog.org">kbennett@cvcog.org</a>	<a href="http://www.cvcog.org/cvcog/headstart.html">http://www.cvcog.org/cvcog/headstart.html</a>	N	N	N	N	N	N	N	N	N	N	Y	N	N	N	N	N	Provides comprehensive services to children and families for education.	Y























This image shows a blank grid of yellow cells, organized into 25 columns and 32 rows. The grid is designed as a ledger or spreadsheet template, with a consistent layout across all rows. Each row is divided into 25 columns of varying widths, creating a structured space for data entry. The first row is particularly wide, suggesting it might be reserved for a header or title. The remaining 31 rows are uniform in height and width, providing a consistent area for recording information. The yellow color of the cells is a common choice for visibility and readability in accounting or administrative documents.













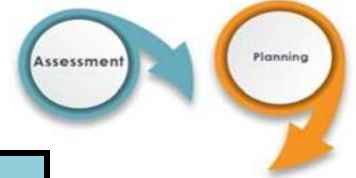


Attachment C: Service Locations



Subrecipient:	Concho Valley Community Action Agency				
CSBG Service Area County/Zip Code	Number of HH in Poverty by County/Zip Code	% of HH in Poverty	Main Office (Yes or No)	Service Center (Yes or No)	Outreach (Yes or No)
Coke	265	3%	No	No	Yes
Concho	122	2%	No	No	Yes
Crockett	377	5%	No	No	Yes
Irion	74	1%	No	No	Yes
Kimble	404	5%	No	No	Yes
Menard	171	2%	No	No	Yes
Reagan	163	2%	No	No	Yes
Schleicher	169	2%	No	No	Yes
Sterling	40	1%	No	No	Yes
Sutton	138	2%	No	No	Yes
Tom Green	5,831	75%	Yes	Yes	Yes
		0%			
		0%			
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## Attachment C: Service Locations



<b>Subrecipient:</b>	<b>Concho Valley Community Action Agency</b>				
<b>CSBG Service Area County/Zip Code</b>	<b>Number of HH in Poverty by County/Zip Code</b>	<b>% of HH in Poverty</b>	<b>Main Office (Yes or No)</b>	<b>Service Center (Yes or No)</b>	<b>Outreach (Yes or No)</b>
<b>How are services provided to persons that are unable to apply for services in person?</b>	Online Application				<b>Yes</b>
	Mail Application				<b>Yes</b>
	Home Visit				<b>Yes</b>
	Other - explained to client the application is online and can be returned by mail, email or fax.				<b>Yes</b>

**Certification of Public Hearing for  
PY 2019 CSBG Budget and CAP**

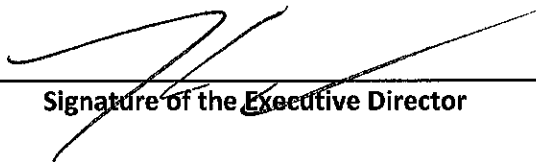
**Subrecipient:**

**Concho Valley Community Action Agency**

**Date of Public Hearing:**

**8/8/2018**

Concho Valley Community Action Agency held a public hearing, on the date listed above, where the proposed estimated **PY 2019 CSBG Budget and Community Action Plan** performance activities were distributed and public comment was solicited. The proposed activities as described in the Budget and Community Action Plan are in accordance with the Community Services Block Grant Act.



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**Signature of the Executive Director**

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**8/8/2018**

**Date**

Concho Valley Community Action Agency  
Housing Preservation Grant

On Wednesday, August 8, 2018, during a regularly scheduled Board of Directors meeting in which a quorum was fulfilled the Board voted to apply for Home Preservation Grant through the USDA Rural Development. Executive Director Dr. Mark Bethune is authorized to execute the agreement. Dr. Bethune will be responsible for program administration and oversight.



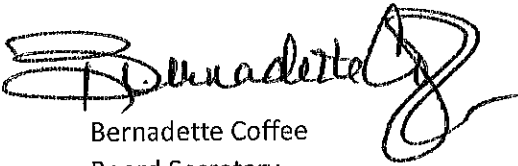
Honorable David Dillard  
CVCAA Board Chair




Dr. Mark Bethune  
Executive Director

Concho Valley Community Action Agency  
Bylaw Attestation  
August 8, 2018

The Concho Valley Community Action Agency's Corporate Bylaws were reviewed during a regularly scheduled meeting in which a quorum was present. The Bylaws approved on August 8, 2018 and subsequently submitted for the USDA Housing Preservation Grant are the current Bylaws.



Bernadette Coffee  
Board Secretary



Honorable David Dillard  
Board Chairperson

# CONCHO VALLEY COMMUNITY ACTION AGENCY BYLAWS

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**BYLAWS**  
Of  
CONCHO VALLEY COMMUNITY ACTION AGENCY, INC.  
(CVCAA)  
SEPTEMBER 4, 2003

**ARTICLE I.**  
**NAME AND DESCRIPTION**

The name of this corporation shall be Concho Valley Community Action Agency, Inc., a 501(c)(3) nonprofit corporation incorporated under the laws of the State of Texas and recognized by the U. S. Department of Health and Human Services (DHHS), the Texas Department of Housing and Community Affairs (TDHCA), and any other state or federal agency as necessary as the proper body to carry out the purposes and functions set out in the bylaws.

Service for the Concho Valley Community Action Agency, Inc. shall be sent to P.O. Box 671 San Angelo, Texas 76902 or locations as duly designated by the action of the Board of Directors.

**ARTICLE II.**  
**PURPOSE**

The purpose and function of the Concho Valley Community Action Agency, Inc. ("Agency"), shall be:

Charitable and educational, especially with regard to the implementation and execution of the provisions and intentions of the Economic Opportunity Act of 1964, as it may from time to time be amended or replaced.

To administer certain programs of the U. S. Department of Health and Human Services (DHHS), The Texas Department of Housing and Community Affairs (TDHCA), and other appropriate agencies in the counties of Coke, Concho, Crockett, Irion, Kimble, Menard, Schleicher, Sutton, Sterling, Reagan, and Tom Green, and environs including, but not limited to, Mason, McCulloch, Coleman, and Runnels by subcontract or by other legal capacity as a private nonprofit corporation.

To work with three (3) significant groups in the community, that is, the poor, the public, and the private sector, to seek out, identify and eliminate the causes of poverty within the community.

To make the entire community more responsive to the needs and interests of the poor by mobilizing available resources and bringing about a greater institutional sensitivity.

To plan and develop a system of priorities among projects, activities and areas as needed for the most effective and efficient use of resources.

To address affordable housing for low-income persons residing in the Concho Valley.



### **ARTICLE III. BOARD OF DIRECTORS**

The governing body of this corporation shall be its Board of Directors ("Board"), which shall be comprised in accordance with the terms of this Article.

The Board shall be comprised of a minimum of fifteen (15) members, or such greater number of members as the Board approves.

No person who served on the Board of directors prior to July 28, 2003, may serve on the Board.

The Board shall be composed of three parts: Elected Officials; Low-Income Individuals and Families; and Private Sector.

a. Elected Officials. Elected Officials shall comprise one-third of the membership of the Board. Elected Officials shall be appointed by the Board of Directors. Vacancies in the Elected Official category will be filled from a slate of nominations provided to the Board by the County Judges in the Agency's service delivery area. Elected Officials may serve as Board members only as long as they maintain their status as an elected public official.

b. Low-Income Individuals and Families. Low-Income Individuals and Families ("Low Income") shall comprise at least one-third of the membership of the Board. Low Income members must represent low-income individuals and families within the Agency's service delivery area, and shall be chosen in accordance with a democratic selection process that assures they are representative of the poor in the area served. With Board approval, Low Income members need not themselves be low income, but must be selected in a manner which ensures they truly represent low-income individuals and families. Low Income members shall serve a term of four years, or until their replacement is duly approved by the Board.

c. Private Sector. Members of the Board from the Private Sector shall be nominated by community-based organizations and businesses within the Agency's service delivery area. Private Sector members shall serve a term of four years, or until their replacement is duly approved by the Board. Members must reside within the service delivery area.

### **ARTICLE IV. BOARD MEMBERSHIP REQUIREMENTS**

#### **ELECTED OFFICIALS**

Must be duly and currently elected under the laws of the State of Texas.

#### **LOW INCOME**

The Board shall select members from the low-income sector. An essential objective of community action is participation by low-income individuals and families in the programs that affect their lives. Low-income members need not themselves be low income, but they must be selected in a manner that ensures that they truly represent low-income individuals and families. The procedure used to select Low Income Board members must use a democratic selection process. Among the selection processes that may be utilized, either alone or in combination, are:

- Nominations and elections, either within neighborhoods or within the community as a whole.

- Selection at a meeting or conference to which all neighborhood residents, "especially those who are poor, are openly invited."
- Selection of representatives to a community-wide Board by member's neighborhood or sub-area Boards who are themselves selected by neighborhood area residents.
- Selection, on a small area basis such as a city block or city, of representatives who in turn select members for a community-wide Board.
- Selection of representatives by existing organizations whose membership is predominately composed of poor persons.
- Efforts should be made in the selection process to reflect the minority population percentages within the service delivery area.

When a Board member representing the low-income sector should fail to complete his or her term: 1) if more than ½ of the member's term remains, a new Board member shall be elected through the democratic process and that Board member shall serve out the remainder of the term, or 2) if less than ½ of the member's term remains, a new Board member shall be selected through the democratic process and that Board member shall serve out the remainder of the term and be understood to have been elected to serve an additional full-term.

### **PRIVATE SECTOR**

The Board shall select members representing private sector businesses and community based organizations, or it may select various private sector businesses and organizations from which members of the private sector would be chosen as members. Private Sector members shall be selected in such a manner as to assure that the Board will benefit from broad community involvement. The Board composition for the Private Sector shall draw from officials or members of business, industry, labor, religious, education, law enforcement, and other major groups and interests in the community served. Efforts should be made in the selection process to reflect the minority population percentages within the service delivery area.

### **ALTERNATES FOR PRIVATE SECTOR MEMBERS ONLY**

Elected officials may represent private sector businesses and community based organizations as members of those organizations.

### **RESIDENCE OF MEMBERS**

All Board members must reside within the Agency's service delivery area, and should be selected so as to provide representation for all geographic areas within the service area; however, greater representation may be given on the Board to areas with greater low-income population. Low-income representatives must reside in the area that they represent.

### **LIMITATIONS OF BOARD SERVICE**

Public officials may serve at the pleasure of the Board as long as the public official remains in office. Low-income and private organizations members also serve at the pleasure of the Board.

### **VACANCIES**

All Board vacancies shall be filled as soon as reasonably possible. In no event shall the Board allow 25% or more of either the Elected Officials or Low Income Board positions to remain vacant for more than 90 days. The Agency shall report to TDHCA the number of Board vacancies by sector on their monthly performance reports. Compliance with the CSBG Act

requirements for Board membership is a condition for eligible entities to receive CSBG funding, and there is no provision in the Act for a waiver or exception to these requirements.

### **REMOVAL OF BOARD MEMBERS**

Elected Officials may be removed by action of the Board or pursuant to any procedure provided for in the Agency's articles of incorporation or these bylaws.

Low Income Members may be removed by the Board or pursuant to any procedure provided for in the Agency's articles of incorporation or these bylaws.

Private Sector members may be removed by the Board or pursuant to any procedure provided for in the Agency's articles of incorporation or these bylaws.

### **COMPENSATION OF BOARD MEMBERS**

Board members may not receive compensation for their service on the Board. Reimbursement of reasonable and necessary expenses incurred by a Board member in carrying out his/her duties is allowed.

### **CONFLICT OF INTEREST**

No person may sit on the Board who is an officer or an employee of an organization contracting to perform a component of Agency's services funded by the Office of Community Services (OCS). (See Texas Department of Housing and Community Affairs (TDHCA) Policy Issuance #2002-2.3, Conflicts of Interest, as it may be from time to time amended). No employee of the Agency, the Texas Department of Housing and Community Affairs, US Department of Health and Human Services, nor any federal employee may serve on the Board in a capacity that will require him/her to act as an agent of or as attorney for the Agency in its dealings with OCS or with any other state or federal agency.

Elected officials sitting on the Agency's Board will not have a conflict of interest if the Agency contracts with his/her jurisdiction to perform a component of the Agency's services funded by OCS.

No member Agency's Board may be employed by the Agency during their service on the Board or for twelve months thereafter.

Members of the Agency's Board shall sign a Conflict of Interest statement with attached Vendor List at the first regularly scheduled meeting they attend after the beginning of each calendar year during their tenure, and as requested by the Agency thereafter.

## **ARTICLE V.**

### **PETITIONING PROCEDURE**

Any private community group or representative group of low-income individuals or families that believes itself inadequately represented on the Board may petition for adequate representation.

Any such petition must be signed by fifty members of the petitioning group or by fifty percent of the bona fide members of that group or organization. The organization or groups presenting such a petition shall be promptly afforded an informal open hearing before the Board in order that they may have a full and fair opportunity to present their request.

If a petitioning group is granted a seat on the Board pursuant to such a hearing, that representative shall be promptly seated and afforded all rights and privileges of any other member of the Board.

The Board shall then readjust its membership to maintain the proper representation of Public Officials and Low Income members. The Board may by majority vote expand the number of members of the Board, provided such expansion complies with numerical requirements of Article III(a) and (b).

A written statement of the Board's action on such petitioning shall be submitted to the petitioning group and a copy of that statement sent to the Texas Department of Housing and Community Affairs (TDHCA) and US Department of Health and Human Services, if required.

## **ARTICLE VI.**

### **MEETING OF THE BOARD**

All regular and special meetings of the Board and any officially designated committees shall be open to the general public. Closed/Executive sessions are permitted and governed pursuant to Chapter 551 of the Texas Government Code. All meetings shall be conducted in accordance with the Texas Open Meetings Act and all corporate records governed by the Texas Open Records Act, HIPAA Act of 1996, and the Standards for Privacy of Individually Identifiable Health Information Act of 2003. Notices of open meetings will be posted at all corporate offices and centers and sent to the County Clerks in the service delivery area for posting in county courthouses. Public notices shall be posted no less than 72 hours prior to Agency Board open meetings.

Regular meetings shall be held every month at 5:30 p.m. or at such time as may be determined by the Board; however, the Board must meet at least once each ten weeks.

Special meetings may be called by the Chairman of the Board or upon the request of any five members of the Board, with notice of any such meeting provided as required by this Article. An Agenda of each special called meeting of the Board shall accompany the notice of that meeting and shall be sent to all Board members.

Written notice stating the agenda, the place, date, and time of each meeting shall be sent to each Board member not less than five days in advance of the meeting. The notice may be sent by electronic mail.

All meetings of the Board shall be held in a county in the Agency's service delivery area. Meeting locations should be convenient to low-income individuals and families.

A quorum shall consist of more than fifty percent of the then total Board membership, regardless of the sectors each Board member represents

The act of the majority of the Directors at any meeting at which a quorum is present shall be an act of the Board.

The parliamentary procedures of all meetings of the Agency shall be conducted in accordance with Robert's Rules of Order, Revised. Show of hands will be used in voting on all

motions to call a closed session of the Board, remove a Board member, hire or fire an Executive Director, or elect any officer of the Agency.

Each member of the Board shall be entitled to one vote. Proxy voting is prohibited.

Board members may be removed for cause, which is defined as willful misconduct as found by the Board. Removal for cause must be supported by a two-thirds vote of a quorum of members present at a Board meeting.

Any Board member who, without just cause established by the member and acceptable to the Board, is absent from three of any six consecutive regularly scheduled meetings of the Board, may be removed by a majority vote of the Board. Notwithstanding the foregoing, the Board has discretion not to remove any member subject to this paragraph.

No meeting, be it regularly scheduled or special called, may address the issues of: removal of a member of the Board for cause, the election of officers of the Board, the amendment or revision of these Bylaws, or the hiring or firing of the Executive Director of the Agency; unless such items appear on an agenda circulated pursuant to the requirements of this Article.

The Board shall keep for each meeting written minutes, which include a record of all motions, seconds, and votes and a record of all members attending. Minutes of the previous meeting shall be distributed to all members with the next meeting agenda, and shall be made available to the public upon request. The Board shall also make available to the public upon request translations of the minutes in areas where a significant portion of the poverty population does not speak English.

## **ARTICLE VII.**

### **OFFICERS OF THE BOARD**

The officers of this corporation shall be the Chairman, Vice-Chairman, Secretary and Treasurer. The office of Secretary and Treasurer may be filled by one person. All officers of this Agency shall be duly selected members of the Board. The Board may by vote establish additional officers and appoint members to hold such offices.

No officer of the Agency shall receive compensation for duties performed in the exercise of his/her office.

Officers of the Agency shall be elected at the annual meeting of the Board held in July of each year. Officers shall serve for a period of one year and may succeed themselves in office upon proper action of the Board.

Any vacancy in any office because of death, resignation, or otherwise, may be filled by the Board for the unexpired portion of the term.

#### **Chairman**

The Chairman shall:

- a. Be the principal representative of the Agency and subject to the control of the Board. Through the assistance of the executive director, financial officer, and agency staff, the chairman shall oversee all of the business and affairs of the Agency.
- b. When present, preside at all meetings of the Board. Sign with other designated individuals authorized by the Board, any contract, check, agreement or other instrument that the Board has authorized.
- c. In general, perform all duties incident to the office of chairman and such other duties as may be prescribed by the Board from time to time.
- d. Serve as or designate a public information officer (PIO) for the corporation. The PIO shall be the one point contact for the media.

#### **Vice-Chairman**

The Vice-Chairman shall perform all duties of the Chairman of the Board in the absence of that officer and perform such other duties as may be assigned by the Board.

#### **Secretary**

The secretary through the assistance of the executive director shall see that all minutes of the Board are kept, all notices are duly given in accordance with the provisions of these bylaws and required by law, be custodian of the records of the Board, seal of the corporation, and keep a register of the post office addresses of each Board member.

#### **Treasurer**

The treasurer through the assistance of the executive director and chief financial officer shall be responsible for the financial affairs of the Agency. This responsibility shall include serving as chair of any Finance Committee, working with the executive director and chief financial officer to; assure monies belonging to the corporation are deposited in a bank approved by the Board, bills of the agency are paid in a timely manner, the submission of a financial report at each Board meeting, arranging for the annual examination and Audit of Agency records, submitting the annual finance report at the annual meeting, and such other duties as may be prescribed by the Board from time to time.

### **ARTICLE VIII.**

#### **COMMITTEES OF THE BOARD**

##### **Executive Committee**

The Chairman of the Board may appoint an Executive Committee composed of members of the Board to transact routine and ordinary business of the Board between meetings of the full Board if required. The Chairman of the Board shall chair any Executive Committee. The executive director shall report on Committee actions taken between meetings at the next meeting of the full Board. The Executive Committee shall be a standing committee.

##### **Standing Committees**

The Chairman may appoint such standing committees as the Board deems necessary. Standing committees may include, but shall not be limited to: a Policy Committee, a Finance Committee, a Planning and Priorities Committee, an Oversight and Monitoring Committee and a Board Nominating Committee.

##### **Special Committees**

The Chairman of the Board may appoint special committees from time to time depending upon the needs of the Board. Such committees may have policy-making or advisory functions and shall serve for as long as their need exists.

### **Membership**

All standing and special committees of the Board shall fairly reflect the full composition of the Board and at least one-third of their number shall be representatives of the poor. The executive director shall serve as ex-officio secretary for all committees and report on committee actions at the next meeting of the full Board. Each standing or temporary committee may include ex-officio members with particular areas of expertise to assist that committee. These ex-officio members may not hold chairmanship of a committee, and they will not have a vote.

### **Ratification**

Any and all acts of any and all standing and special committees must be ratified by action of the Board at the next scheduled meeting of the full Board.

### **Quorum and Act**

A majority of any committee members present and voting shall constitute a quorum of that committee. Any act of the majority of committee members at which a quorum is present shall constitute an act of that committee. Voting by proxy is not permitted at meetings of any committee.

### **Notice**

Each member of any committee must be notified in writing of the time, date, and location of such meeting at least 48 hours before the committee shall meet. The requirement for notice may be waived; however, upon written agreement of all members of the committee that is meeting.

Public notices stating the agenda, the place, date, and time shall be posted at least 72 hours prior to the time of the meeting.

## **ARTICLE IX.**

### **POWER OF THE BOARD**

#### **GENERAL POWERS**

The Board of Directors shall have the ultimate responsibility for the planning, coordination, evaluation and administration of the Agency. In this regard the Board shall have the power to receive and administer funds pursuant to Title II of the Economic Opportunity Act of 1964, as amended; to receive and administer funds and contributions from private or local public sources; to receive and administer funds under any federal or state assistance program pursuant to the requirements of those programs.

The Board shall have the power to transfer funds, to receive and to delegate powers to other agencies subject to its overall program responsibilities.

The Board shall have the power to contract and to do any and all acts necessary to carry out its function in accordance with Title II of the Economic Opportunity Act of 1964, as amended.

The Board shall have the authority to appoint an executive director and define the duties of the executive director; however, the Board should not become involved in the selection of any other employee of the Agency or day to day instruction or duties of the Agency employees, except as may be defined in the Agency's policy manual as approved by the Board.



## **CONTRACTING FOR PERFORMING COMPONENTS OF THE CONCHO VALLEY COMMUNITY ACTION AGENCY WORK PROGRAM.**

Whenever the Agency chooses to place the responsibility for planning, conducting, or evaluating a component of its work program funded by OFFICE OF COMMUNITY SERVICE (OCS) with another organization, it shall formalize the relationship with that organization in a contract which states the specific responsibilities contracted and the conditions for performance. The Board may delegate these responsibilities only to organizations whose boards of directors have a membership of at least one-third representatives of low-income individuals or families, or which forms an advisory committee at least a majority of which are democratically selected representatives of low income individuals or families.

When the Agency “places the responsibility for major policy determinations with respect to the character, funding, extent, and administration of the budgeting for programs to be carried on in a particular geographic area within the community”, in a subsidiary board or council, as Section 211 (c) of the Act states, that board or council shall have a membership of at least a majority of representatives of low income individuals or families selected according to the procedures outlined in OCS regulations. These Boards shall include in their bylaws procedures for seating elected public officials who represent the area served by the Board and who wish to be seated on it.

### **ARTICLE X.**

#### **AMENDMENT OF BYLAWS**

These Bylaws may be amended, altered or revised at any time by an act of the Board. Any amendment, alteration or revision of these Bylaws shall be subject to the notice and agenda requirements of Article VI of these bylaws and cannot be changed or amended without an affirmative vote of two-thirds of a quorum of the Board at a regular or special meeting. . All amendments, alterations or revisions of these Bylaws shall be promptly transmitted to the Texas Department of Housing and Community Affairs and the US Department of Health and Human Services as required.

### **ARTICLE XI.**

#### **INDEMNIFICATION**

The Agency shall defend and indemnify any Board member, director, officer, or employee, of the Agency against expenses and costs (including attorney’s fee) actually and necessarily incurred by him/her and any amount paid in settlement of, or satisfaction of judgments in connection with any claim (whether of not legal action is filed), action, suit, or proceeding, whether administrative, civil or criminal in nature, of which he/she is made a part by reason (in whole or part) of being or having been such a Board member director, officer, or employee (whether or not a Board member, director, officer, or employee at the time such costs or expenses are incurred by or imposed upon him/her), except in relation to matters as to which he/she shall be adjudged in such action, suit, or proceeding to be guilty of gross negligence, willful or wanton conduct, or intentional misconduct in respect of the matter in which indemnity is sought. Such right of defense and indemnification shall not be deemed exclusive of any other rights to which such Board member, director, officer, or employee may be entitled by law otherwise. No Office of Community Services funds will be used for legal fees without prior

authorization. The Agency may purchase an insurance policy which provides defense and indemnity substantially in accord with this Article in the first instance, but purchase of such a policy shall not relieve the Agency of its obligation to defend and indemnify a person covered by this Article.

## **ARTICLE XII.**

### **DISSOLUTION OF THE CORPORATION**

Dissolution of this corporation shall be in compliance with the laws of the State of Texas and those pertinent requirements and regulations of the Community Services Administration as appropriate. The disposition of all property and assets of this corporation shall be in accordance with CAP Grantee Financial Policy and Procedures Guide, Volume V or such other regulations as appropriate.

Upon the dissolution of the corporation, the Board of Directors shall, after paying or making provision for the payment of all of the liabilities of the corporation, dispose of all of the assets of the corporation exclusively for the purposes of the corporation in such manner, or to such organization or organizations organized and operated exclusively for charitable, educational, religious, or scientific purposes as shall at the time qualify as an exempt organization or organizations under Section 501 (c) (3) of the Internal Revenue Code of 1954 (or the corresponding provision of any future United States Internal Revenue Law), as the Board of Directors shall determine. Any such assets not so disposed of shall be disposed of by the Court of Common Pleas of the county in which the principal office of the corporation is then located, exclusively for such proposes or to such organization or organizations, as said Court shall determine, which are organized and operated exclusively for such purposes.

Concho Valley Community Action Agency  
Executive Director's Report  
Wednesday, August 8, 2018

FOUR QUESTIONS OF ENGAGEMENT

1. Does it align with our mission?
2. Is it a need of the community?
3. Do we have the capacity?
4. Is it cost effective?

**CEAP**

The initial 2018 CEAP contract is \$1,166,780. UPDATE (July): Contract was increased to \$1,727,160.

CVCAA rolled approximately \$3,500 direct service dollars into 2018. Although we lost an outreach worker at the end of 2017, we hired three. In order to increase services to the outer counties as well as to elderly or disabled persons who may not be able to visit our facility, we will begin taking applications via mail. We hope to have the system in place by March. UPDATE (February): The flyer announcing mail-in applications is ready. Please help us get the word out.

Due to new reporting requirements originating at the federal level and amplified by the state, it takes our case workers about 2 hours to process each client. Even if the client is only in front of our case worker 30 minutes, another 1 ½ must be allocated. This is the reason that we can't just "slip someone in." Doing so adds 2 hours that must be accounted for somewhere during the week. We book appointments typically 2 weeks out, meaning that if someone calls on the first, we're booking for the week of the 14<sup>th</sup>. We begin booking Monday morning and cease taking appointments after the entire week is book. This usually takes less than an hour. After that time, we'll ask clients to try back next Monday. As you can imagine, this results in much frustration to the clients, but we can't book additional clients at this time and have discovered if we book past 2 weeks, no-shows increase drastically. As for walk-ins, we take a limited number of walk-ins Monday – Wednesday. (Thursday and Friday is reserved for catching up on files.) The number of walk-ins seen during any given days depends on the number of case workers available. For example, one of our case workers was admitted to the hospital last week. That means that the other workers must assume the appointments already made on her behalf while maintaining their workload. Obviously, we saw less walk-ins that week. Walk-ins must have a disconnect notice and are first come, first serve. We do not tell walk-ins when they should arrive, only that they will be seen according to arrival and limited numbers may sign in. They are seen IF an appointment doesn't show up. There are no guarantees, but we help walk-ins that we sign in over 90% of the time. They may have to wait a bit, though.

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We would like to hire two additional CEAP workers. One will take appointments and the other will help with mail-in applications and walk-ins. Once in place, this should reduce the number of persons being sent away without service. UPDATE (JULY): Two CEAP workers were hired. However, we are considering an additional hire. This would allow the Community Services Director greater opportunity to supervise and maintain quality assurances.

**Utility Assistance - May 2018**

County	Households	Individuals	Monthly Expenditures	Monthly Average/HH	YTD Expenditures
Coke	11	15	\$1,897.06	\$172.46	\$7,692.60
Concho	12	17	\$1,201.97	\$100.16	\$6,785.35
Crockett	9	10	\$722.79	\$80.31	\$1,835.09
Irion	3	5	\$493.00	\$164.33	\$1,548.76
Kimble	5	11	\$768.56	\$153.71	\$2,708.14
Menard	17	25	\$2,004.62	\$117.92	\$6,911.85
Reagan	-	-	\$0.00	\$0.00	\$625.14
Schleicher	7	19	\$866.67	\$123.81	\$3,203.34
Sterling	2	9	\$245.30	\$122.65	\$829.14
Sutton	21	27	\$1,854.21	\$88.30	\$4,305.37
Tom Green	251	512	\$34,294.30	\$136.63	\$131,073.96
Total	338	650	\$44,348.48	\$131.21	\$167,518.74

**Utility Assistance - June 2018**

County	Households	Individuals	Monthly Expenditures	Monthly Average/HH	YTD Expenditures
Coke	16	26	\$2,418.56	\$151.16	\$10,111.16
Concho	18	32	\$2,741.54	\$152.31	\$9,526.89
Crockett	13	21	\$1,745.86	\$134.30	\$3,580.95
Irion	4	5	\$660.51	\$165.13	\$2,209.27
Kimble	8	19	\$2,262.22	\$282.78	\$4,970.36
Menard	25	40	\$3,006.00	\$120.24	\$9,917.85
Reagan	2	4	\$316.67	\$158.34	\$941.81
Schleicher	15	32	\$2,327.83	\$155.19	\$5,531.17
Sterling	2	9	\$312.30	\$156.15	\$1,141.44

Combating poverty in our communities through public and private partnerships

Sutton	23	30	\$2,542.38	\$110.54	\$6,847.75
Tom Green	441	980	\$91,488.82	\$207.46	\$222,562.78
Total	567	1,198	\$109,822.69	\$193.69	\$277,341.43

**WEATHERIZATION**

The initial 2018 LIHEAP WAP contract is \$295,207. Plus some 2017 LIHEAP funds rolled over and 2017 DOE WAP contract is still in effect. We have not received the 2018 TACAA AEP contract. UPDATE (July): LIHEAP was increased to \$422,043. TACAA came in at \$87,375.

Weatherization eligibility is capped at 200% of the Federal Poverty Rate. See attached scale.

2017 monitoring report to be presented at January 1018 Board of Directors’ Meeting.

2018 WAP units

Month	Units	Counties
January	1	Tom Green
February	5	Tom Green
March	5	Tom Green, Crockett ,Irion
April	2	Tom Green
May	5	Tom Green, Runnels, Sutton
June	5	Concho, Tom Green, Menard
July	6	Tom Green
August		
September		
October		
November		
December		

LIHEAP Update (August): Due to changes in the redistribution formula, if we choose to move money from LIHEAP WAP to CEAP (also LIHEAP) we’ll have to relinquish a portion of the funds to Central Texas Opportunities. The change is occurring because WAP and CEAP counties do not perfectly overlap.

**CSBG**

The initial 2018 CSBG contract is \$238,171 and we have about \$30,000 from 2017 that must be spent before 3/31/2018.

## Combating poverty in our communities through public and private partnerships

In 2017, 15 individuals transitioned out of poverty. Our goal was 9. There are currently 22 persons on Case Management. One person is being tracked to transition. UPDATE (February): There are currently 20 persons on Case Management, 3 persons being tracked, and 1 person transitioned in January. UPDATE (April): We dropped 2 from Case Management due to lack of participation leaving 18 persons. UPDATE (May/June): For the months of May and June, we have had 1 family of 2 people transition out. We currently are tracking one family of 3, they should transition out in August. We currently have 16 people still on the program.

The following is an excerpt from an email from TDHCA:

Dear Dr. Bethune:

The Community Affairs Division staff has reviewed the CSBG eligible entity performance related to the number of persons Transitioned Out of Poverty (TOP) in 2017. Concho Valley Community Action Agency (CVCAA) had an assigned target of 9 persons to TOP and reported 15 (167%) persons as TOP in 2017. TAC rule §6.207 describes the requirements related to providing case management and a minimum TOP goal to each eligible entity. *We congratulate you on meeting and exceeding your assigned TOP goal.*

One of the primary purposes of the CSBG grant is to assist persons to achieve self-sufficiency. The State has a legislatively assigned goal of transitioning 1,200 persons statewide and we proportionately assign a target to each eligible entity so that the Department is able to meet the State goal.

CSBG Case Management eligibility is capped at 125% of the Federal Poverty Guideline. See attached scale.

### **VITA**

We will begin processing and filing federal tax returns on February 5. This is a free, IRS sponsored and monitored service. This is our only program that is not income based. Clients may call after 1/22 to set up appointments. We'll be in the Adult Literacy Council building this year. UPDATE (February): In 1 ½ weeks, we've prepared and filed 266 returns. We're already booked until March 5. UPDATE (April): As of April 13, 1545 returns had been accepted by the IRS. UPDATE (July): We have applied for two grants: HEB \$5000; BBVA Compass \$5000

### **FUND RAISING**

The Crazy Desert Trail Race will be Saturday, March 10<sup>th</sup> at the San Angelo State Park. TXU is sponsoring the event on our behalf. UPDATE (April): The race was up a bit this year with 390 participants. The goal for 2019 is 500.

San Angelo Gives will be Tuesday, May 1. Please consider contributing to CVCAA during this 24 hour event. All gifts are amplified through the San Angelo Area Foundation. UPDATE (May): We received \$400 in gifts.

## Combating poverty in our communities through public and private partnerships

On Monday, January 15, 10% of food sales from Texas Roadhouse will be donated to CVCAA. Coupon must be presented. UPDATE (February): We received \$50 from this event.

### **UNITED WAY**

An application was submitted to United Way for funding to the tune of \$5,000 representing unreimbursed costs associated with the weatherization program. UPDATE (April): Our request was not funded.

### **TENANT BASED RENTAL ASSISTANCE**

We are currently compiling a waiting list for rental assistance. The assistance can last up to 2 years and includes the entire CVCAA service delivery area except the City of San Angelo. Our contract will support about 4 households. However, we also have access to the Reservation System which would allow service to additional households. TBRA clients must reside outside of San Angelo city limits. UPDATE (July): Due to staff turnover, we are placing this program on hold.

### **ORGANIZATIONAL STANDARDS**

CVCAA submitted required documents for the Organizational Standards as mandated by the Office of Community Services (OCS). UPDATE (February): We received feedback on our Organizational Standards submission. There are a few areas that require our attention, most will be cleared up at the submission of the next Community Needs Assessment and Strategic Plan (see below).

### **COMMUNITY NEEDS ASSESSMENT**

Every 3 years, entities administering Community Services Block Grants must complete a comprehensive Community Needs Assessment (CNA). The next is due June 1, 2018. The CNA requires Board involvement, input from low-income persons covering the entire CVCAA Service Delivery Area, staff participation, and contributions from keys members in the community (community leaders, non-profit organizations, schools, local governments, etc.). The CNA will be presented to CVCAA's Board of Directors during the May meeting. UPDATE (July): The CNA was submitted prior to the deadline and is now being reviewed by TDHCA.

### **STRATEGIC PLAN**

Every 5 years, entities administering Community Services Block Grants must complete a Strategic Plan. Although our next Strategic Plan is not due until 2020, we've decided to link it to the completion of the CNA since the CNA is the basis of the Strategic Plan. We will begin working on the Strategic Plan in June. Much like the CNA, the Strategic Plan requires input from varied sources. UPDATE (April): We will have a Strategic Planning retreat Friday June 1 and Saturday June 2. The retreat will be held at NNNN ranch. CVCAA staff will stay over Friday night. Board members are invited to join us on Saturday. Meals and mileage reimbursement will be provided. UPDATE (July): The Executive Director hope to submit a new Strategic Plan to the

## Combating poverty in our communities through public and private partnerships

BOD in September. UPDATE (August): TDHCA recently announced that Strategic Planning guidance would be forthcoming. We will delay further work until guidance is received.

### **WAGE STUDY**

The Texas Association of Community Action Agencies performs a wage study for its members every three years. The 2018 wage study was published in March. After evaluating wages across the state, I made the appropriate adjustment to our salaries within the average wage bands.

### Strategic Priorities

- Establish low cost, branded office space
- Fully expend all grants
- Implement effective marketing strategy
- Secure adequate, qualified weatherization applications
- Maintain equitable distribution of services
- Implement new management information system for weatherization assistance program
- Foster a climate of innovation



Combating poverty in our communities through public and private partnerships

**2018 Income Guideline effective 2/1/18**

Family Size	50%	75%	100%	125%	150%	200%
1	6,070	9,105	12,140	15,175	18,210	24,280
2	8,230	12,345	16,460	20,575	24,690	32,920
3	10,390	15,585	20,780	25,975	31,170	41,560
4	12,550	18,825	25,100	31,375	37,650	50,200
5	14,710	22,065	29,420	36,775	44,130	58,840
6	16,870	25,305	33,740	42,175	50,610	67,480
7	19,030	28,545	38,060	47,575	57,090	76,120
8	21,190	31,785	42,380	52,975	63,570	84,760
Each Additional Family Member	2,160	3,240	4,320	5,400	6,480	8,640

<b>BOARD MEMBER</b>	<b>SECTOR</b>	<b>EXPIRE</b>	10-Jan	14-Feb	18-Apr	30-May	11-Jul	8-Aug	19-Sep		
Hon. Roy Blair	public (3)		0	0	0	0	0	3	3		
Hon. Steve Floyd	public (2)		2	2	2	2	2	2	0		
Hon. Leslie Mackie	public (3)		3	3	3	3	0	0	3		
Hon. Richard Cordes	public (4)		4	0	0	4	4	4	4		
Hon. David Dillard (Chair)	public (3)		3	0	0	3	3	3	3		
Jeffrey Lisson	low-income (2)	12/31/2020		0	2	2	2	2	2		
Becky Trojcak	low-income (2)	12/31/2018	2	0	0	0	0	2	2		
Bernadette Coffee	low-income (2)	12/31/2018	2	2	2	2	2	2	2		
Maj. Tim Grider	low-income (2)	12/31/2018	0	0	2	2	0				
Stephanie Hamby	low-income (2)	12/21/2018							2		
Noemi Samaniego (Vice-Chair)	low-income (4)	12/31/2018	4	4	4	4	4	4	4		
Neta Wescott	private (3)	12/31/2020	3	3	0	3	3	0	3		
Victor Belman	private (3)	12/31/2018	3	3	3	3	3	3	3		
Connie Booth	private (5)	12/31/2020	0	5	0	5	5	5	5		
Donna Holden	private (4)	12/31/2018	4	4	4	0	0	4	4		
E.A. Wadworth	private (4)	12/31/2020			4	4	0	0	0		
volunteer hours			30	26	26	37	28	34	40		

**NOTICE OF MEETING**  
CONCHO VALLEY COMMUNITY ACTION AGENCY  
BOARD OF DIRECTORS

FILED FOR RECORD  
2018 SEP 13 AM 9:20

ELIZABETH MCGILL  
COUNTY CLERK  
COUNTY OF TOM GREEN, TEXAS

Date: September 19, 2018  
Time: 5:30 PM  
Place: Cactus Hotel, Green Room  
36 E. Twohig, San Angelo  
Tom Green County, Texas

In accordance with the Americans with Disabilities Act, we invite all attendees to advise us of any special accommodations due to disability. If assistance is needed to participate, please call (325) 653-2411. Please submit your request as far as possible in advance of the meeting you wish to attend.

**Agenda**

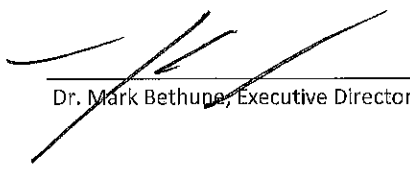
**NOTICE:** The Board of Directors may discuss, deliberate and take all appropriate action on any matter listed on this Agenda. Items on this Agenda may be taken out of the order listed. The Board reserves the right to deliberate in closed session pursuant to 551 of the Texas Government Code. Public comment is limited to five minutes per person on any agenda item.

1. Call to order and determine quorum.
2. Consider minutes for prior meeting and take appropriate action.
3. Consider and take appropriate action on Board vacancy.
4. Consider and take appropriate action on Executive Director's report.
5. Consider and take appropriate action on Financial Report.
6. Receive update on Strategic Plan goals.
7. Consider and take appropriate action on Strategic Plan Amendment.
8. Consider and take appropriate action on Personnel Policy.
9. Consider and take appropriate action on appeals policy.
10. Consider and take appropriate action on Head Start grant.
11. Consider and take appropriate action on grant writer(s).
12. Consider future agenda items.
13. Adjournment.

The Board may go into Executive Session (close its meeting to the public):

1. The Board may go into Executive Session Pursuant to Texas Government Code §551.074 for the purposes of discussing personnel matters including to deliberate the appointment, employment, evaluation, reassignment, duties, discipline, or dismissal of a public officer or employee, including, specifically, the performance evaluation of the Executive Director.
2. Pursuant to Tex. Gov't. Code, §551.071(1) to seek the advice of its attorney about pending or contemplated litigation or a settlement offer.
3. Pursuant to Tex. Gov't. Code, §551.071(2) for the purpose of seeking the advice of its attorney about a matter in which the duty of the attorney to the governmental body under the Texas Disciplinary Rules of Professional Conduct of the State Bar of Texas clearly conflicts with Tex. Gov't. Code, Chapter 551.
4. Pursuant to Tex. Gov't. Code, §551.072 to deliberate the possible purchase, sale, exchange, or lease of real estate because it would have a material detrimental effect on the Department's ability to negotiate with a third person; and/or-
5. Pursuant to Tex. Gov't. Code, §2306.039(c) the Department's internal auditor, fraud prevention coordinator or ethics advisor may meet in an executive session of the Board to discuss issues related to fraud, waste or abuse.

Sign this 13 day of September 2018.

  
\_\_\_\_\_  
Dr. Mark Bethune, Executive Director

CONCHO VALLEY COMMUNITY ACTION AGENCY  
BOARD OF DIRECTOR'S MINUTES  
September 19, 2018

Meeting was held in the Green Room 2<sup>nd</sup> floor, Cactus Hotel  
36 East Twohig, San Angelo, Tom Green County, Texas  
Present at meeting:

**Directors:**

**Elected Officials:** The Honorable Richard Cordes  
The Honorable David Dillard CVCAA Chair  
The Honorable Roy Blair  
The Honorable Steve Floyd - Absent  
The Honorable Leslie Mackie

**Private Sector:** Victor Belman  
Neta Wescott  
Connie Booth  
Donna Holden  
Elizabeth Ann Wadsworth - Absent

**Low Income Sector:** Jeff Lisson  
Bernie Coffee CVCAA Secretary  
Noemi Samaniego - CVCAA Vice-Chair  
Stephanie Hamby  
Becky Trojczak

**Staff:** Executive Director, Mark Bethune                      Chief Financial Officer, Lyla Blue  
Community Programs Director, Tracey Dishon

**Agenda**

1. The Honorable David Dillard called the meeting to order at 5:31pm. Quorum present.
2. Consider minutes for prior meeting and take appropriate action.  
Motion made by Connie Booth to accept minutes from prior meeting.  
Second made by Victor Belman  
Motion passed 11-0

3. Consider and take appropriate action on Board vacancy. Executive Director introduced Stephanie Hamby who was nominated by low income sector.  
Motion made by Jeff Lisson to accept nomination.  
Second by The Honorable Roy Blair  
Motion passed 11-0

Connie Booth joined meeting.

4. Consider and take appropriate action on Executive Director's report. Tracey Dishon shared information on case management program. Staff doing well. Served over 400 unduplicated individuals with utility assistance. Planning more outreach – Head Start, Disability Connections, and Public Housing Authority.  
Motion made by The Honorable Roy Blair to accept report.  
Second by Jeff Lisson  
Motion passed 13-0
5. Consider and take appropriate action on financial report.  
Motion made by The Honorable Leslie Mackie to accept report.  
Second Connie Booth  
Motion passed 13-0
6. Receive update on Strategic Plan goals. No suggestion made by Board. No action taken.
7. Consider and take appropriate action on Strategic Plan Amendment.  
Motion made by The Honorable Leslie Mackie to accept amendments.  
Second by The Honorable Roy Blair  
Motion passed 13-0
8. Consider and take appropriate action on Personnel Policy. No action taken.
9. Consider and take appropriate action on appeals policy.  
Motion to accept action made by Donna Holden.  
Second by The Honorable Leslie Mackie  
Motion passed 13-0

10. Consider and take appropriate action on Head Start grant. Discussion on prior actions of CVCAA with Head Start and reservations. Discussion on their goals is in line with our goal.

Motion for Executive Director apply for \$6 million grant by Connie Booth.

Second by Jeff Lisson – discussion – Jeff Lisson withdrew second

Connie Booth motion dead.

Motion by Jeff Lisson

Second by Connie Booth

Motion passed 9-4

11. Consider and take appropriate action on grant writer (s).

Motion made to obtain grant writer (s) for Head Start grant by Jeff Lisson.

Second made by Bernie Coffee

Motion carried 13-0

12. Consider future agenda items – Update on Head Start grant, budget amendment

**Set date for future meeting.**

13. Wednesday, October 17, 2018, Meeting Room 2<sup>nd</sup> floor Cactus Hotel @ 5:30pm.

14. There being no further business before the Board, The Honorable David Dillard adjourned the meeting at 6:34pm.

Signed this 8 day of November, 2018.

  
The Honorable David Dillard, Chair

  
Bernadette Coffee, Secretary

Concho Valley Community Action Agency  
Low-Income Board Vacancy

From August 20, 2018 to August 31, 2018, low-income persons seeking assistance from CVCAA were polled to fill the low-income board vacancy that followed the resignation of Maj. Tim Grider. Twenty nine votes were cast. Stephanie Hamby, Program Director of Galilee Community Development Inc., was elected to fill the vacancy.

Stephanie Hamby

BA in Business Administration from Northwestern College in Orange City, Iowa

MPA with a concentration in Nonprofit Management from the University of Colorado Denver

Director of Client Services at Galilee CDC for the past 3 years

Boards:

Concho Valley Homeless Planning Coalition

Leadership San Angelo Alumni Association

Community Involvement:

Symphony Guild

San Angelo First Assembly of God



Concho Valley Community Action Agency  
Executive Director's Report  
Wednesday, September 19, 2018

FOUR QUESTIONS OF ENGAGEMENT

1. Does it align with our mission?
2. Is it a need of the community?
3. Do we have the capacity?
4. Is it cost effective?

**CEAP**

The initial 2018 CEAP contract is \$1,166,780. UPDATE (July): Contract was increased to \$1,727,160.

CVCAA rolled approximately \$3,500 direct service dollars into 2018. Although we lost an outreach worker at the end of 2017, we hired three. In order to increase services to the outer counties as well as to elderly or disabled persons who may not be able to visit our facility, we will begin taking applications via mail. We hope to have the system in place by March. UPDATE (February): The flyer announcing mail-in applications is ready. Please help us get the word out.

Due to new reporting requirements originating at the federal level and amplified by the state, it takes our case workers about 2 hours to process each client. Even if the client is only in front of our case worker 30 minutes, another 1 ½ must be allocated. This is the reason that we can't just "slip someone in." Doing so adds 2 hours that must be accounted for somewhere during the week. We book appointments typically 2 weeks out, meaning that if someone calls on the first, we're booking for the week of the 14<sup>th</sup>. We begin booking Monday morning and cease taking appointments after the entire week is book. This usually takes less than an hour. After that time, we'll ask clients to try back next Monday. As you can imagine, this results in much frustration to the clients, but we can't book additional clients at this time and have discovered if we book past 2 weeks, no-shows increase drastically. As for walk-ins, we take a limited number of walk-ins Monday – Wednesday. (Thursday and Friday is reserved for catching up on files.) The number of walk-ins seen during any given days depends on the number of case workers available. For example, one of our case workers was admitted to the hospital last week. That means that the other workers must assume the appointments already made on her behalf while maintaining their workload. Obviously, we saw less walk-ins that week. Walk-ins must have a disconnect notice and are first come, first serve. We do not tell walk-ins when they should arrive, only that they will be seen according to arrival and limited numbers may sign in. They are seen IF an appointment doesn't show up. There are no guarantees, but we help walk-ins that we sign in over 90% of the time. They may have to wait a bit, though.

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We would like to hire two additional CEAP workers. One will take appointments and the other will help with mail-in applications and walk-ins. Once in place, this should reduce the number of persons being sent away without service. UPDATE (JULY): Two CEAP workers were hired. However, we are considering an additional hire. This would allow the Community Services Director greater opportunity to supervise and maintain quality assurances.

**Utility Assistance - August 2018**

County	Households	Individuals	Monthly Expenditures	Monthly Average/HH	YTD Expenditures
Coke	23	39	\$4,223.26	\$183.62	\$17,833.15
Concho	30	62	\$5,719.31	\$190.64	\$20,545.96
Crockett	19	39	\$2,449.77	\$128.94	\$8,784.95
Irion	8	14	\$1,672.15	\$209.02	\$5,748.62
Kimble	11	23	\$2,996.30	\$272.39	\$10,199.09
Menard	27	43	\$3,815.38	\$141.31	\$17,450.79
Reagan	3	5	\$1,121.71	\$373.90	\$2,603.84
Schleicher	23	48	\$4,237.78	\$184.25	\$12,791.53
Sterling	3	10	\$405.82	\$135.27	\$1,884.51
Sutton	23	28	\$2,639.19	\$114.75	\$12,178.76
Tom Green	677	1,576	\$153,694.51	\$227.02	\$515,424.62
<b>Total</b>	<b>847</b>	<b>1,887</b>	<b>\$182,975.18</b>	<b>\$216.03</b>	<b>\$625,445.82</b>

**WEATHERIZATION**

The initial 2018 LIHEAP WAP contract is \$295,207. Plus some 2017 LIHEAP funds rolled over and 2017 DOE WAP contract is still in effect. We have not received the 2018 TACAA AEP contract. UPDATE (July): LIHEAP was increased to \$422,043. TACAA came in at \$87,375.

Weatherization eligibility is capped at 200% of the Federal Poverty Rate. See attached scale.

2017 monitoring report to be presented at January 1018 Board of Directors’ Meeting.

2018 WAP units

Month	Units	Counties
January	1	Tom Green
February	5	Tom Green
March	5	Tom Green, Crockett ,Irion
April	2	Tom Green

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May	5	Tom Green, Runnels, Sutton
June	5	Concho, Tom Green, Menard
July	6	Tom Green
August	2	Tom Green
September		
October		
November		
December		

LIHEAP Update (August): Due to changes in the redistribution formula, if we choose to move money from LIHEAP WAP to CEAP (also LIHEAP) we'll have to relinquish a portion of the funds to Central Texas Opportunities. The change is occurring because WAP and CEAP counties do not perfectly overlap.

**CSBG**

The initial 2018 CSBG contract is \$238,171 and we have about \$30,000 from 2017 that must be spent before 3/31/2018.

In 2017, 15 individuals transitioned out of poverty. Our goal was 9. There are currently 22 persons on Case Management. One person is being tracked to transition. UPDATE (February): There are currently 20 persons on Case Management, 3 persons being tracked, and 1 person transitioned in January. UPDATE (April): We dropped 2 from Case Management due to lack of participation leaving 18 persons. UPDATE (May/June): For the months of May and June, we have had 1 family of 2 people transition out. We currently are tracking one family of 3, they should transition out in August. We currently have 16 people still on the program. UPDATE (September): Three more persons transitioned out of poverty bringing the 2018 total to 6. Six more are expected to transition by December 31. One family of three was dropped from the program due to failing to meet set goals. The family had been on the program 5 years. It is expected that Case Management clients transition within 2 years. We currently have spots available for 8 households.

The following is an excerpt from an email from TDHCA:

Dear Dr. Bethune:

The Community Affairs Division staff has reviewed the CSBG eligible entity performance related to the number of persons Transitioned Out of Poverty (TOP) in 2017. Concho Valley Community Action Agency (CVCAA) had an assigned target of 9 persons to TOP and reported 15 (167%) persons as TOP in 2017. TAC rule §6.207 describes the requirements related to providing case management and a minimum TOP goal to each eligible entity. *We congratulate you on meeting and exceeding your assigned TOP goal.*

Combating poverty in our communities through public and private partnerships

One of the primary purposes of the CSBG grant is to assist persons to achieve self-sufficiency. The State has a legislatively assigned goal of transitioning 1,200 persons statewide and we proportionately assign a target to each eligible entity so that the Department is able to meet the State goal.

CSBG Case Management eligibility is capped at 125% of the Federal Poverty Guideline. See attached scale.

### **VITA**

We will begin processing and filing federal tax returns on February 5. This is a free, IRS sponsored and monitored service. This is our only program that is not income based. Clients may call after 1/22 to set up appointments. We'll be in the Adult Literacy Council building this year. UPDATE (February): In 1 ½ weeks, we've prepared and filed 266 returns. We're already booked until March 5. UPDATE (April): As of April 13, 1545 returns had been accepted by the IRS. UPDATE (July): We have applied for two grants: HEB \$5000; BBVA Compass \$5000

### **FUND RAISING**

The Crazy Desert Trail Race will be Saturday, March 10<sup>th</sup> at the San Angelo State Park. TXU is sponsoring the event on our behalf. UPDATE (April): The race was up a bit this year with 390 participants. The goal for 2019 is 500.

San Angelo Gives will be Tuesday, May 1. Please consider contributing to CVCAA during this 24 hour event. All gifts are amplified through the San Angelo Area Foundation. UPDATE (May): We received \$400 in gifts.

On Monday, January 15, 10% of food sales from Texas Roadhouse will be donated to CVCAA. Coupon must be presented. UPDATE (February): We received \$50 from this event.

### **UNITED WAY**

An application was submitted to United Way for funding to the tune of \$5,000 representing unreimbursed costs associated with the weatherization program. UPDATE (April): Our request was not funded.

### **TENANT BASED RENTAL ASSISTANCE**

We are currently compiling a waiting list for rental assistance. The assistance can last up to 2 years and includes the entire CVCAA service delivery area except the City of San Angelo. Our contract will support about 4 households. However, we also have access to the Reservation System which would allow service to additional households. TBRA clients must reside outside of San Angelo city limits. UPDATE (July): Due to staff turnover, we are placing this program on hold.

### **ORGANIZATIONAL STANDARDS**

## Combating poverty in our communities through public and private partnerships

CVCAA submitted required documents for the Organizational Standards as mandated by the Office of Community Services (OCS). UPDATE (February): We received feedback on our Organizational Standards submission. There are a few areas that require our attention, most will be cleared up at the submission of the next Community Needs Assessment and Strategic Plan (see below).

### **COMMUNITY NEEDS ASSESSMENT**

Every 3 years, entities administering Community Services Block Grants must complete a comprehensive Community Needs Assessment (CNA). The next is due June 1, 2018. The CNA requires Board involvement, input from low-income persons covering the entire CVCAA Service Delivery Area, staff participation, and contributions from key members in the community (community leaders, non-profit organizations, schools, local governments, etc.). The CNA will be presented to CVCAA's Board of Directors during the May meeting. UPDATE (July): The CNA was submitted prior to the deadline and is now being reviewed by TDHCA.

### **STRATEGIC PLAN**

Every 5 years, entities administering Community Services Block Grants must complete a Strategic Plan. Although our next Strategic Plan is not due until 2020, we've decided to link it to the completion of the CNA since the CNA is the basis of the Strategic Plan. We will begin working on the Strategic Plan in June. Much like the CNA, the Strategic Plan requires input from varied sources. UPDATE (April): We will have a Strategic Planning retreat Friday June 1 and Saturday June 2. The retreat will be held at NNNN ranch. CVCAA staff will stay over Friday night. Board members are invited to join us on Saturday. Meals and mileage reimbursement will be provided. UPDATE (July): The Executive Director hopes to submit a new Strategic Plan to the BOD in September. UPDATE (August): TDHCA recently announced that Strategic Planning guidance would be forthcoming. We will delay further work until guidance is received.

### **WAGE STUDY**

The Texas Association of Community Action Agencies performs a wage study for its members every three years. The 2018 wage study was published in March. After evaluating wages across the state, I made the appropriate adjustment to our salaries within the average wage bands.

### Strategic Priorities

- Establish low cost, branded office space
- Fully expend all grants
- Implement effective marketing strategy
- Secure adequate, qualified weatherization applications
- Maintain equitable distribution of services
- Implement new management information system for weatherization assistance program
- Foster a climate of innovation

**2018 Income Guideline effective 2/1/18**

Family Size	50%	75%	100%	125%	150%	200%
1	6,070	9,105	12,140	15,175	18,210	24,280
2	8,230	12,345	16,460	20,575	24,690	32,920
3	10,390	15,585	20,780	25,975	31,170	41,560
4	12,550	18,825	25,100	31,375	37,650	50,200
5	14,710	22,065	29,420	36,775	44,130	58,840
6	16,870	25,305	33,740	42,175	50,610	67,480
7	19,030	28,545	38,060	47,575	57,090	76,120
8	21,190	31,785	42,380	52,975	63,570	84,760
Each Additional Family Member	2,160	3,240	4,320	5,400	6,480	8,640

**Concho Valley Community Action Agency**  
**Statement of Financial Position**  
**July 31, 2018**

	<u>Programs</u>	<u>Unrestricted</u>	<u>Total</u>
<b>Assets</b>			
Current Assets			
First Financial Checking	(5,204.44)	107,201.96	101,997.52
1st Community FCU Savings	-	30.77	30.77
First Financial MMA	-	50,067.10	50,067.10
1st Community FCU CD #20	-	117,856.71	117,856.71
Grants Receivable	303,252.06	-	303,252.06
Security Deposit	-	2,500.00	2,500.00
Total Current Assets	<u>298,047.62</u>	<u>277,656.54</u>	<u>575,704.16</u>
Long-term Assets			
Vehicles	83,684.88	-	83,684.88
Acc Dep - Vehicles	(60,604.00)	-	(60,604.00)
Software	44,495.00	-	44,495.00
Acc Dep - Software	(44,495.00)	-	(44,495.00)
Equipment	11,397.00	-	11,397.00
Acc Dep - Equipment	(11,397.00)	-	(11,397.00)
Total Long-term Assets	<u>23,080.88</u>	<u>-</u>	<u>23,080.88</u>
 Total Assets	 <u>321,128.50</u>	 <u>277,656.54</u>	 <u>598,785.04</u>
<b>Liabilities</b>			
Short-term Liabilities			
Accounts Payable	72,022.79	29.80	72,052.59
Payroll Liabilities Payable	(1,236.16)	-	(1,236.16)
Accrued Vacation	-	17,474.55	17,474.55
Total Short-term Liabilities	<u>70,786.63</u>	<u>17,504.35</u>	<u>88,290.98</u>
<b>Net Assets</b>			
Unrestricted	-	260,152.19	260,152.19
Temporarily Restricted	227,260.99	-	227,260.99
Permanently Restricted	23,080.88	-	23,080.88
Total Net Assets	<u>250,341.87</u>	<u>260,152.19</u>	<u>510,494.06</u>
 Total Liabilities and Net Assets	 <u>321,128.50</u>	 <u>277,656.54</u>	 <u>598,785.04</u>

**Concho Valley Community Action Agency**  
**Income/Expenses**  
**As of July 31, 2018**

**Grants (58% of 12 Month Period)**

<b>CSBG</b>	<u>July</u>	<u>YTD</u>	<u>Budget</u>	<u>Over/(Under)</u>	<u>% of Budget</u>
<b>Income</b>	<b>36,614.29</b>	<b>165,692.95</b>	<b>280,897.78</b>	<b>(115,204.83)</b>	<b>58.99%</b>
Personnel	9,332.28	81,504.79	159,186.31	(77,681.52)	51.20%
Fringe Benefits	3,445.46	23,638.10	49,156.20	(25,518.10)	48.09%
Travel	7,838.41	15,287.35	25,750.00	(10,462.65)	59.37%
Equipment	-	65.28	65.28	-	100.00%
Supplies	193.84	2,425.93	3,600.00	(1,174.07)	67.39%
Contractual	-	311.25	3,500.00	(3,188.75)	8.89%
Other	5,304.30	27,460.25	39,639.99	(12,179.74)	69.27%
<b>Total Expenses</b>	<b>26,114.29</b>	<b>150,692.95</b>	<b>280,897.78</b>	<b>(130,204.83)</b>	<b>53.65%</b>

<b>CEAP</b>	<u>July</u>	<u>YTD</u>	<u>Budget</u>	<u>Over/(Under)</u>	<u>% of Budget</u>
<b>Income</b>	<b>218,662.36</b>	<b>722,603.16</b>	<b>1,236,727.64</b>	<b>(514,124.48)</b>	<b>58.43%</b>
Administration	8,533.15	66,744.21	84,156.00	(17,411.79)	79.31%
Direct Services	165,129.21	442,470.64	938,275.27	(495,804.63)	47.16%
Program Support	18,428.29	70,315.37	213,096.37	(142,781.00)	33.00%
Training	-	1,200.00	1,200.00	-	100.00%
<b>Total Expenses</b>	<b>192,090.65</b>	<b>580,730.22</b>	<b>1,236,727.64</b>	<b>(655,997.42)</b>	<b>46.96%</b>

<b>DOE</b>	<u>July</u>	<u>YTD</u>	<u>Budget</u>	<u>Over/(Under)</u>	<u>% of Budget</u>
<b>Income</b>	<b>9,810.69</b>	<b>51,447.59</b>	<b>57,795.00</b>	<b>(6,347.41)</b>	<b>89.02%</b>
Administration	650.97	650.97	-	650.97	#DIV/0!
Insurance	-	2,273.28	2,273.28	-	100.00%
Fiscal Audit	-	-	-	-	#DIV/0!
Materials/Labor	-	16,980.81	16,980.81	-	100.00%
Program Support	859.72	11,795.99	10,936.27	859.72	107.86%
Health & Safety	-	4,715.00	10,011.00	(5,296.00)	47.10%
Training	-	17,593.64	17,593.64	-	100.00%
<b>Total Expenses</b>	<b>1,510.69</b>	<b>54,009.69</b>	<b>57,795.00</b>	<b>(3,785.31)</b>	<b>93.45%</b>



**Concho Valley Community Action Agency  
Income/Expenses  
2017**

**Grants (58% of 12 Month Period)**

<b>LIHEAP</b>	<u>July</u>	<u>YTD</u>	<u>Budget</u>	<u>Over/(Under)</u>	<u>% of Budget</u>
<b>Income</b>	<b>50,643.48</b>	<b>245,797.07</b>	<b>362,644.53</b>	<b>(116,847.46)</b>	<b>67.78%</b>
Administration	1,093.79	11,001.82	21,284.00	(10,282.18)	51.69%
Materials/Labor	22,168.90	114,698.57	177,716.17	(63,017.60)	64.54%
Program Support	6,464.03	56,138.76	84,838.34	(28,699.58)	66.17%
Health & Safety	6,535.00	39,070.00	75,156.00	(36,086.00)	51.99%
Training	-	954.21	3,650.02	(2,695.81)	26.14%
<b>Total Expenses</b>	<b>36,261.72</b>	<b>221,863.36</b>	<b>362,644.53</b>	<b>(140,781.17)</b>	<b>61.18%</b>

<b>TACAA</b>	<u>July</u>	<u>YTD</u>	<u>Budget</u>	<u>Over/(Under)</u>	<u>% of Budget</u>
<b>Income</b>	<b>6,585.58</b>	<b>36,856.95</b>	<b>87,375.00</b>	<b>(50,518.05)</b>	<b>42.18%</b>
Administration	-	2,120.60	5,716.12	(3,595.52)	37.10%
Materials/Labor	12,868.92	47,847.75	71,007.72	(23,159.97)	67.38%
Program Support	3,367.97	12,677.55	10,651.16	2,026.39	119.03%
<b>Total Expenses</b>	<b>16,236.89</b>	<b>62,645.90</b>	<b>87,375.00</b>	<b>(24,729.10)</b>	<b>71.70%</b>

**Other**

	<u>Monthly Income</u>	<u>Income YTD</u>	<u>Monthly Expenses</u>	<u>Expenses YTD</u>
CSBG Discretionary	2,903.00	3,903.00	2,903.00	3,403.00
VITA	-	2,551.00	180.82	15,116.18
Neighbor to Neighbor	6,000.00	16,000.00	1,114.23	8,500.48
TXU Energy Aid	-	3,750.00	129.40	5,776.25
Sharing the Warmth	-	556.39	-	-
Reliant CARE	-	-	-	1,153.20
Case Management	-	2,500.00	-	821.70
Make a Difference	-	-	-	-
Interest	102.06	696.83	-	-
Unrestricted	860.51	5,290.20	335.65	14,834.61

**Concho Valley Community Action Agency**  
**Income/Expenses**  
**As of August 31, 2018**

**Grants (67% of 12 Month Period)**

<b>CSBG</b>	<u>August</u>	<u>YTD</u>	<u>Budget</u>	<u>Over/(Under)</u>	<u>% of Budget</u>
<b>Income</b>	<b>12,554.22</b>	<b>178,247.17</b>	<b>280,897.78</b>	<b>(102,650.61)</b>	<b>63.46%</b>
Personnel	9,336.79	90,841.58	159,186.31	(68,344.73)	57.07%
Fringe Benefits	3,584.16	27,222.26	49,156.20	(21,933.94)	55.38%
Travel	2,561.29	17,848.64	25,750.00	(7,901.36)	69.32%
Equipment	-	65.28	65.28	-	100.00%
Supplies	462.93	2,888.86	3,600.00	(711.14)	80.25%
Contractual	2,125.00	2,436.25	3,500.00	(1,063.75)	69.61%
Other	1,484.05	28,944.30	39,639.99	(10,695.69)	73.02%
<b>Total Expenses</b>	<b>19,554.22</b>	<b>170,247.17</b>	<b>280,897.78</b>	<b>(110,650.61)</b>	<b>60.61%</b>

<b>CEAP</b>	<u>August</u>	<u>YTD</u>	<u>Budget</u>	<u>Over/(Under)</u>	<u>% of Budget</u>
<b>Income</b>	<b>218,896.18</b>	<b>941,499.34</b>	<b>1,236,727.64</b>	<b>(295,228.30)</b>	<b>76.13%</b>
Administration	11,332.91	78,077.12	84,156.00	(6,078.88)	92.78%
Direct Services	182,975.18	625,445.82	938,275.27	(312,829.45)	66.66%
Program Support	17,588.09	87,903.46	213,096.37	(125,192.91)	41.25%
Training	-	1,200.00	1,200.00	-	100.00%
<b>Total Expenses</b>	<b>211,896.18</b>	<b>792,626.40</b>	<b>1,236,727.64</b>	<b>(444,101.24)</b>	<b>64.09%</b>

<b>DOE</b>	<u>August</u>	<u>YTD</u>	<u>Budget</u>	<u>Over/(Under)</u>	<u>% of Budget</u>
<b>Income</b>	<b>5,915.03</b>	<b>57,362.62</b>	<b>57,795.00</b>	<b>(432.38)</b>	<b>99.25%</b>
Administration	336.04	987.01	-	987.01	#DIV/0!
Insurance	-	2,273.28	2,273.28	-	100.00%
Fiscal Audit	800.00	800.00	-	800.00	#DIV/0!
Materials/Labor	-	16,980.81	16,980.81	-	100.00%
Program Support	454.99	12,250.98	10,936.27	1,314.71	112.02%
Health & Safety	-	4,715.00	10,011.00	(5,296.00)	47.10%
Training	1,124.00	18,717.64	17,593.64	1,124.00	106.39%
<b>Total Expenses</b>	<b>2,715.03</b>	<b>56,724.72</b>	<b>57,795.00</b>	<b>(1,070.28)</b>	<b>98.15%</b>

**Concho Valley Community Action Agency  
Income/Expenses  
2017**

**Grants (67% of 12 Month Period)**

<b>LIHEAP</b>	<u>August</u>	<u>YTD</u>	<u>Budget</u>	<u>Over/(Under)</u>	<u>% of Budget</u>
<b>Income</b>	<b>16,881.34</b>	<b>262,678.41</b>	<b>362,644.53</b>	<b>(99,966.12)</b>	<b>72.43%</b>
Administration	1,499.99	12,501.81	21,284.00	(8,782.19)	58.74%
Materials/Labor	8,608.60	123,307.17	177,716.17	(54,409.00)	69.38%
Program Support	6,287.75	62,426.51	84,838.34	(22,411.83)	73.58%
Health & Safety	7,985.00	47,055.00	75,156.00	(28,101.00)	62.61%
Training	-	954.21	3,650.02	(2,695.81)	26.14%
<b>Total Expenses</b>	<b>24,381.34</b>	<b>246,244.70</b>	<b>362,644.53</b>	<b>(116,399.83)</b>	<b>67.90%</b>

<b>TACAA</b>	<u>August</u>	<u>YTD</u>	<u>Budget</u>	<u>Over/(Under)</u>	<u>% of Budget</u>
<b>Income</b>	<b>-</b>	<b>36,856.95</b>	<b>87,375.00</b>	<b>(50,518.05)</b>	<b>42.18%</b>
Administration	363.96	2,484.56	5,716.12	(3,231.56)	43.47%
Materials/Labor	2,470.64	50,318.39	71,007.72	(20,689.33)	70.86%
Program Support	3,043.99	15,721.54	10,651.16	5,070.38	147.60%
<b>Total Expenses</b>	<b>5,878.59</b>	<b>68,524.49</b>	<b>87,375.00</b>	<b>(18,850.51)</b>	<b>78.43%</b>

**Other**

	<u>Monthly Income</u>	<u>Income YTD</u>	<u>Monthly Expenses</u>	<u>Expenses YTD</u>
CSBG Discretionary	9,000.00	12,403.00	9,000.00	12,403.00
VITA	-	2,551.00	-	15,116.18
Neighbor to Neighbor	-	16,000.00	1,295.94	9,796.42
TXU Energy Aid	7,500.00	11,250.00	3,681.57	9,457.82
Sharing the Warmth	164.65	721.04	-	-
Reliant CARE	-	-	340.83	1,494.03
Case Management	-	2,500.00	-	821.70
Make a Difference	-	-	-	-
Interest	100.09	796.92	-	-
Unrestricted	266.46	5,556.66	1,335.64	16,170.25

# Concho Valley Community Action Agency

Strategic Plan 2016 – 2020

Amended September 2018

---

## **Table of Contents**

I. Executive Summary

II. Organizational Profile

III. Mission, Vision, & Values

IV. SWOT Analysis

V. Strategic Priorities

# Concho Valley Community Action Agency

Strategic Plan 2016 - 2020

---

## **Executive Summary**

Concho Valley Community Action Agency (CVCAA) is committed to impacting the lives of the low-income population in its service area. The agency has been built on a strong tradition of hard work that results in tangible resources for those in need. To build on this tradition and to forge an even stronger agency in the years to come, the CVCAA management engaged in comprehensive strategic planning sessions. The purpose of these sessions was to establish a vision that would set the trajectory of the agency for the next five years.

The sessions were primarily focused on the importance of strategic planning, mission, vision, and values, SWOT analysis, and prioritizing key areas of development for the agency over the next five years. The general consensus was to focus on the areas of administration, resource development, human resources, marketing and public relations, and service delivery expansion. It was determined that these were the areas within the agency possessing the greatest potential for advancing its mission. The result is a strategic plan for Concho Valley Community Action Agency that clearly states its mission, vision, and values and the necessary strategic priorities to fulfill them. It serves as a guide for the future, purposefully reflecting the potential of the agency and the commitment of its Board of Directors and staff.

# Concho Valley Community Action Agency

Strategic Plan 2016 - 2020

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## **Organization Profile**

Concho Valley Community Action Agency (CVCAA) is a private 501(C)(3) non-profit corporation that was established in 1966. With a primary objective to improve the conditions in which low income individuals live, learn, and work, the agency offers programs and services to qualifying individuals residing in Tom Green, Concho, Coke, Crockett, Irion, Kimble, Menard, Reagan, Schleicher, Sterling, and Sutton Counties (Texas). The agency's menu of services include Comprehensive Energy Assistance, Weatherization Assistance, Case Management and Volunteer Income Tax Assistance. These initiatives are governed by a 15-member Board of Directors and executed by eight full-time employees and seasonal volunteers. Three staff members are responsible for management and administrative duties. The organization's programs and services are primarily funded through the Texas Department of Housing & Community Affairs (TDHCA). CVCAA is currently led by Executive Director Dr. Mark Bethune who has been with the agency since February 2010. Under his leadership, the agency has served an average of 5,500 clients per year with an annual budget of approximately \$2.3M (excluding ARRA years).

# Concho Valley Community Action Agency

Strategic Plan 2016 - 2020

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## **Mission, Vision, & Values**

### **Mission**

Combating poverty in our communities through public and private partnerships.

### **Vision**

Creating a community that is thriving with self-sufficient individuals.

### **Values**

Deliver full value to every client.

Provide a sense of dignity and respect for everyone.

Maintain effective partnerships throughout the agency.

Practice honesty and integrity throughout all organizational functions.

# Concho Valley Community Action Agency

Strategic Plan 2016 - 2020

---

## SWOT Analysis

### **Strengths (S)**

- Program staff experience
- Administrative/management staff experience
- Acquisition of new Board Members
- Working relationships among staff
- Staff knowledge & understanding of programs and services
- Stabilized funding for existing programs
- Acquisition of management information system for Comprehensive Energy Assistance Program

### **Weaknesses (W)**

- Deficiencies in management information systems for Weatherization Assistance Program
- Lack of branded agency office space
- Level of involvement of Board of Directors in working relationships with agency staff
- Change aversion
- Difficulty maintaining equitable distribution of services
- Lack of qualified weatherization applications

### **Opportunities (O)**

- Possible acquisition of new programs
- Relocation of agency office space
- Increase in client traffic
- Implementation of new management information system for Weatherization Assistance Program
- Integrate a culture of staff development
- Public relations and marketing efforts for existing programs and services
- Foster an environment open to innovation and change
- Local agencies willingness to collaborate

### **Threats (T)**

- Possibility of decreased funding of core programs (Comprehensive Energy Assistance and Weatherization Assistance Programs)
- Local agencies resisting collaboration
- Increased regulation impacting efficacy
- Pending management retirement



# Concho Valley Community Action Agency

## Strategic Priorities

- Establish low cost, branded office space
- Fully expend all grants
- Implement effective marketing strategy
- Secure adequate, qualified weatherization applications
- Maintain equitable distribution of services
- Implement new management information system for weatherization assistance program
- Foster a climate of innovation

Amended September 2018

The following priorities were developed in part from information obtained from customer satisfaction surveys conducted during the 2018 Community Needs Assessment. (Organizational Standard 6.4)

- The activities of the agency, including strategic partnerships with Texas Workforce Commission and Howard College, will result in individuals obtaining job skills and/or licenses or certificates necessary to obtain living wage jobs. (Organizational Standards 6.2 and 6.3)
- CVCAA will strengthen our case management program for families, linking them with the resources that they need in order to become self-sufficient. (Organizational Standards 6.2 and 6.3)

## **CSBG, CEAP AND WEATHERIZATION APPEALS PROCEDURES**

Updated July 2018

The Concho Valley Community Action Agency shall follow the appeal process outlined in the Texas Administrative Code 10.1.6.A §6.8.

The following rule dated 9/11/18 serves as an example only. The rule at the date of denial/appeal shall be enforced by the agency:

Texas Administrative Code 10.1.6.A §6.8a(1) -

(1) Subrecipients shall provide a written denial of assistance notice to applicant within ten (10) calendar days of the determination. Such a determination is defined as a denial of assistance, but does not include a level of assistance lower than the possible program limits or a reduction in assistance, as long as such process is in accordance with the Subrecipient's written policy. This notification shall include written notice of the right of a hearing and specific reasons for the denial by program. The applicant wishing to appeal a decision must provide written notice to Subrecipient within twenty (20) days of receipt of the denial notice.

(2) A Subrecipient must establish an appeals committee composed of at least three persons. Subrecipient shall maintain documentation of appeals in their customer files.

(3) Subrecipients shall hold a private appeal hearing (unless otherwise required by law) by phone or in person in an accessible location within ten (10) business days after the Subrecipient received the appeal request from the applicant and must provide the applicant notice in writing of the time/location of the hearing at least seven (7) calendar days before the appeal hearing.

(4) Subrecipient shall record the hearing.

(5) The hearing shall allow time for a statement by Subrecipient staff with knowledge of the case.

(6) The hearing shall allow the applicant at least equal time, if requested, to present relevant information contesting the decision.

(7) Subrecipient shall notify applicant of the decision in writing. The Subrecipient shall mail the notification by close of business on the third calendar day following the decision (three day turn-around).

(8) If the denial is solely based on income eligibility, the provisions described in paragraphs (2) - (7) of this subsection do not apply and the applicant may request a recertification of income eligibility based on initial documentation provided at the time of the original application. The recertification will be an analysis of the initial calculation based on the documentation received with the initial application for services and will be performed by an individual other than the person who performed the initial determination. If the recertification upholds the denial based on income eligibility documents provided at the initial application, the applicant is notified in writing.

(b) If the applicant is not satisfied, the applicant may further appeal the decision in writing to the Department within ten (10) days of notification of an adverse decision.

(c) Applicants/customers who allege that the Subrecipient has denied all or part of a service or benefit in a manner that is unjust, violates discrimination laws, or without reasonable basis in law or fact, may request a contested hearing under Tex. Gov't Code, Chapter 2001.

(d) The hearing under subsection (c) shall be conducted by the State Office of Administrative Hearings on behalf of the Department in the locality served by the Subrecipient.

(e) If the applicant/customer appeals to the Department, the funds should remain encumbered until the Department completes its decision.

BOARD MEMBER	SECTOR	EXPIRE	10-Jan	14-Feb	18-Apr	30-May	11-Jul	8-Aug	19-Sep	8-Nov	
Hon. Roy Blair	public (3)		0	0	0	0	0	3	3	3	
Hon. Steve Floyd	public (2)		2	2	2	2	2	2	0	2	
Hon. Leslie Mackie	public (3)		3	3	3	3	0	0	3	0	
Hon. Richard Cordes	public (4)		4	0	0	4	4	4	4	0	
Hon. David Dillard (Chair)	public (3)		3	0	0	3	3	3	3	3	
Jeffrey Lisson	low-income (2)	12/31/2020		0	2	2	2	2	2	0	
Becky Trojczak	low-income (2)	12/31/2018	2	0	0	0	0	2	2	0	
Bernadette Coffee	low-income (2)	12/31/2018	2	2	2	2	2	2	2	2	
Maj. Tim Grider	low-income (2)	12/31/2018	0	0	2	2	0				
Stephanie Hamby	low-income (2)	12/21/2018							2	0	
Noemi Samaniego (Vice-Chair)	low-income (4)	12/31/2018	4	4	4	4	4	4	4	0	
Neta Wescott	private (3)	12/31/2020	3	3	0	3	3	0	3	3	
Victor Belman	private (3)	12/31/2018	3	3	3	3	3	3	3	3	
Connie Booth	private (5)	12/31/2020	0	5	0	5	5	5	5	5	
Donna Holden	private (4)	12/31/2018	4	4	4	0	0	4	4	4	
E.A. Wadworth	private (4)	12/31/2020			4	4	0	0	0	4	
volunteer hours			30	26	26	37	28	34	40	29	

**NOTICE OF MEETING**  
CONCHO VALLEY COMMUNITY ACTION AGENCY  
BOARD OF DIRECTORS

FILED FOR RECORD

2018 NOV -1 AM 8:43

CLERK OF DISTRICT COURT  
COUNTY CLERK  
COUNTY OF TOM GREEN, TEXAS

Date: November 8, 2018  
Time: 5:30 PM  
Place: Cactus Hotel, Green Room  
36 E. Twohig, San Angelo  
Tom Green County, Texas

In accordance with the Americans with Disabilities Act, we invite all attendees to advise us of any special accommodations due to disability. If assistance is needed to participate, please call (325) 653-2411. Please submit your request as far as possible in advance of the meeting you wish to attend.

**Agenda**

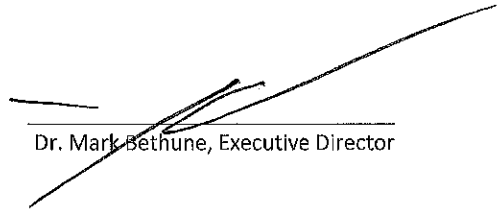
**NOTICE:** The Board of Directors may discuss, deliberate and take all appropriate action on any matter listed on this Agenda. Items on this Agenda may be taken out of the order listed. The Board reserves the right to deliberate in closed session pursuant to 551 of the Texas Government Code. Public comment is limited to five minutes per person on any agenda item.

1. Call to order and determine quorum.
2. Consider minutes for prior meeting and take appropriate action.
3. Consider and take appropriate action on 2017 CVCCA Financial Audit
4. Consider and take appropriate action on Financial Report.
5. Consider and take appropriate action on Budget Amendment.
6. Consider and take appropriate action on CVCAA employee insurance policies.
7. Consider and take appropriate action on Personnel Policy.
8. Consider and take appropriate action on TDHCA monitoring report.
9. Consider and take appropriate action on Union Home Foundation grant application.
10. Consider and take appropriate action on Executive Director's report.
11. Consider future agenda items.
12. Adjournment.

The Board may go into Executive Session (close its meeting to the public):

1. The Board may go into Executive Session Pursuant to Texas Government Code §551.074 for the purposes of discussing personnel matters including to deliberate the appointment, employment, evaluation, reassignment, duties, discipline, or dismissal of a public officer or employee, including, specifically, the performance evaluation of the Executive Director.
2. Pursuant to Tex. Gov't. Code, §551.071(1) to seek the advice of its attorney about pending or contemplated litigation or a settlement offer.
3. Pursuant to Tex. Gov't. Code, §551.071(2) for the purpose of seeking the advice of its attorney about a matter in which the duty of the attorney to the governmental body under the Texas Disciplinary Rules of Professional Conduct of the State Bar of Texas clearly conflicts with Tex. Gov't. Code, Chapter 551.
4. Pursuant to Tex. Gov't. Code, §551.072 to deliberate the possible purchase, sale, exchange, or lease of real estate because it would have a material detrimental effect on the Department's ability to negotiate with a third person; and/or-
5. Pursuant to Tex. Gov't. Code, §2306.039(c) the Department's internal auditor, fraud prevention coordinator or ethics advisor may meet in an executive session of the Board to discuss issues related to fraud, waste or abuse.

Sign this 1 day of November 2018.

  
\_\_\_\_\_  
Dr. Mark Bethune, Executive Director

## TRANSACTION REPORT

NOV/01/2018/THU 10:41 AM

## BROADCAST

#	DATE	START T.	RECEIVER	COM. TIME	PAGE	TYPE/NOTE	FILE
001	NOV/01	10:26AM	Concho County Clerk	0:00:28	1	MEMORY OK	SG3 6803
002		10:27AM	Crockett County Clerk	0:00:21	1	MEMORY OK	SG3 6803
003		10:28AM	Coke County Clerk	0:00:32	1	MEMORY OK	ECM 6803
004		10:29AM	Irion County Clerk	0:00:49	1	MEMORY OK	G3 6803
005		10:31AM	Kimble County Clerk	0:00:32	1	MEMORY OK	ECM 6803
006		10:32AM	Menard County Clerk	0:00:24	1	MEMORY OK	SG3 6803
007		10:33AM	Reagan County Clerk	0:00:28	1	MEMORY OK	SG3 6803
008		10:33AM	Schleicher County Clerk	0:00:38	1	MEMORY OK	ECM 6803
009		10:35AM	Sterling County Clerk	0:00:26	1	MEMORY OK	SG3 6803
010		10:36AM	Sutton County Clerk	0:01:45	1	MEMORY OK	ECM 6803
TOTAL				0:06:23	10		

**NOTICE OF MEETING**  
**CONCHO VALLEY COMMUNITY ACTION AGENCY**  
**BOARD OF DIRECTORS**

Date: November 8, 2018  
Time: 5:30 PM  
Place: Cactus Hotel, Green Room  
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Tom Green County, Texas

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2. Pursuant to Tex. Gov't. Code, §551.071(1) to seek the advice of its attorney about pending or contemplated litigation or a settlement offer.
3. Pursuant to Tex. Gov't. Code, §551.071(2) for the purpose of seeking the advice of its attorney about a matter in which the duty of the attorney to the governmental body under the Texas Disciplinary Rules of Professional Conduct of the State Bar of Texas clearly conflicts with the duty of the attorney to the public.

CONCHO VALLEY COMMUNITY ACTION AGENCY  
BOARD OF DIRECTOR'S MINUTES  
November 8, 2018

Meeting was held in the Green Room 2<sup>nd</sup> floor, Cactus Hotel  
36 East Twohig, San Angelo, Tom Green County, Texas  
Present at meeting:

**Directors:**

**Elected Officials:** The Honorable Richard Cordes - Absent  
The Honorable David Dillard CVCAA Chair  
The Honorable Roy Blair  
The Honorable Steve Floyd  
The Honorable Leslie Mackie - Absent

**Private Sector:** Victor Belman  
Neta Wescott  
Connie Booth  
Donna Holden  
Elizabeth Ann Wadsworth

**Low Income Sector:** Jeff Lisson  
Bernie Coffee CVCAA Secretary  
Noemi Samaniego - CVCAA Vice-Chair - Absent  
Stephanie Hamby - Absent  
Becky Trojcak - Absent

**Staff:** Executive Director, Mark Bethune                      Chief Financial Officer, Lyla Blue

**Agenda**

1. The Honorable David Dillard called the meeting to order at 5:30pm. Quorum present.
2. Consider minutes for prior meeting and take appropriate action.  
Motion made by Donna Holden to accept minutes from prior meeting.  
Second made by Victor Belman  
Motion passed 8-0

Connie Booth and Bernie Coffee join meeting.

3. Consider and take appropriate action on 2017 CVCCA Financial Audit.  
Discussion on length of time to use same auditors. No limit of years to use same auditing firm. Received audit report from Armstrong Backus & Co., LLP

Motion made by Jeff Lisson to accept report.  
Second by The Honorable Roy Blair  
Motion passed 10-0

4. Consider and take appropriate action on Financial Report.  
Motion made by Jeff Lisson to accept report.  
Second by Donna Holden  
Motion passed 10-0
5. Consider and take appropriate action on Budget Amendment. Lyla Blue presented budget documents to Board.  
Motion made by Jeff Lisson to accept report.  
Second by Connie Booth  
Motion passed 10-0
6. Consider and take appropriate action on CVCAA employee insurance policies.  
Motion made by The Honorable Steve Floyd to accept desired policy.  
Second by Connie Booth  
Motion passed 10-0
7. Consider and take appropriate action on Personnel Policy.  
Motion made by Donna Holden to accept policy.  
Second by Bernie Coffee  
Motion passed 10-0
8. Consider and take appropriate action on TDHCA monitoring report. Executive Director shared that CVCAA is considered one of the top agencies by TDHCA.  
Motion made to accept report by The Honorable Steve Floyd.  
Second by Jeff Lisson  
Motion passed 10-0
9. Consider and take appropriate action on Union Home Foundation grant application. Executive Director has applied for fund (\$10k) to supplement case management stabilization  
Motion made to accept application for funds by Jeff Lisson.  
Second by Connie Booth  
Motion passed 10-0



10. Consider and take appropriate action on Executive Director's report.  
Executive Director shared that next year mail applications will be available to entire service area, online will also be available. CVCAA awarded \$71,718.23 grant from USDA for minor home repairs to bring units up to where they can be repaired and weatherized. More outreach to be done in McCulloch County. CVCAA was the first agency to submit and receive 100% approval on organizational standards. After the first of the year the Executive Director will be doing some client services.  
Motion made by The Honorable Steve Floyd to accept report.  
Second by The Honorable Roy Blair  
Motion passed 10-0

11. Consider future agenda items –

**Set date for future meeting.**

12. Wednesday, December 12, 2018, Meeting Room 2<sup>nd</sup> floor Cactus Hotel @ 5:30pm.  
13. There being no further business before the Board, The Honorable David Dillard adjourned the meeting at 6:16pm.

Signed this \_\_\_\_\_ day of \_\_\_\_\_, 2018.

---

The Honorable David Dillard, Chair

---

Bernadette Coffee, Secretary

10. Consider and take appropriate action on Executive Director's report.

Executive Director shared that next year mail applications will be available to entire service area, online will also be available. CVCAA awarded \$71,718.23 grant from USDA for minor home repairs to bring units up to where they can be repaired and weatherized. More outreach to be done in McCulloch County. CVCAA was the first agency to submit and receive 100% approval on organizational standards. After the first of the year the Executive Director will be doing some client services.

Motion made by The Honorable Steve Floyd to accept report.

Second by The Honorable Roy Blair

Motion passed 10-0

11. Consider future agenda items –

**Set date for future meeting.**


12. Wednesday, December 12, 2018, Meeting Room 2<sup>nd</sup> floor Cactus Hotel @ 5:30pm.

13. There being no further business before the Board, The Honorable David Dillard adjourned the meeting at 6:16pm.

Signed this 12 day of December, 2018.

  
\_\_\_\_\_  
The Honorable David Dillard, Chair

  
\_\_\_\_\_  
Bernadette Coffee, Secretary

  
\_\_\_\_\_  
Mark Bethune, Director



**ARMSTRONG BACKUS & CO., LLP**

Certified Public Accountants



**Financial Statements**

**For the Year Ended December 31, 2017**

515 West Harris Avenue • Post Office Box 71 • San Angelo, Texas 76902-0071

Phone (325) 653-6854 • Fax (325) 655-5857 • [www.armstrongbackus.com](http://www.armstrongbackus.com)

**CONCHO VALLEY COMMUNITY ACTION AGENCY**

**Financial Statements**

**For the Year Ended December 31, 2017**

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**ARMSTRONG, BACKUS & CO., LLP**  
Certified Public Accountants

**INDEPENDENT AUDITORS' REPORT**

Board of Directors  
Concho Valley Community Action Agency  
San Angelo, Texas

**Report on the Financial Statements**

We have audited the accompanying financial statements of Concho Valley Community Action Agency (a nonprofit organization), which comprise the statement of financial position as of December 31, 2017 and the related statements of activities, functional expenses, and cash flows for the year then ended, and the related notes to the financial statements.

**Management's Responsibility for the Financial Statements**

Management is responsible for the preparation and fair presentation of these financial statements in accordance with accounting principles generally accepted in the United States of America; this includes the design, implementation, and maintenance of internal control relevant to the preparation and fair presentation of financial statements that are free from material misstatement, whether due to fraud or error.

**Auditors' Responsibility**

Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with auditing standards generally accepted in the United States of America and the standards applicable to financial audits contained in *Government Auditing Standards*, issued by the Comptroller General of the United States. Those standards require that we plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditors' judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. Accordingly, we express no such opinion. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of significant accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

### **Opinion**

In our opinion, the financial statements referred to above present fairly, in all material respects, the financial position of Concho Valley Community Action Agency as of December 31, 2017, and the changes in its net assets and its cash flows for the year then ended in accordance with accounting principles generally accepted in the United States of America.

### **Emphasis of Matter**

As discussed in Note 1 to the financial statements, in the year ended December 31, 2017, the Agency adopted new accounting guidance relating to financial statement presentation for nonprofit organizations. Our opinion is not modified with respect to this matter.

### **Other Matters**

Our audit was conducted for the purpose of forming an opinion on the financial statements as a whole. The accompanying Schedule of Expenditures of Federal Awards, as required by *Title 2 U.S. Code of Federal Regulations Part 200*, Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards, is presented for purposes of additional analysis and is not a required part of the financial statements. Such information is the responsibility of management and was derived from, and relates directly to, the underlying accounting and other records used to prepare the financial statements. The information has been subjected to the auditing procedures applied in the audit of the financial statements and certain additional procedures, including comparing and reconciling such information directly to the underlying accounting and other records used to prepare the financial statements or to the financial statements themselves, and other additional procedures in accordance with auditing standards generally accepted in the United States of America. In our opinion, the information is fairly stated, in all material respects, in relation to the financial statements as a whole.

### **Other Reporting Required by Government Auditing Standards**

In accordance with *Government Auditing Standards*, we have also issued our report dated September 25, 2018 on our consideration of Concho Valley Community Action Agency's internal control over financial reporting and on our tests of its compliance with certain provisions of laws, regulations, contracts, and grant agreements and other matters. The purpose of that report is to describe the scope of our testing of internal control over financial reporting and compliance and the results of that testing, and not to provide an opinion on internal control over financial reporting or on compliance. That report is an integral part of an audit performed in accordance with *Government Auditing Standards* in considering Concho Valley Community Action Agency's internal control over financial reporting and compliance.

*Armstrong, Backus & Co., L.L.P.*

September 25, 2018





**CONCHO VALLEY COMMUNITY ACTION AGENCY**

**Statement of Financial Position**

**As of December 31, 2017**

<b>ASSETS</b>	
Current Assets:	
Cash	\$ 116,017
Grants and Contracts Receivable	88,749
Prepaid Expenses	2,500
	<hr/>
Total Current Assets	\$ 207,266
	<hr/>
Investments	\$ 117,174
	<hr/>
Fixed Assets:	
Autos, Equipment, and Improvements	\$ 116,496
Less: Accumulated Depreciation	( 116,496)
	<hr/>
Total Fixed Assets	\$ -0-
	<hr/>
Total Assets	\$ 324,440
	<hr/> <hr/>
<b>LIABILITIES AND NET ASSETS</b>	
Current Liabilities:	
Accounts Payable	\$ 13,755
Grant Advances	15,882
Accrued Expenses	54,178
	<hr/>
Total Current Liabilities	\$ 83,815
	<hr/>
Net Assets:	
Without Donor Restrictions	\$ 240,625
With Donor Restrictions	-0-
	<hr/>
Total Net Assets	\$ 240,625
	<hr/>
Total Liabilities and Net Assets	\$ 324,440
	<hr/> <hr/>

The accompanying notes are an integral part of this statement.

**CONCHO VALLEY COMMUNITY ACTION AGENCY**

**Statement of Activities**

**For the Year Ended December 31, 2017**

	Without Donor Restrictions	With Donor Restrictions	Total
<b>Public Support, Revenues, and Reclassifications</b>			
Contributions	\$ 52,156	\$ -0-	\$ 52,156
Federal Grants	2,006,042	-0-	2,006,042
Private Grants	74,398	-0-	74,398
Interest Income	1,191	-0-	1,191
Miscellaneous Income	9,475	-0-	9,475
Net Assets Released from Restrictions	-0-	-0-	-0-
Total Public Support, Revenues, and Reclassifications	\$ 2,143,262	\$ -0-	\$ 2,143,262
<b>Expenses</b>			
Grant Programs:			
Community Services	\$ 280,502	\$ -0-	\$ 280,502
Crisis Intervention	1,342,196	-0-	1,342,196
Energy Conservation	547,312	-0-	547,312
Total Grant Programs	\$ 2,170,010	\$ -0-	\$ 2,170,010
General Administration	18,387	-0-	18,387
Total Expenses	\$ 2,188,397	\$ -0-	\$ 2,188,397
Change in Net Assets	(\$ 45,135)	\$ -0-	(\$ 45,135)
Net Assets, Beginning of Year	285,760	-0-	285,760
Net Assets, End of Year	\$ 240,625	\$ -0-	\$ 240,625

The accompanying notes are an integral part of this statement.

**CONCHO VALLEY COMMUNITY ACTION AGENCY**

**Statement of Functional Expenses**

**For the Year Ended December 31, 2017**

	<b>Program Expenses</b>			<b>Total</b>		<b>Total</b>
	<b>Community</b>	<b>Crisis</b>	<b>Energy</b>	<b>Program</b>	<b>Management</b>	<b>Total</b>
	<b>Services</b>	<b>Intervention</b>	<b>Conservation</b>	<b>Expenses</b>	<b>and General</b>	<b>Expenses</b>
Advertising	\$ 1,856	\$ 1,001	\$ 15,480	\$ 18,337	\$ -0-	\$ 18,337
Audit Expense	4,063	4,638	3,551	12,252	-0-	12,252
Auto Expense	1,827	182	1,774	3,783	-0-	3,783
Client Service	26,590	1,135,332	330,351	1,492,273	-0-	1,492,273
Contract Labor	-0-	-0-	-0-	-0-	-0-	-0-
Dues and Subscriptions	1,800	-0-	49	1,849	-0-	1,849
Equipment Rental	194	-0-	-0-	194	-0-	194
Facility Rental	7,706	14,125	11,623	33,454	-0-	33,454
Fringe Benefits	41,585	38,528	31,918	112,031	342	112,373
Insurance	6,051	4,246	9,126	19,423	-0-	19,423
Maintenance and Repairs	1,965	775	530	3,270	-0-	3,270
Miscellaneous	1,214	-0-	-0-	1,214	7,174	8,388
Office Supplies and Postage	7,412	11,136	5,166	23,714	-0-	23,714
Program Supplies	-0-	668	2,092	2,760	-0-	2,760
Retirement Administration	1,289	-0-	-0-	1,289	-0-	1,289
Salaries and Wages	144,694	128,227	117,936	390,857	10,871	401,728
Telephone	1,348	1,852	1,804	5,004	-0-	5,004
Training	4,500	800	15,161	20,461	-0-	20,461
Travel	26,408	686	751	27,845	-0-	27,845
<b>Total Expenses</b>	<b>\$ 280,502</b>	<b>\$ 1,342,196</b>	<b>\$ 547,312</b>	<b>\$ 2,170,010</b>	<b>\$ 18,387</b>	<b>\$ 2,188,397</b>

The accompanying notes are an integral part of this statement.

**CONCHO VALLEY COMMUNITY ACTION AGENCY**

**Statement of Cash Flows**

**For the Year Ended December 31, 2017**

<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>	
Cash Received from Grants and Contracts	\$ 2,186,691
Cash Received from Contributions	52,156
Cash Received from Interest and Other Income	10,666
Cash Used for Operations	( 1,827,296)
Cash Used for Salaries and Benefits	<u>( 389,575)</u>
Net Cash Used by Operating Activities	<u>\$ 32,642</u>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>	
Cash Invested in Certificates of Deposit	<u>(\$ 1,165)</u>
Net Cash Used by Investing Activities	<u>(\$ 1,165)</u>
Net Decrease in Cash	\$ 31,477
Balance, Beginning of the Year	<u>84,540</u>
Balance, End of the Year	<u><u>\$ 116,017</u></u>
<b>RECONCILIATION OF CHANGE IN NET ASSETS TO NET CASH USED BY OPERATING ACTIVITIES</b>	
Change in Net Assets	<u>(\$ 45,135)</u>
Adjustments to Reconcile Change in Net Assets to Net Cash Used by Operating Activities:	
Change in Assets and Liabilities:	
Increase in Receivables	\$ 100,026
Increase in Accounts Payable	( 41,916)
Decrease in Grant Advances	6,225
Increase in Accrued Expenses	13,442
Total Adjustments	<u>\$ 77,777</u>
Net Cash Used by Operating Activities	<u><u>\$ 32,642</u></u>

The accompanying notes are an integral part of this statement.

# CONCHO VALLEY COMMUNITY ACTION AGENCY

## Notes to the Financial Statements

**For the Year Ended December 31, 2017**

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### **NOTE 1: NATURE OF ACTIVITIES AND SIGNIFICANT ACCOUNTING POLICIES**

Organization – The Concho Valley Community Action Agency (the Agency) is a private, non-profit corporation which serves Tom Green and the surrounding counties. The Agency operates various programs which promote self-sufficiency and combat poverty whether material, cultural, or economic. The Agency operates the following programs:

#### Community Services

Community services are provided through the following programs:

Community Services Block Grant – Provides comprehensive assistance to the Agency which allows the Agency to aid low-income persons in transitioning out of poverty.

Volunteer Income Tax Assistance – Offers free tax assistance to individuals and families with emphasis on ensuring clients receive their apportioned federal earned income tax credit.

Case Management – Provides financial assistance to low-income persons to aid in transitioning out of poverty.

Make a Difference – Provides grant opportunities to micro-businesses.

Methodist Healthcare Ministries – Provides funds for community health needs assessments focused on health and behavioral health.

#### Crisis Intervention

Crisis intervention services are provided to clients facing critical problems requiring an emergency response. The following programs and services are available to clients:

Comprehensive Energy Assistance Program – Assists low-income and elderly persons with payments for heating and cooling expenses.

Atmos Sharing the Warmth – Assists qualifying persons with the payment of gas utility bills.

TXU Energy Aid – Assists qualifying persons with the payment of electric utility bills.

Neighbor to Neighbor – Assists qualifying persons with the payment of electric utility bills.

Emergency Food and Shelter Program – Provides qualifying persons with rental assistance.

Reliant Care – Assists qualifying persons with the payment of electric utility bills.

# CONCHO VALLEY COMMUNITY ACTION AGENCY

## Notes to the Financial Statements

**For the Year Ended December 31, 2017**

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### Energy Conservation

Weatherization programs assist families in maintaining adequate housing through retrofitting measures that will best conserve energy to benefit the families. The following programs provide weatherization assistance to eligible clients:

Low Income Home Energy Assistance Program Weatherization – Provides weatherization assistance to qualified families.

DOE Weatherization – Provides weatherization assistance to qualified families.

TACAA AEP Weatherization – Provides weatherization assistance to qualified families.

Basis of Accounting – The financial statements of the Agency have been prepared on the accrual basis of accounting and accordingly, reflect all significant receivables, payables, and other liabilities.

Basis of Presentation – The Agency has adopted the Financial Accounting Standards Board (FASB) Codification 958, Not-for-Profit Entities (formerly Statement of Financial Accounting Standards No. 117, Financial Statements of Not-for-Profit Foundations). FASB 958 requires the Agency to classify its net assets based on the existence or absence of donor-imposed restrictions. These classifications of net assets are described as follows:

Without Donor Restrictions – Net assets available for use in general operations and not subject to donor (or certain grantor) restrictions.

With Donor Restrictions – Net assets subject to donor (or certain grantor) imposed restrictions. Some donor-imposed restrictions are temporary in nature, such as those that will be met by the passage of time or other events specified by the donor. Other donor-imposed restrictions are perpetual in nature, where donor stipulates that resources be maintained in perpetuity. Donor-imposed restrictions are released when a restriction expires, that is, when the stipulated time has elapsed, when the stipulated purpose for which the resource was restricted has been fulfilled, or both.

Use of Estimates – The preparation of financial statements in conformity with generally accepted accounting principles requires management to make estimates and assumptions that affect certain reported amounts and disclosures. Accordingly, actual results could differ from those estimates.

Revenue Recognition – The Agency's revenues are recorded as without donor restrictions or with donor restrictions depending on the existence and/or nature of any donor restrictions.

Cash and Cash Equivalents – For the purposes of the statement of cash flows, cash equivalents include cash in bank depository accounts. Cash held by the Agency in bank accounts may at times exceed the Federal Deposit Insurance Corporation (FDIC) coverage limit for interest-bearing and non-interest bearing accounts. Cash held by the

# CONCHO VALLEY COMMUNITY ACTION AGENCY

## Notes to the Financial Statements

### **For the Year Ended December 31, 2017**

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Agency in a Credit Union may at times exceed the National Credit Union Administration (NCUA) coverage for interest-bearing and non-interest bearing accounts. Management believes the Agency is not exposed to any significant credit risk related to cash.

Grant and Reimbursement Contracts – The funds due from various funding sources under grant and reimbursement contracts are recognized as revenue in the accounting period when the expenditures are incurred and the grant funds are earned.

Inventory – Minor materials and supplies are charged to expense during the period of purchase. As a result, no inventory is recognized on the statement of financial position.

Functional Expenses – The Agency allocates its expenses on a functional basis among its various programs. Expenses that can be identified with a specific program are allocated directly according to their natural expense classification.

Property and equipment – Property and equipment are recorded at cost, if purchased, or at fair value at date of gift, if contributed. The Agency capitalizes property and equipment if it has a life of two years or more and an acquisition cost of \$5,000 or more. Depreciation is being provided on the straight-line basis over the estimated useful lives of the assets, which ranges from 5-10 years. Total depreciation expense was \$-0- for the year ended December 31, 2017.

The equipment acquired is owned by the Concho Valley Community Action Agency while used in the program for which it was purchased or in other future authorized programs. The funding sources, however, have a reversionary interest in the equipment purchased with grant funds; therefore, its disposition, as well as the ownership of any sale proceeds therefrom, is subject to funding source regulations.

#### **NOTE 2: CONCENTRATIONS AND UNCERTAINTIES**

The Agency received 88% of its public support and revenue from the U.S. Department of Health and Human Services, which distributes funds through the Texas Department of Housing and Community Affairs. The Agency would realize a severe negative impact if the level of this support and revenue is significantly reduced or discontinued.

#### **NOTE 3: LIQUIDITY AND AVAILABILITY**

Financial assets available for general expenditure, that is, without donor or other restrictions limiting their use, within one year of the balance sheet date, comprise the following:

Cash	\$	116,017
Certificates of Deposit		117,174
Grants and Contract Receivable		88,749
	\$	<u>321,940</u>

**CONCHO VALLEY COMMUNITY ACTION AGENCY**

**Notes to the Financial Statements**

**For the Year Ended December 31, 2017**

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**NOTE 4: GRANTS AND CONTRACTS RECEIVABLE**

The accounts receivable balance for the grants, contracts, and reimbursements at December 31, 2017 consists of the following amounts:

DOE Weatherization	\$	5,291
Community Services Block Grant		24,670
Comprehensive Energy Assistance Program		58,788
Total	\$	<u>88,749</u>

**NOTE 5: NET ASSETS WITH DONOR RESTRICTIONS**

Net assets restricted in perpetuity consist of the book value of autos and equipment purchased through the DOE, CSBG, and CEAP Programs. Depreciation of these permanently restricted assets is recorded as an expense in net assets without donor restriction and as net assets restricted in perpetuity released from restriction. As of December 31, 2017 the autos and equipment purchased through the DOE, CSBG, and CEAP Programs are fully depreciated resulting in a book value of \$-0-.

**NOTE 6: PENSION PLAN**

The Agency sponsors a defined contribution pension plan covering all of its employees. Contributions to the plan during 2017 totaled \$18,942. These contributions are included under Fringe Benefits in the Statement of Functional Expenses.

**NOTE 7: LEASE COMMITMENTS**

The Agency has entered into various facility and equipment lease agreements for the administrative offices. For the year ended December 31, 2017, the Agency made facility and equipment lease payments of \$33,648, of which \$33,454 was allocated to the facility lease. The lease commitments are subject to change each year based on the lease agreement.

Effective August 1, 2017, the Agency has entered into a new lease agreement to lease its office space under an operating agreement set to expire June 30, 2019. The future minimum lease payments related to this lease are as follows:

2018	\$	36,000
2019		18,000
Total	\$	<u>54,000</u>



**CONCHO VALLEY COMMUNITY ACTION AGENCY**

**Notes to the Financial Statements**

**For the Year Ended December 31, 2017**

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**NOTE 8: FIXED ASSETS**

The following is a summary of fixed assets, accumulated depreciation, and current depreciation:

	Beginning Balance	Additions	Disposals	Ending Balance
Autos	\$ 60,604	\$ -0-	\$ -0-	\$ 60,604
Software	44,495	-0-	-0-	44,495
Equipment	11,397	-0-	-0-	11,397
Total	\$ 116,496	\$ -0-	\$ -0-	\$ 116,496
Less: Accumulated Depreciation	( 116,496)	-0-	-0-	( 116,496)
Net Fixed Assets	\$ -0-	\$ -0-	\$ -0-	\$ -0-

**NOTE 9: POOLED CHECKING**

The Agency maintains a pooled checking account from which all programs operate. Programs, whose share of the account is less than zero, have effectively borrowed from programs with a positive balance. Due to/from accounts have not been recorded but are reported as cash and bank overdrafts in the accompanying statements. The following is a summary of each program's share of the pooled account:

Administrative	\$ 109,369
Atmos – Sharing the Warmth	5,398
Case Management	13,261
CEAP Energy Assistance Program	( 59,919)
Community Services Block Grant	( 20,321)
DOE Weatherization Assistance Program	( 11,541)
Emergency Food and Shelter Program	( 109)
LIHEAP Weatherization Assistance Program	6,517
Make a Difference	2,250
Methodist Healthcare Ministries	( 1,852)
TACAA Weatherization Assistance Program	( 7,955)
TXU Energy Assistance	3,037
Neighbor to Neighbor	10,558
Volunteer Income Tax Assistance	( 309)
Reliant Care	17,549
Total	<u>\$ 65,933</u>

This amount is included in the cash balance as reflected in the statement of net assets. Bank overdrafts on certain programs occur because these programs receive funds under an expense reimbursement arrangement. A deficit cash balance will occur until funds are reimbursed from the appropriate agency.

# CONCHO VALLEY COMMUNITY ACTION AGENCY

## Notes to the Financial Statements

**For the Year Ended December 31, 2017**

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### **NOTE 10: INCOME TAX STATUS**

The Agency is exempt from the federal income taxes under Section 501(c)(3) of the Internal Revenue Code. In addition, the Agency qualifies for the charitable contribution deduction under Section 170(b)(1)(A) and has been classified as an Agency that is not a private foundation under Section 509(a)(2).

The Agency recognizes the financial statement effects from a tax position only if it is more likely than not that the tax position will be sustained on examination by taxing authorities, based on the technical merits of the position. Examples of tax positions include the tax-exempt status of the Agency and various positions related to the potential sources of unrelated business taxable income (UBTI). The assessment of the technical merits of a tax position is a matter of judgment. The Agency believes that all its tax positions are more likely than not to be sustained upon examination.

The Agency files Form 990 in the U.S. federal jurisdiction. The Agency is generally no longer subject to examination by the Internal Revenue Service for years before 2014.

### **NOTE 11: RECENT PRONOUNCEMENTS**

In May 2014, the FASB issued ASU 2014-09 “Revenue from Contracts with Customers (Topic 606)” to provide accounting guidance related to revenue from contracts with customers. The guidance applies to all entities and to all contracts with customers, except for the following transactions: leases, insurance contracts, certain financial instruments, guarantees and nonmonetary exchanges between entities in the same line of business. The core principle of ASU 2014-09 provides for an entity to recognize revenue to depict the transfer of promised goods or services to customers in an amount that reflects the consideration to which the entity expects to be entitled in exchange for those goods or services. Subsequently issued ASU’s have deferred the effective date for application of this ASU to all entities, other than public business entities, certain not-for-profit entities, and certain employee benefit plans, to annual reporting periods beginning after December 15, 2018. Management is currently assessing the impact the adoption of ASU 2014-09 will have on its consolidated financial statements.

In February 2016, the FASB issued ASU 2016-02 “Leases (Topic 842)” (“ASU 2016-02”). The FASB issued ASU 2016-02 to increase transparency and comparability among organizations by recognizing lease assets and lease liabilities on the balance sheet and disclosing key information about leasing arrangements. Under ASU 2016-02, a lessee will recognize in the statement of financial position a liability to make lease payments (the lease liability) and a right-to-use asset representing its right to use the underlying asset for the lease term. The recognition, measurement, and presentation of expenses and cash flows arising from a lease by a lessee have not significantly changed from current GAAP. ASU 2016-02 retains a distinction between finance leases (i.e. capital leases under current GAAP) and operating leases. The classification criteria for distinguishing between finance leases and operating leases will be substantially similar to the classification criteria for distinguishing between capital leases and operating leases under current GAAP. The amendments of this ASU are effective for reporting periods beginning after December 15, 2018, with early adoption permitted. An entity will be required to recognize and measure leases at the beginning of the earliest period presented using a modified retrospective approach. Management is currently assessing

**CONCHO VALLEY COMMUNITY ACTION AGENCY**

**Notes to the Financial Statements**

**For the Year Ended December 31, 2017**

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the impact the adoption of ASU 2016-02 will have on its consolidated financial statements.

**NOTE 12: DATE OF MANAGEMENT'S REVIEW**

The Agency has evaluated subsequent events for potential recognition and/or disclosure through September 25, 2018, the date the financial statements were available to be issued.





**ARMSTRONG, BACKUS & CO., LLP**  
Certified Public Accountants

**Report on Internal Control Over Financial Reporting and on Compliance and Other  
Matters Based on an Audit of Financial Statements Performed in Accordance with  
Government Auditing Standards**

**INDEPENDENT AUDITORS' REPORT**

Board of Directors  
Concho Valley Community Action Agency  
San Angelo, Texas

We have audited, in accordance with the auditing standards generally accepted in the United States of America and the standards applicable to financial audits contained in *Government Auditing Standards* issued by the Comptroller General of the United States, the financial statements of Concho Valley Community Action Agency (a nonprofit organization) which comprise the statement of financial position as of December 31, 2017, and the related statements of activities, functional expenses, and cash flows for the year then ended, and the related notes to the financial statements, and have issued our report thereon dated September 25, 2018.

**Internal Control over Financial Reporting**

In planning and performing our audit of the financial statements, we considered Concho Valley Community Action Agency's internal control over financial reporting (internal control) to determine the audit procedures that are appropriate in the circumstances for the purpose of expressing our opinion on the financial statements, but not for the purpose of expressing an opinion on the effectiveness of the Concho Valley Community Action Agency's internal control. Accordingly, we do not express an opinion on the effectiveness of the Agency's internal control.

A *deficiency in internal control* exists when the design or operation of a control does not allow management or employees, in the normal course of performing their assigned functions, to prevent, or detect and correct misstatements on a timely basis. A *material weakness* is a deficiency, or a combination of deficiencies, in internal control such that there is a reasonable possibility that a material misstatement of the entity's financial statements will not be prevented, or detected and corrected on a timely basis. A *significant deficiency* is a deficiency, or a combination of deficiencies, in internal control that is less severe than a material weakness, yet important enough to merit attention by those charged with governance.

Our consideration of internal control was for the limited purpose described in the first paragraph of this section and was not designed to identify all deficiencies in internal control that might be material weaknesses or significant deficiencies. Given these limitations, during our audit we did not identify any deficiencies in internal control that we consider to be material weaknesses. However, material weaknesses may exist that have not been identified.

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### **Compliance and Other Matters**

As part of obtaining reasonable assurance about whether Concho Valley Community Action Agency's financial statements are free of material misstatement, we performed tests of its compliance with certain provisions of laws, regulations, contracts, and grant agreements, noncompliance with which could have a direct and material effect on the determination of financial statement amounts. However, providing an opinion on compliance with those provisions was not an objective of our audit, and accordingly, we do not express such an opinion. The results of our tests disclosed no instances of noncompliance or other matters that are required to be reported under *Government Auditing Standards*.

### **Purpose of this Report**

The purpose of this report is solely to describe the scope of our testing of internal control and compliance and the results of that testing, and not to provide an opinion on the effectiveness of the entity's internal control or on compliance. This report is an integral part of an audit performed in accordance with *Government Auditing Standards* in considering the entity's internal control and compliance. Accordingly, this communication is not suitable for any other purpose.

*Armstrong, Backus & Co., L.L.P.*

September 25, 2018





**ARMSTRONG, BACKUS & CO., LLP**  
Certified Public Accountants

**Report on Compliance for Each Major Federal Program and Report on Internal Control  
Over Compliance Required by the Uniform Guidance**

**INDEPENDENT AUDITORS' REPORT**

Board of Directors  
Concho Valley Community Action Agency  
San Angelo, TX

**Report on Compliance for Each Major Program**

We have audited Concho Valley Community Action Agency's compliance with the types of compliance requirements described in the *OMB Compliance Supplement* that could have a direct and material effect on each of Concho Valley Community Action Agency's major federal programs for the year ended December 31, 2017. Concho Valley Community Action Agency's major federal programs are identified in the Summary of Auditors' Results section of the accompanying Schedule of Findings and Questioned Costs.

***Management's Responsibility***

Management is responsible for compliance with federal statutes, regulations, and the terms and conditions of its federal awards applicable to its federal programs.

***Auditors' Responsibility***

Our responsibility is to express an opinion on compliance for each of Concho Valley Community Action Agency's major federal programs based on our audit of the types of compliance requirements referred to above. We conducted our audit of compliance in accordance with auditing standards generally accepted in the United States of America; the standards applicable to financial audits contained in *Government Auditing Standards*, issued by the Comptroller General of the United States; and the audit requirements of *Title 2 U.S. Code of Federal Regulations, Part 200, Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards* (Uniform Guidance). Those standards and the Uniform Guidance require that we plan and perform the audit to obtain reasonable assurance about whether noncompliance with the types of compliance requirements referred to above that could have a direct and material effect on a major federal program occurred. An audit includes examining, on a test basis, evidence about Concho Valley Community Action Agency's compliance with those requirements and performing such other procedures as we considered necessary in the circumstances.

We believe that our audit provides a reasonable basis for our opinion on compliance for each major federal program. However, our audit does not provide a legal determination of Concho Valley Community Action Agency's compliance.

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### ***Opinion on Each Major Federal Program***

In our opinion, Concho Valley Community Action Agency complied, in all material respects, with the types of compliance requirements referred to above that could have a direct and material effect on each of its major federal programs for the year ended December 31, 2017.

### **Report on Internal Control Over Compliance**

Management of Concho Valley Community Action Agency is responsible for establishing and maintaining effective internal control over compliance with the types of compliance requirements referred to above. In planning and performing our audit of compliance, we considered Concho Valley Community Action Agency's internal control over compliance with the types of requirements that could have a direct and material effect on a major federal program to determine the auditing procedures that are appropriate in the circumstances for the purpose of expressing an opinion on compliance for each major federal program and to test and report on internal control over compliance in accordance with the Uniform Guidance, but not for the purpose of expressing an opinion on the effectiveness of internal control over compliance. Accordingly, we do not express an opinion on the effectiveness of Concho Valley Community Action Agency's internal control over compliance.

*A deficiency in internal control over compliance* exists when the design or operation of a control does not allow management or employees, in the normal course of performing their assigned functions, to prevent, or detect and correct, noncompliance with a type of compliance requirement of a federal program on a timely basis. A *material weakness in internal control over compliance* is a deficiency, or combination of deficiencies, in internal control over compliance, such that there is more than a reasonable possibility that material noncompliance with a type of compliance requirement of a federal program will not be prevented, or detected and corrected, on a timely basis. A *significant deficiency in internal control over compliance* is a deficiency, or a combination of deficiencies, in internal control over compliance with a type of compliance requirement of a federal program that is less severe than a material weakness in internal control over compliance, yet important enough to merit attention by those charged with governance.

Our consideration of internal control over compliance was for the limited purpose described in the first paragraph of this section and was not designed to identify all deficiencies in internal control over compliance that might be material weaknesses or significant deficiencies. We did not identify any deficiencies in internal control over compliance that we consider to be material weaknesses. However, material weaknesses may exist that have not been identified.

The purpose of this report on internal control over compliance is solely to describe the scope of our testing of internal control over compliance and the results of that testing based on the requirements of the Uniform Guidance. Accordingly, this report is not suitable for any other purpose.

*Armstrong, Backus & Co., L.L.P.*

September 25, 2018





**CONCHO VALLEY COMMUNITY ACTION AGENCY**

**Schedule of Expenditures of Federal Awards**

**For the Year Ended December 31, 2017**

Federal Grantor/Pass-Through Grantor/Program Title	Federal CFDA Number	Pass-Through Entity Identifying Number	Total Federal Expenditures
<b>U.S Department of Health and Human Services Programs</b>			
<i>Passed through Texas Dept. of Housing and Community Affairs</i>			
Community Services Block Grant	93.569	078547106	\$ 258,215
LIHEAP Weatherization/ Enhanced Weatherization Assistance Program	93.568	078547106	325,698
Comprehensive Energy Assistance Program	93.568	078547106	<u>1,301,596</u>
<b>Total U.S. Department of Health and Human Services Programs</b>			<u>\$ 1,885,509</u>
<b>U.S. Department of Energy Programs</b>			
<i>Passed through Texas Dept. of Housing and Community Affairs</i>			
DOE Weatherization	81.042	078547106	\$ 111,837
<b>Total U.S Department of Energy Programs</b>			<u>\$ 111,837</u>
<b>U.S. Department of Homeland Security</b>			
<i>Passed through United Way</i>			
Emergency Food and Shelter Program	97.024		\$ 4,500
<b>Total U.S Department of Energy Programs</b>			<u>\$ 4,500</u>
<b>U.S. Department of the Treasury</b>			
<i>Passed through Central Texas Opportunities</i>			
Volunteer Income Tax Assistance	21.009		\$ 4,196
<b>Total U.S Department of Energy Programs</b>			<u>\$ 4,196</u>
<b>Total Expenditures of Federal Awards</b>			<u><u>\$ 2,006,042</u></u>

See Notes to the Schedule of Expenditures of Federal Awards.

**CONCHO VALLEY COMMUNITY ACTION AGENCY**

**Notes to the Schedule of Expenditures of Federal Awards**

**For the Year Ended December 31, 2017**

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**NOTE 1: BASIS OF PRESENTATION**

The accompanying Schedule of Expenditures of Federal Awards (the "Schedule") includes the federal award activity of Concho Valley Community Action Agency under programs of the federal government for the year ended December 31, 2017. The information in this Schedule is presented in accordance with the requirements of Title 2 U.S. Code of Federal Regulations Part 200, *Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards* (Uniform Guidance). Because the Schedule presents only a selected portion of the operations of Concho Valley Community Action Agency, it is not intended to and does not present the financial position, changes in net assets, or cash flows of Concho Valley Community Action Agency.

**NOTE 2: SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES**

Expenditures reported on the Schedule are reported on the accrual basis of accounting. Such expenditures are recognized following the cost principles contained in the Uniform Guidance, wherein certain types of expenditures are not allowable or are limited as to reimbursement.

**NOTE 3: INDIRECT COSTS**

The Agency does not recover indirect costs unless expressly allowed by each award.

**CONCHO VALLEY COMMUNITY ACTION AGENCY**

**Schedule of Findings and Questioned Costs**

**For the Year Ended December 31, 2017**

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**I. Summary of Auditors' Results**

Financial Statements

Type of auditors' report issued on whether the financial statements were prepared in accordance with GAAP Unmodified opinion

*Internal control over financial reporting:*

Material weakness identified? No

Significant deficiencies identified? No

Noncompliance material to financial statements noted? No

Federal Awards

*Internal control over major federal programs:*

Material weakness identified? No

Significant deficiencies identified? No

Type of auditors' report issued on compliance for major federal programs: Unmodified opinion

Any audit findings disclosed that are required to be reported in accordance with 2 CFR 200.516(a)? No

*Identification of major programs:*

93.568 Low-Income Home Energy Assistance

93.568 Comprehensive Energy Assistance Program

Dollar threshold used to distinguish between Type A and Type B programs: \$750,000

Auditee qualified as low-risk auditee? Yes

**II. Financial Statement Findings**

There were no findings noted.

**III. Federal Award Findings and Questioned Costs**

There were no findings noted.

**CONCHO VALLEY COMMUNITY ACTION AGENCY**

**Summary Schedule of Prior Audit Findings**

**For the Year Ended December 31, 2017**

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There were no prior year audit findings noted.





**ARMSTRONG, BACKUS & CO., LLP**  
Certified Public Accountants

**INDEPENDENT AUDITORS' REPORT ON SUPPLEMENTARY INFORMATION**

Board of Directors  
Concho Valley Community Action Agency  
San Angelo, Texas

Our audit was conducted for the purpose of forming an opinion on the financial statements as a whole. The supplementary information on pages 27 through 30 is presented for purposes of additional analysis and is not a required part of the financial statements. Such information is the responsibility of management and was derived from, and relates directly to, the underlying accounting and other records used to prepare the financial statements. The information has been subjected to the auditing procedures applied in the audit of the financial statements and certain additional procedures, including comparing and reconciling such information directly to the underlying accounting and other records used to prepare the financial statements or to the financial statements themselves, and other additional procedures in accordance with auditing standards generally accepted in the United States of America. In our opinion, the information is fairly stated in all material respects in relation to the financial statements as a whole.

*Armstrong, Backus & Co. L.L.P.*

September 25, 2018

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**CONCHO VALLEY COMMUNITY ACTION AGENCY**

**Combining Statement of Revenues and Expenses - Community Service**

**For the Year Ended December 31, 2017**

	<b>Community Services Block Grant</b>	<b>Volunteer Income Tax Assistance</b>	<b>Case Management</b>	<b>Make a Difference</b>	<b>Methodist Healthcare Ministries</b>	<b>Total Community Service</b>
<b>Revenues</b>						
Contributions	\$ -0-	\$ 5,000	\$ -0-	\$ 600	\$ -0-	\$ 5,600
Federal Grants	258,215	4,196	-0-	-0-	-0-	262,411
<b>Total Revenues</b>	<b>\$ 258,215</b>	<b>\$ 9,196</b>	<b>\$ -0-</b>	<b>\$ 600</b>	<b>\$ -0-</b>	<b>\$ 268,011</b>
<b>Expenses</b>						
Advertising	\$ 1,856	\$ -0-	\$ -0-	\$ -0-	\$ -0-	\$ 1,856
Audit Expense	4,063	-0-	-0-	-0-	-0-	4,063
Auto Expense	1,827	-0-	-0-	-0-	-0-	1,827
Client Service	23,080	-0-	2,510	1,000	-0-	26,590
Dues and Subscriptions	1,800	-0-	-0-	-0-	-0-	1,800
Equipment Rental	194	-0-	-0-	-0-	-0-	194
Facility Rental	5,706	2,000	-0-	-0-	-0-	7,706
Fringe Benefits	39,385	2,200	-0-	-0-	-0-	41,585
Insurance	6,051	-0-	-0-	-0-	-0-	6,051
Maintenance and Repairs	1,535	430	-0-	-0-	-0-	1,965
Miscellaneous	758	456	-0-	-0-	-0-	1,214
Office Supplies and Postage	6,444	968	-0-	-0-	-0-	7,412
Retirement Administration	1,289	-0-	-0-	-0-	-0-	1,289
Salaries and Wages	136,400	8,294	-0-	-0-	-0-	144,694
Telephone	1,326	22	-0-	-0-	-0-	1,348
Training	4,500	-0-	-0-	-0-	-0-	4,500
Travel	26,077	376	-0-	-0-	(45)	26,408
<b>Total Expenses</b>	<b>\$ 262,291</b>	<b>\$ 14,746</b>	<b>\$ 2,510</b>	<b>\$ 1,000</b>	<b>(\$ 45)</b>	<b>\$ 280,502</b>
<b>Excess Revenues (Expenses)</b>	<b>(\$ 4,076)</b>	<b>(\$ 5,550)</b>	<b>(\$ 2,510)</b>	<b>(\$ 400)</b>	<b>\$ 45</b>	<b>(\$ 12,491)</b>

See Independent Auditors' Report on Supplementary Information.

**CONCHO VALLEY COMMUNITY ACTION AGENCY**

**Combining Statement of Revenues and Expenses - Crisis Intervention**

**For the Year Ended December 31, 2017**

	<b>Comprehensive Energy Assistance</b>	<b>Sharing the Warmth</b>	<b>TXU Energy Aid</b>	<b>Neighbor to Neighbor</b>	<b>Emergency Food and Shelter Program</b>	<b>Reliant Care</b>	<b>Other Crisis Intervention</b>	<b>Total Crisis Intervention</b>
<b>Revenues</b>								
Contributions	\$ -0-	\$ 1,622	\$ 6,000	\$ 19,000	\$ -0-	\$ 18,480	\$ 18,480	\$ 45,102
Federal Grants	1,301,596	-0-	-0-	-0-	4,500	-0-	-0-	1,306,096
<b>Total Revenues</b>	<b>\$ 1,301,596</b>	<b>\$ 1,622</b>	<b>\$ 6,000</b>	<b>\$ 19,000</b>	<b>\$ 4,500</b>	<b>\$ 18,480</b>	<b>\$ 18,480</b>	<b>\$ 1,351,198</b>
<b>Expenses</b>								
Advertising	\$ 1,001	\$ -0-	\$ -0-	\$ -0-	\$ -0-	\$ -0-	\$ -0-	\$ 1,001
Audit Expense	4,638	-0-	-0-	-0-	-0-	-0-	-0-	4,638
Auto Expense	182	-0-	-0-	-0-	-0-	-0-	-0-	182
Client Service	1,093,750	-0-	13,532	21,627	4,500	931	992	1,135,332
Facility Rental	14,125	-0-	-0-	-0-	-0-	-0-	-0-	14,125
Fringe Benefits	38,528	-0-	-0-	-0-	-0-	-0-	-0-	38,528
Insurance	4,246	-0-	-0-	-0-	-0-	-0-	-0-	4,246
Maintenance and Repair	775	-0-	-0-	-0-	-0-	-0-	-0-	775
Office Supplies and Postage	11,136	-0-	-0-	-0-	-0-	-0-	-0-	11,136
Program Supplies	668	-0-	-0-	-0-	-0-	-0-	-0-	668
Salaries and Wages	128,227	-0-	-0-	-0-	-0-	-0-	-0-	128,227
Telephone	1,852	-0-	-0-	-0-	-0-	-0-	-0-	1,852
Training	800	-0-	-0-	-0-	-0-	-0-	-0-	800
Travel	686	-0-	-0-	-0-	-0-	-0-	-0-	686
<b>Total Expenses</b>	<b>\$ 1,300,614</b>	<b>\$ -0-</b>	<b>\$ 13,532</b>	<b>\$ 21,627</b>	<b>\$ 4,500</b>	<b>\$ 931</b>	<b>\$ 992</b>	<b>\$ 1,342,196</b>
<b>Excess Revenues (Expenses)</b>	<b>\$ 982</b>	<b>\$ 1,622</b>	<b>(\$ 7,532)</b>	<b>(\$ 2,627)</b>	<b>\$ -0-</b>	<b>\$ 17,549</b>	<b>\$ 17,488</b>	<b>\$ 9,002</b>

See Independent Auditors' Report on Supplementary Information.



**CONCHO VALLEY COMMUNITY ACTION AGENCY**

**Combining Statement of Revenues and Expenses - Energy Conservation**

**For the Year Ended December 31, 2017**

	<b>DOE</b>	<b>LIHEAP</b>	<b>TACAA</b>	<b>Other</b>	<b>Energy</b>
	<b><u>Weatherization</u></b>	<b><u>Weatherization</u></b>	<b><u>Weatherization</u></b>	<b><u>Weatherization</u></b>	<b><u>Conservation</u></b>
<b>Revenues</b>					
Federal Grants	\$ 111,837	\$ 325,698	\$ -0-	\$ -0-	\$ 437,535
Private Grants	-0-	-0-	74,398	-0-	74,398
<b>Total Revenues</b>	<b>\$ 111,837</b>	<b>\$ 325,698</b>	<b>\$ 74,398</b>	<b>\$ -0-</b>	<b>\$ 511,933</b>
<b>Expenses</b>					
Advertising	\$ 5,451	\$ 10,029	\$ -0-	\$ -0-	\$ 15,480
Audit Expense	1,088	2,463	-0-	-0-	3,551
Auto Expense	423	1,351	-0-	-0-	1,774
Client Service	41,773	225,676	60,462	2,440	330,351
Dues and Subscriptions	49	-0-	-0-	-0-	49
Facility Rental	3,916	6,148	1,559	-0-	11,623
Fringe Benefits	11,067	17,195	3,656	-0-	31,918
Insurance	4,467	3,625	1,034	-0-	9,126
Maintenance and Repair	30	500	-0-	-0-	530
Office Supplies and Postage	1,893	3,273	-0-	-0-	5,166
Program Supplies	846	1,246	-0-	-0-	2,092
Salaries and Wages	35,108	67,142	15,686	-0-	117,936
Telephone	476	1,074	254	-0-	1,804
Training	14,811	350	-0-	-0-	15,161
Travel	146	605	-0-	-0-	751
<b>Total Expenses</b>	<b>\$ 121,544</b>	<b>\$ 340,677</b>	<b>\$ 82,651</b>	<b>\$ 2,440</b>	<b>\$ 547,312</b>
<b>Excess Revenues (Expenses)</b>	<b>(\$ 9,707)</b>	<b>(\$ 14,979)</b>	<b>(\$ 8,253)</b>	<b>(\$ 2,440)</b>	<b>(\$ 35,379)</b>

See Independent Auditors' Report on Supplementary Information.

**CONCHO VALLEY COMMUNITY ACTION AGENCY**

**Individual Statement of Revenues and Expenses - General Administration**

**For the Year Ended December 31, 2017**

<b>Revenues</b>	
Contributions	\$ 1,454
Interest Income	1,191
Miscellaneous Income	<u>9,475</u>
Total Revenues	<u>\$ 12,120</u>
<b>Expenses</b>	
Fringe Benefits	\$ 342
Miscellaneous	7,174
Salaries and Wages	<u>10,871</u>
Total Expenses	<u>\$ 18,387</u>
<b>Excess Revenues</b>	<u><u>(\$ 6,267)</u></u>

See Independent Auditors' Report on Supplementary Information.





**ARMSTRONG BACKUS & CO., LLP**

Certified Public Accountants



Report to the Board of Directors  
For the Year Ended December 31, 2017

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**ARMSTRONG, BACKUS & CO., LLP**  
Certified Public Accountants

September 25, 2018

Board of Directors  
Concho Valley Community Action Agency  
San Angelo, TX

We are pleased to present this report related to our audit of the financial statements of Concho Valley Community Action Agency (the Agency) for the year ended December 31, 2017. This report summarizes certain matters required by professional standards to be communicated to you in your oversight responsibility for Concho Valley Community Action Agency's financial reporting process.

This report is intended solely for the information and use of the Board of Directors and management and is not intended to be, and should not be, used by anyone other than these specified parties. It will be our pleasure to respond to any questions you have about this report. We appreciate the opportunity to continue to be of service to Concho Valley Community Action Agency.

*Armstrong, Backus & Co., L.L.P.*

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## Required Communications

Generally accepted auditing standards (AU-C 260, *The Auditor's Communication With Those Charged With Governance*) require the auditor to promote effective two-way communication between the auditor and those charged with governance. Consistent with this requirement, the following summarizes our responsibilities regarding the financial statement audit as well as observations arising from our audit that are significant and relevant to your responsibility to oversee the financial reporting process.

<b>Area</b>	<b>Comments</b>
<b>Our Responsibilities With Regard to the Financial Statement Audit</b>	Our responsibilities under auditing standards generally accepted in the United States of America have been described to you in our arrangement letter dated August 7, 2018.
<b>Overview of the Planned Scope and Timing of the Financial Statement Audit</b>	We have issued a separate arrangement letter regarding the planned scope and timing of our audit and have discussed with you our identification of and planned audit response to significant risks of material misstatement.
<b>Accounting Policies and Practices</b>	<p><b>Preferability of Accounting Policies and Practices</b></p> <p>Under generally accepted accounting principles, in certain circumstances, management may select among alternative accounting practices. In our view, in such circumstances, management has selected the preferable accounting practice.</p> <p><b>Adoption of, or Change in, Accounting Policies</b></p> <p>Management has the ultimate responsibility for the appropriateness of the accounting policies used by the Agency. The Agency did not adopt any significant new accounting policies, nor have there been any changes in existing significant accounting policies during the current period.</p> <p><b>Significant or Unusual Transactions</b></p> <p>We did not identify any significant or unusual transactions or significant accounting policies in controversial or emerging areas for which there is a lack of authoritative guidance or consensus.</p> <p><b>Management's Judgments and Accounting Estimates</b></p> <p>Summary information about the process used by management in formulating particularly sensitive accounting estimates and about our conclusions regarding the reasonableness of those estimates is in the attached Summary of Significant Accounting Estimates.</p>
<b>Audit Adjustments</b>	Audit adjustments proposed by us and recorded by Concho Valley Community Action Agency are shown on the attached Summary of Recorded Audit Adjustments.
<b>Uncorrected Misstatements</b>	Uncorrected misstatements are summarized in the attached Summary of Uncorrected Misstatements.

**Other Information in Documents Containing Audited Financial Statements**

The accompanying Schedule of Expenditures of Federal Awards, as required by *Title 2 U.S. Code of Federal Regulations Part 200*, Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards, is presented for purposes of additional analysis and is not a required part of the financial statements. Such information is the responsibility of management and was derived from, and relates directly to, the underlying accounting and other records used to prepare the financial statements. The information has been subjected to the auditing procedures applied in the audit of the financial statements and certain additional procedures, including comparing and reconciling such information directly to the underlying accounting and other records used to prepare the financial statements or to the financial statements themselves, and other additional procedures in accordance with auditing standards generally accepted in the United States of America.

**Disagreements With Management**

We encountered no disagreements with management over the application of significant accounting principles, the basis for management's judgments on any significant matters, the scope of the audit, or significant disclosures to be included in the financial statements.

**Consultations With Other Accountants**

We are not aware of any consultations management had with other accountants about accounting or auditing matters.

**Significant Issues Discussed With Management**

No significant issues arising from the audit were discussed with or were the subject of correspondence with management.

**Significant Difficulties Encountered in Performing the Audit**

We did not encounter any significant difficulties in dealing with management during the audit.

**Material Written Communications Between Management and Our Firm**

Copies of material written communications between our firm and the management of the Agency, including the representation letter provided to us by management are attached.



**Concho Valley Community Action Agency  
 Summary of Significant Accounting Estimates  
 Year Ended December 31, 2017**

Accounting estimates are an integral part of the preparation of financial statements and are based upon management’s current judgment. The process used by management encompasses their knowledge and experience about past and current events and certain assumptions about future events. You may wish to monitor throughout the year the process used to determine and record these accounting estimates. The following describes the significant accounting estimates reflected in the Agency’s December 31, 2017 financial statements.

<b>Estimate</b>	<b>Accounting Policy</b>	<b>Management’s Estimation Process</b>	<b>Basis for Our Conclusions on Reasonableness of Estimate</b>
Depreciation	Straight-Line Method	Straight-line depreciation over expected life.	Reviewed useful lives and recalculated depreciation for a sampled selection of assets.

**Concho Valley Community Action Agency  
Summary of Recorded Audit Adjustments  
Year Ended December 31, 2017**

Professional standards require us to accumulate all known and likely misstatements identified during the audit, other than those that are trivial, and communicate them to the appropriate level of management. Management has corrected all such misstatements. We have attached a copy of all adjustments proposed by us and approved by management.

**MP NFP Template v5.0 - 4/2012**

**IV-8**

Year End: December 31, 2017

Trial balance

Date: 1/1/2017 To 12/31/2017

<b>Prepared by 1</b> GCT 9/26/2018	<b>Prepared by 2</b>	<b>Prepared by 3</b>	<b>Reviewed by 1</b>
<b>Reviewed by 2</b>	<b>Reviewed by 3</b>	<b>Reviewed by 4</b>	<b>Reviewed by 5</b>

Number	Date	Name	Account No	Reference	Debit	Credit
PBCAJE1	12/31/2017	Grants Receivable	10-1210	IV-11		11,500.00
PBCAJE1	12/31/2017	Grant Revenue	10-4110	IV-11	11,500.00	
PBCAJE1	12/31/2017	Grants Receivable	20-1210	IV-11		50,000.00
PBCAJE1	12/31/2017	Grant Revenue	20-4110	IV-11	50,000.00	
PBCAJE1	12/31/2017	Grants Receivable	30-1210	IV-11		20,000.00
PBCAJE1	12/31/2017	Grant Revenue	30-4110	IV-11	20,000.00	
PBCAJE1	12/31/2017	Grants Receivable	40-1210	IV-11		19,118.24
PBCAJE1	12/31/2017	Grant Revenue	40-4110	IV-11	19,118.24	
PBC - To correct grants receivable and income						
PBCAJE2	12/31/2017	First Financial Checking	10-1105	30-1	3,554.67	
PBCAJE2	12/31/2017	Salaries and Wages	10-6111	30-1		3,554.67
PBCAJE2	12/31/2017	First Financial Checking	20-1105	30-1	3,554.66	
PBCAJE2	12/31/2017	Salaries and Wages	20-6111	30-1		3,554.66
PBCAJE2	12/31/2017	First Financial Checking	99-1105	30-1		7,109.33
PBCAJE2	12/31/2017	Salaries and Wages	99-6111	30-1	7,109.33	
PBC - To reclass paid vacation to grant expense.						
PBCAJE3	12/31/2017	Salaries and Wages Payable	10-2150	AA-1		4,800.65
PBCAJE3	12/31/2017	Salaries and Wages	10-6111	AA-1	2,358.32	
PBCAJE3	12/31/2017	Salaries and Wages - Officers	10-6113	AA-1	2,442.33	
PBCAJE3	12/31/2017	Salaries and Wages Payable	20-2150	AA-1		10,059.50
PBCAJE3	12/31/2017	Salaries and Wages Payable	20-2150	AA-1		569.52
PBCAJE3	12/31/2017	Salaries and Wages	20-6111	AA-1	6,419.68	
PBCAJE3	12/31/2017	Salaries and Wages	20-6111	AA-1	1,041.49	
PBCAJE3	12/31/2017	Salaries and Wages - Officers	20-6113	AA-1	2,598.33	
PBCAJE3	12/31/2017	Salaries and Wages	30-6111	AA-1	460.11	
PBCAJE3	12/31/2017	Salaries and Wages - Officers	30-6113	AA-1	109.41	
PBCAJE3	12/31/2017	Salaries and Wages Payable	40-2150	AA-1		3,650.81
PBCAJE3	12/31/2017	Salaries and Wages	40-6111	AA-1	460.11	
PBCAJE3	12/31/2017	Salaries and Wages	40-6111	AA-1	3,083.02	
PBCAJE3	12/31/2017	Salaries and Wages - Officers	40-6113	AA-1	107.68	
PBCAJE3	12/31/2017	Salaries and Wages Payable	99-2150	AA-1		9,884.00
PBCAJE3	12/31/2017	Salaries and Wages	99-6111	AA-1	9,884.00	
PBC - To accrue payroll for December 31, 2017 paid in January 2018.						
					<b>143,801.38</b>	<b>143,801.38</b>
<b>Net Income (Loss)</b>			<b>(45,135.41)</b>			

**Concho Valley Community Action Agency  
Summary of Uncorrected Misstatements  
Year Ended December 31, 2017**

During the course of our audit, we accumulated uncorrected misstatements that were determined by management to be immaterial, both individually and in the aggregate, to the financial position, results of operations, cash flows and related financial statement disclosures. Attached is a summary of those differences.

**MP NFP Template v5.0 - 4/2012**

Year End: December 31, 2017

Adjusting journal entries

Date: 1/1/2017 To 12/31/2017

IV-10

Prepared by 1 <a href="#">GCT 9/26/2018</a>	Prepared by 2	Prepared by 3	Reviewed by 1
Reviewed by 2	Reviewed by 3	Reviewed by 4	Reviewed by 5

Number	Date	Name	Account No	Reference	Annotation	Debit	Credit	Recurrence	Misstatement
PAJE1	12/31/2017	First Financial Checking	20-1105	A-10		9,563.35			
PAJE1	12/31/2017	Net Assets	20-3100	A-10			9,563.35		
		To void a check that has not cleared the bank in over 6 months.							
						9,563.35	9,563.35		
<b>Net Income (Loss)</b>			<b>(45,135.41)</b>						

September 25, 2018

Armstrong, Backus & Co., L.L.P  
P.O. Box 71  
San Angelo, TX 76902

This representation letter is provided in connection with your audit of the financial statements of Concho Valley Community Action Agency (the Organization), which comprise the statement of financial position as of December 31, 2017, the related statements of activities, functional expenses, and cash flows for the year then ended, and the related notes to the financial statements, for the purpose of expressing an opinion on whether the financial statements are presented fairly, in all material respects, in accordance with accounting principles generally accepted in the United States of America (U.S. GAAP).

We confirm, to the best of our knowledge and belief, that as of the date of this letter:

**Financial Statements**

1. We have fulfilled our responsibilities, as set out in the terms of the audit arrangement letter dated August 7, 2018 for the preparation and fair presentation of the financial statements referred to above in accordance with U.S. GAAP.
2. We acknowledge our responsibility for the design, implementation and maintenance of internal control relevant to the preparation and fair presentation of financial statements that are free from material misstatement, whether due to fraud or error.
3. We acknowledge our responsibility for the design, implementation and maintenance of internal control to prevent and detect fraud.
4. Significant assumptions used by us in making accounting estimates, including those measured at fair value, are reasonable and reflect our judgment based on our knowledge and experience about past and current events, and our assumptions about conditions we expect to exist and courses of action we expect to take.
5. Related-party relationships and transactions have been appropriately accounted for and disclosed in accordance with the requirements of U.S. GAAP.
6. All events subsequent to the date of the financial statements, and for which U.S. GAAP requires adjustment or disclosure, have been adjusted or disclosed.
7. The effects of all known actual or possible litigation and claims have been accounted for and disclosed in accordance with U.S. GAAP.
8. We have no knowledge of any uncorrected misstatements in the financial statements.

**Information Provided**

9. We have provided you with:
  - a. Access to all information of which we are aware that is relevant to the preparation and fair presentation of the financial statements such as records, documentation and other matters;
  - b. Additional information that you have requested from us for the purpose of the audit;
  - c. Unrestricted access to persons within the entity from whom you determined it necessary to obtain audit evidence; and
  - d. Minutes of the meetings of the governing board and committees, or summaries of actions of recent meetings for which minutes have not yet been prepared.
10. All transactions have been recorded in the accounting records and are reflected in the financial statements.
11. We have disclosed to you the results of our assessment of risk that the financial statements may be materially misstated as a result of fraud.
12. We have no knowledge of allegations of fraud or suspected fraud affecting the entity's financial statements involving:
  - a. Management.
  - b. Employees who have significant roles in internal control.
  - c. Others where the fraud could have a material effect on the financial statements.
13. We have no knowledge of any allegations of fraud or suspected fraud affecting the Organization's financial statements received in communications from employees, former employees, regulators or others.
14. We have no knowledge of noncompliance or suspected noncompliance with laws and regulations whose effects should be considered when preparing financial statements.
15. We are not aware of any pending or threatened litigation and claims whose effects were considered when preparing the financial statements, and we have not consulted legal counsel concerning litigation or claims.
16. We have disclosed to you the identity of the entity's related parties and all the related-party relationships and transactions of which we are aware.
17. We are aware of no significant deficiencies, including material weaknesses, in the design or operation of internal controls that could adversely affect the Organization's ability to record, process, summarize and report financial data.
18. There have been no communications from regulatory agencies concerning noncompliance with, or deficiencies in, financial reporting practices.

19. During the course of your audits, you may have accumulated records containing data that should be reflected in our books and records. All such data have been so reflected. Accordingly, copies of such records in your possession are no longer needed by us.

**Single Audit Information**

20. We agree to the following in regards to Uniform Guidance compliance audit related to federal awards:
- a. We are responsible for complying, and have complied, with the requirements of the Uniform Guidance.
  - b. We are responsible for understanding and complying with the requirements of federal statutes, regulations, and the terms and conditions of federal awards related to each of its federal programs.
  - c. We are responsible for establishing and maintaining, and has established and maintained, effective internal control over compliance for federal programs that provides reasonable assurance that we are managing federal awards in compliance with federal statutes, regulations, and the terms and conditions of the federal award that could have a material effect on its federal programs.
  - d. We have identified and disclosed all of our government programs and related activities subject to the Uniform Guidance compliance audit.
  - e. We have identified and disclosed to the auditor the requirements of federal statutes, regulations, and the terms and conditions of federal awards that are considered to have a direct and material effect on each major program.
  - f. We have made available all federal awards (including amendments, if any) and any other correspondence relevant to federal programs and related activities that have taken place with federal agencies or pass-through entities.
  - g. We have identified and disclosed to the auditor all amounts questioned and all known noncompliance with the direct and material compliance requirements of federal awards or stated that there was no such noncompliance.
  - h. We have complied with the direct and material compliance requirements.
  - i. We have made available all documentation related to compliance with the direct and material compliance requirements, including information related to federal program financial reports and claims for advances and reimbursements.
  - j. We have provided to the auditor our interpretations of any compliance requirements that are subject to varying interpretations.
  - k. We have disclosed to the auditor any communications from federal awarding agencies and pass-through entities concerning possible noncompliance with the direct and material compliance requirements, including communications received from the end of the period covered by the compliance audit to the date of the auditor's report.



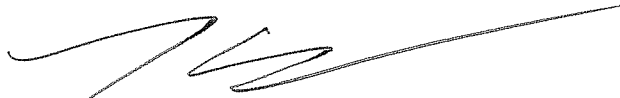
- l. We have disclosed to the auditor the findings received and related corrective actions taken for previous audits, attestation engagements, and internal or external monitoring that directly relate to the objectives of the compliance audit, including findings received and corrective actions taken from the end of the period covered by the compliance audit to the date of the auditor's report.
- m. We have disclosed the nature of any subsequent events that provide additional evidence with respect to conditions that existed at the end of the reporting period that affect noncompliance during the reporting period.
- n. We have disclosed all known noncompliance with direct and material compliance requirements occurring subsequent to the period covered by the auditor's report or stating that there were no such known instances.
- o. We have disclosed whether any changes in internal control over compliance or other factors that might significantly affect internal control, including any corrective action taken by management with regard to significant deficiencies and material weaknesses in internal control over compliance, have occurred subsequent to the period covered by the auditor's report.
- p. Federal program financial reports and claims for advances and reimbursements are supported by the books and records from which the basic financial statements have been prepared.
- q. The copies of federal program financial reports provided to the auditor are true copies of the reports submitted, or electronically transmitted, to the federal agency or pass-through entity, as applicable.
- r. We have charged costs to federal award in accordance with applicable cost principles.
- s. We are responsible for, and have accurately prepared, the summary schedule of prior audit findings to include all findings required to be included by the Uniform Guidance.
- t. The reporting package does not contain protected personally identifiable information.
- u. We have accurately completed the appropriate sections of the data collection form.

**Supplementary Information**

21. With respect to supplementary information presented in relation to the financial statements as a whole:
  - a. We acknowledge our responsibility for the presentation of such information.
  - b. We believe such information, including its form and content, is fairly presented in accordance with U.S. GAAP.
  - c. The methods of measurement or presentation have not changed from those used in the prior period.


- d. When supplementary information is not presented with the audited financial statements, we will make the audited financial statements readily available to the intended users of the supplementary information no later than the date of issuance of the supplementary information and the auditor's report thereon.

Concho Valley Community Action Agency



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Mark Bethune  
Executive Director



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Lyla Martinez  
Chief Financial Officer

**Concho Valley Community Action Agency**  
**Statement of Financial Position**  
**September 30, 2018**

	<u>Programs</u>	<u>Unrestricted</u>	<u>Total</u>
<b>Assets</b>			
Current Assets			
First Financial Checking	(3,868.09)	106,145.99	102,277.90
1st Community FCU Savings	-	30.77	30.77
First Financial MMA	-	50,071.28	50,071.28
1st Community FCU CD #20	-	118,053.76	118,053.76
Grants Receivable	243,080.10	-	243,080.10
Security Deposit	-	2,500.00	2,500.00
Total Current Assets	<u>239,212.01</u>	<u>276,801.80</u>	<u>516,013.81</u>
Long-term Assets			
Vehicles	83,684.88	-	83,684.88
Acc Dep - Vehicles	(60,604.00)	-	(60,604.00)
Software	44,495.00	-	44,495.00
Acc Dep - Software	(44,495.00)	-	(44,495.00)
Equipment	11,397.00	-	11,397.00
Acc Dep - Equipment	(11,397.00)	-	(11,397.00)
Total Long-term Assets	<u>23,080.88</u>	<u>-</u>	<u>23,080.88</u>
 Total Assets	 <u>262,292.89</u>	 <u>276,801.80</u>	 <u>539,094.69</u>
<b>Liabilities</b>			
Short-term Liabilities			
Accounts Payable	30,981.05	-	30,981.05
Payroll Liabilities Payable	(1,404.92)	-	(1,404.92)
Accrued Vacation	-	17,474.55	17,474.55
Total Short-term Liabilities	<u>29,576.13</u>	<u>17,474.55</u>	<u>47,050.68</u>
<b>Net Assets</b>			
Unrestricted	-	259,327.25	259,327.25
Temporarily Restricted	209,635.88	-	209,635.88
Permanently Restricted	23,080.88	-	23,080.88
Total Net Assets	<u>232,716.76</u>	<u>259,327.25</u>	<u>492,044.01</u>
 Total Liabilities and Net Assets	 <u>262,292.89</u>	 <u>276,801.80</u>	 <u>539,094.69</u>

**Concho Valley Community Action Agency**  
**Income/Expenses**  
**As of September 30, 2018**

**Grants (75% of 12 Month Period)**

<b>CSBG</b>	<u>September</u>	<u>YTD</u>	<u>Budget</u>	<u>Over/(Under)</u>	<u>% of Budget</u>
<b>Income</b>	<b>16,926.25</b>	<b>195,173.42</b>	<b>280,897.78</b>	<b>(85,724.36)</b>	<b>69.48%</b>
Personnel	10,168.48	101,010.06	159,186.31	(58,176.25)	63.45%
Fringe Benefits	2,946.50	30,168.76	49,156.20	(18,987.44)	61.37%
Travel	(182.08)	17,666.56	25,750.00	(8,083.44)	68.61%
Equipment	-	65.28	65.28	-	100.00%
Supplies	218.63	3,107.49	3,600.00	(492.51)	86.32%
Contractual	1,125.00	3,561.25	3,500.00	61.25	101.75%
Other	3,785.56	32,729.86	39,639.99	(6,910.13)	82.57%
<b>Total Expenses</b>	<b>18,062.09</b>	<b>188,309.26</b>	<b>280,897.78</b>	<b>(92,588.52)</b>	<b>67.04%</b>

<b>CEAP</b>	<u>September</u>	<u>YTD</u>	<u>Budget</u>	<u>Over/(Under)</u>	<u>% of Budget</u>
<b>Income</b>	<b>158,418.87</b>	<b>1,099,918.21</b>	<b>1,236,727.64</b>	<b>(136,809.43)</b>	<b>88.94%</b>
Administration	14,833.28	92,910.40	84,156.00	8,754.40	110.40%
Direct Services	159,717.90	785,163.72	938,275.27	(153,111.55)	83.68%
Program Support	12,867.69	100,771.15	213,096.37	(112,325.22)	47.29%
Training	-	1,200.00	1,200.00	-	100.00%
<b>Total Expenses</b>	<b>187,418.87</b>	<b>980,045.27</b>	<b>1,236,727.64</b>	<b>(256,682.37)</b>	<b>79.25%</b>

<b>DOE</b>	<u>September</u>	<u>YTD</u>	<u>Budget</u>	<u>Over/(Under)</u>	<u>% of Budget</u>
<b>Income</b>	<b>6,335.10</b>	<b>63,697.72</b>	<b>57,795.00</b>	<b>5,902.72</b>	<b>110.21%</b>
Administration	563.00	1,550.01	-	1,550.01	#DIV/0!
Insurance	-	2,273.28	2,273.28	-	100.00%
Fiscal Audit	-	800.00	-	800.00	#DIV/0!
Materials/Labor	-	16,980.81	16,980.81	-	100.00%
Program Support	1,860.32	14,111.30	10,936.27	3,175.03	129.03%
Health & Safety	-	4,715.00	10,011.00	(5,296.00)	47.10%
Training	-	18,717.64	17,593.64	1,124.00	106.39%
<b>Total Expenses</b>	<b>2,423.32</b>	<b>59,148.04</b>	<b>57,795.00</b>	<b>1,353.04</b>	<b>102.34%</b>

**Concho Valley Community Action Agency**  
**Income/Expenses**  
**As of September 30, 2018**

**Grants (75% of 12 Month Period)**

<b>LIHEAP</b>	<u>September</u>	<u>YTD</u>	<u>Budget</u>	<u>Over/(Under)</u>	<u>% of Budget</u>
<b>Income</b>	<b>60,811.66</b>	<b>323,490.07</b>	<b>362,644.53</b>	<b>(39,154.46)</b>	<b>89.20%</b>
Administration	1,312.98	13,814.79	21,284.00	(7,469.21)	64.91%
Materials/Labor	33,986.55	157,293.72	177,716.17	(20,422.45)	88.51%
Program Support	5,457.13	67,883.64	84,838.34	(16,954.70)	80.02%
Health & Safety	10,555.00	57,610.00	75,156.00	(17,546.00)	76.65%
Training	-	954.21	3,650.02	(2,695.81)	26.14%
<b>Total Expenses</b>	<b>51,311.66</b>	<b>297,556.36</b>	<b>362,644.53</b>	<b>(65,088.17)</b>	<b>82.05%</b>

<b>TACAA</b>	<u>September</u>	<u>YTD</u>	<u>Budget</u>	<u>Over/(Under)</u>	<u>% of Budget</u>
<b>Income</b>	<b>25,060.81</b>	<b>61,917.76</b>	<b>87,375.00</b>	<b>(25,457.24)</b>	<b>70.86%</b>
Administration	1,687.86	4,172.42	5,716.12	(1,543.70)	72.99%
Materials/Labor	11,100.35	61,418.74	71,007.72	(9,588.98)	86.50%
Program Support	2,903.33	18,624.87	10,651.16	7,973.71	174.86%
<b>Total Expenses</b>	<b>15,691.54</b>	<b>84,216.03</b>	<b>87,375.00</b>	<b>(3,158.97)</b>	<b>96.38%</b>

**Other**

	<u>Monthly Income</u>	<u>Income YTD</u>	<u>Monthly Expenses</u>	<u>Expenses YTD</u>
CSBG Discretionary	-	12,403.00	-	12,403.00
VITA	4,071.00	6,622.00	-	15,116.18
Neighbor to Neighbor	-	16,000.00	1,755.51	11,551.93
TXU Energy Aid	-	11,250.00	1,064.89	10,522.71
Sharing the Warmth	-	721.04	-	-
Reliant CARE	-	-	-	1,494.03
Case Management	-	2,500.00	-	821.70
Make a Difference	-	-	1,000.00	1,000.00
Interest	101.14	898.06	-	-
Unrestricted	60.22	5,616.88	17.21	16,187.46

**Concho Valley Community Action Agency  
Budget Amendment  
11/8/18**

Account	CSBG	CEAP	DOE	LIHEAP	TACAA - AEP	Total
4110 Grant Revenue	(4,908.00)	599,759.00	109,476.00	126,836.00	7,485.00	838,648.00
Total Income	(4,908.00)	599,759.00	109,476.00	126,836.00	7,485.00	838,648.00
6111 Salaries and Wages	(5,138.60)	30,000.00	9,681.85	16,841.73	(8,812.37)	42,572.61
6113 Salaries and Wages - Officers	0.00	14,262.00	0.00	0.00	0.00	14,262.00
6121 Payroll Taxes	0.00	1,691.62	0.00	0.00	83.68	1,775.30
6124 SUTA	0.00	0.00	0.00	0.00	0.00	0.00
6125 Health Insurance	0.00	0.00	0.00	0.00	183.09	183.09
6126 Dental Insurance	0.00	0.00	0.00	0.00	21.67	21.67
6127 Life Insurance	0.00	0.00	0.00	0.00	3.97	3.97
6128 Retirement Contribution	0.00	1,108.90	0.00	0.00	56.00	1,164.90
6129 Workers Compensation	0.00	0.00	158.20	117.92	(91.12)	185.00
6133 Vision Insurance	0.00	0.00	0.00	0.00	4.21	4.21
6212 Audit	0.00	0.00	0.00	(287.50)	200.00	(87.50)
6213 Accounting	0.00	0.00	0.00	0.00	0.00	0.00
6216 Contract Labor	0.00	520.00	0.00	0.00	0.00	520.00
6217 Retirement Administration Fee	650.00	100.00	0.00	178.46	0.00	928.46
6231 Insurance	0.00	0.00	1,879.85	0.00	0.00	1,879.85
6251 Rent	752.50	0.00	1,938.84	804.17	0.00	3,495.51
6266 Communications	0.00	0.00	0.00	0.00	0.00	0.00
6267 Utilities	0.00	0.00	0.00	0.00	0.00	0.00
6311 Office Supplies	500.00	0.00	200.00	0.00	40.00	740.00
6312 Postage	0.00	100.00	0.00	0.00	0.00	100.00
6314 Program Supplies	0.00	35,000.00	500.00	0.00	0.00	35,500.00
6322 Postage Meter Rental	19.72	19.72	0.00	12.36	0.00	51.80
6323 Furniture and Equipment	0.00	0.00	0.00	0.00	0.00	0.00
6326 Software	0.00	0.00	0.00	0.00	0.00	0.00
6411 Travel	0.00	0.00	6,500.00	0.00	0.00	6,500.00
6413 Travel - Board	(1,750.00)	0.00	0.00	0.00	0.00	(1,750.00)
6415 Travel - Meals	0.00	0.00	0.00	0.00	0.00	0.00
6521 Gas	0.00	25.00	0.00	150.56	0.00	175.56
6523 Repairs and Maint - Vehicles	0.00	0.00	0.00	0.00	0.00	0.00
6531 Repairs and Maint - Equipment	550.00	100.00	0.00	504.27	40.00	1,194.27
6539 Janitorial	2,008.38	0.00	0.00	0.00	0.00	2,008.38
6611 Advertising	0.00	0.00	(2,340.81)	0.00	400.00	(1,940.81)
6621 Dues and Subscriptions	1,000.00	0.00	0.00	0.00	0.00	1,000.00
6631 Training	2,500.00	0.00	16,525.00	0.00	0.00	19,025.00
6700 Miscellaneous	0.00	0.00	0.00	0.00	0.00	0.00
6820 Direct Services - Utilities	0.00	516,831.76	0.00	0.00	0.00	516,831.76
6830 Direct Services - Repairs	0.00	0.00	74,433.07	108,514.03	15,355.87	198,302.97
6800 Direct Services - Case Management	(6,000.00)	0.00	0.00	0.00	0.00	(6,000.00)
Total Expenses	(4,908.00)	599,759.00	109,476.00	126,836.00	7,485.00	838,648.00
Difference	(0.00)	0.00	0.00	0.00	0.00	0.00







**Concho Valley Community Action Agency  
Insurance Premiums Comparison**

<b>Medical</b>	<b>Deductible</b>	<b>Office Copay</b>	<b>Coins</b>	<b>Out of Pocket</b>	<b>Pharmacy</b>	<b>Monthly Premium</b>
* BCBS	\$ 6,000	\$20/\$40	100%	\$ 6,000	\$0/\$10/\$50	\$ 5,086
SW	\$ 5,000	\$40/\$60	100%	\$ 7,350	\$10/\$60/50%	\$ 4,216
SW	\$ 3,750	\$30/\$60	80%	\$ 7,350	\$20/\$50/50%	\$ 4,268
SW	\$ 1,500	\$25/\$50	80%	\$ 4,500	\$5/\$50/50%	\$ 4,667

\* current plan with a monthly premium of \$5,500

	<b>Monthly Premium</b>		
	<b>Dental</b>	<b>Vision</b>	<b>Life</b>
Ameritas	\$ 550	\$ 81	
Sun Life			\$ 80
MetLife	\$ 382	\$ 109	\$ 48

# **Concho Valley Community Action Agency**

## **Employee Handbook**

**November 14, 2018**

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# Core Policies

## 1.0 Welcome

### 1.1 *A Welcome Policy*

Welcome! You have just joined a dedicated organization. We hope that your employment with Concho Valley Community Action Agency will be rewarding and challenging. We take pride in our employees as well as in the products and services we provide.

Concho Valley Community Action Agency complies with all federal and state employment laws, and this handbook generally reflects those laws. The Agency also complies with any applicable local laws, although there may not be an express written policy regarding those laws contained in the handbook.

The employment policies and/or benefits summaries in this handbook are written for all employees. When questions arise concerning the interpretation of these policies as they relate to employees who are covered by a collective-bargaining agreement, the answers will be determined by reference to the actual union contract, rather than the summaries contained in this handbook.

Please take the time now to read this handbook carefully. Sign the acknowledgment at the end to show that you have read, understood, and agree to the contents of this handbook, which sets out the basic rules and guidelines concerning your employment. This handbook supersedes any previously issued handbooks or policy statements dealing with the subjects discussed herein. The Agency reserves the right to interpret, modify, or supplement the provisions of this handbook at any time. Neither this handbook nor any other communication by a management representative or other, whether oral or written, is intended in any way to create a contract of employment. Please understand that no employee handbook can address every situation in the work place.

If you have questions about your employment or any provisions in this handbook, contact Lyla Martinez.

We wish you success in your employment here at Concho Valley Community Action Agency!

All the best,

Dr. Mark Bethune, Executive Director  
Concho Valley Community Action Agency

## **1.2 At-Will Employment**

Your employment with Concho Valley Community Action Agency is on an "at-will" basis. This means your employment may be terminated at any time, with or without notice and with or without cause. Likewise, we respect your right to leave the Agency at any time, with or without notice and with or without cause.

Nothing in this handbook or any other Agency document should be understood as creating a contract, guaranteed or continued employment, a right to termination only "for cause," or any other guarantee of continued benefits or employment. Only the Executive Director has the authority to make promises or negotiate with regard to guaranteed or continued employment, and any such promises are only effective if placed in writing and signed by the Executive Director.

If a written contract between you and the Agency is inconsistent with this handbook, the written contract is controlling.

Nothing in this handbook will be interpreted, applied, or enforced to interfere with, restrain, or coerce employees in the exercise of their rights under Section 7 of the National Labor Relations Act.

This policy may not be appropriate in its entirety for employees working in Montana.



## **2.0 Introductory Language and Policies**

### **2.1 About the Company**

#### **Authority**

The Board of Directors ("the Board") of CVCAA retains ultimate authority for the Administration of the Agency. However, the Board reserves the right to specifically delegate authority to the Executive Director per the Bylaws. The Board retains the authority to employ or dismiss the Executive Director. The Board retains the power to establish objectives and priorities, and to issue broad policy statements for the direction of the Executive Director. The authority delegated to the Executive Director includes the authority to employ and discharge all employees of the Agency. The Executive Director will make "State of the CVCAA Reports" at each regular meeting of the Board of Directors. All meetings of the CVCAA Board of Directors will be held in compliance with the Open Meetings Act and all records subject to the Open Records Act.

#### **History**

The Tom Green Community Action Council underwent reorganization on or about July 31, 2003. The Texas Department of Community Affairs named an Interim Board of Directors charged with reorganizing the Community Action Council. The Interim Board of Directors named an Interim Executive Director and an Interim Chief Financial Officer. As part of the reorganization plan the Council will be hereafter referred to as "Concho Valley Community Action Agency".

#### **SERVICE TO THE PUBLIC**

On a day-to-day basis, citizens base their opinion of the Concho Valley Community Action Agency on the actions of employees like you. The Administration has developed a code of personal conduct we think will help reinstate a reputation of integrity for the good of the Community and the Concho Valley Community Action Agency.

- Remember our Primary Function is to serve the citizens of the Concho Valley who are in need.
- Our responsibility is to provide fair, efficient service in a courteous manner.
- Be a good and sincere listener, our clients want us to understand and care about their problems.
- Learn about of the Services that CVCAA provides so that you can refer a client to the proper person quickly and efficiently.
- Document all information that may be needed to best serve the client.

- Fulfill all promises you make. If you cannot complete a promised task as anticipated, get back in touch and explain the circumstances.
- Respect the dignity of every individual; try honestly and sincerely to see the other person's point of view; speak kindly; avoid arguments; and be friendly.
- Be punctual in your work, to your appointments and in meeting deadlines.
- Make suggestions about ways to improve our services.
- Dress and appearance must be appropriate for the job.
- CVCAA employees are trustees of public funds; conserve funding as if it were your own.
- Finally, public service requires that we not only obey the law, but it is important that we avoid even the appearance of any improper action or use of our position to gain personal advantage.

## **2.2 Company Facilities**

The Concho Valley Community Action Agency's corporate office is located at:

36 E. Twohig, Suite B2

San Angelo, Texas 76903

Agency phone: 325-653-2411

Agency fax: 325-658-3147

Agency website: [cvcaa.org](http://cvcaa.org)

Agency email: [info@cvcaa.org](mailto:info@cvcaa.org)

## **2.3 Ethics Code**

Concho Valley Community Action Agency will conduct business honestly and ethically wherever operations are maintained. We strive to improve the quality of our services, products, and operations and will maintain a reputation for honesty, fairness, respect, responsibility, integrity, trust, and sound business judgment. Our managers and employees are expected to adhere to high standards of business and personal integrity as a representation of our business practices.

We expect that officers, directors, and employees will not knowingly misrepresent the Agency and will not speak on behalf of the Agency unless specifically authorized. The confidentiality of trade secrets, proprietary

information, and similar confidential commercially-sensitive information (i.e. financial or sales records/reports, marketing or business strategies/plans, product development, customer lists, patents, trademarks, etc.) about the Agency or operations, or that of our customers or partners, is to be treated with discretion and only disseminated on a need-to-know basis (see policies relating to privacy).

Violation of the Code of Ethics can result in discipline, up to and including termination of employment. The degree of discipline imposed may be influenced by the existence of voluntary disclosure of any ethical violation and whether or not the violator cooperated in any subsequent investigation.

## **2.4 Mission Statement**

CVCAA provides a variety of services in partnership with community resources to improve lives and empower people in the Concho Valley area.

## **2.5 Organization Policy**

**COMPASSION:** I use compassion in my day to day life through my faith and my actions with others. Compassion allows us to relate to our fellow humans.

**HONESTY:** As a person of integrity, I promise to be honest with others as well as to myself.

**INTEGRITY:** Exercising integrity in its three parts is fundamental to who I am as a person: integrity to mission; integrity to customer; and integrity to self.

**RESPECT:** We will treat all clients and co-workers the way we wish to be treated ourselves; with kindness, honesty, empathy and understanding.

**POSITIVE ATTITUDE:** We will cultivate an attitude of optimism at CVCAA. We will display a positive attitude in everything we do, and display this to our customers and other co-workers every day.

**ACCOUNTABILITY:** I will take responsibility for all my actions I make when providing resources to empower and improve the lives of people.

**DEDICATION:** We are dedicated to our Mission, Vision & Values to better serve you, our customer, and your needs.

**UNDERSTANDING:** I will approach each and every person's situation as if it were my own.

**SERVICE:** I will give my hands and heart to serve others knowing that will impact current and future generations

**KNOWLEDGE:** We will continue to seek knowledge, in order to further educate ourselves and those we serve.

## **3.0 Hiring and Orientation Policies**

### **3.1 *Conflicts of Interest***

Concho Valley Community Action Agency is concerned with conflicts of interest that create actual or potential job-related concerns, especially in the areas of confidentiality, customer relations, safety, security, and morale. If there is any actual or potential conflict of interest between you and a competitor, supplier, distributor, or contractor to the Agency, you must disclose it to your supervisor. If an actual or potential conflict of interest is determined to exist, the Agency will take such steps as it deems necessary to reduce or eliminate this conflict. Employees will annually sign a conflict of interest statement which will be kept in the employee's file.

### **3.2 *Employment of Relatives and Friends***

We will not employ friends or relatives in circumstances where actual or potential conflicts may arise that could compromise supervision, safety, confidentiality, security, and morale at Concho Valley Community Action Agency. It is your obligation to inform the Agency of any such potential conflict so the Agency can determine how best to respond to the particular situation.

### **3.3 *Job Descriptions***

Concho Valley Community Action Agency attempts to maintain a job description for each position. If you do not have a current copy of your job description, you should request one from your supervisor.

Job descriptions prepared by the Agency serve as an outline only. Due to business needs, you may be required to perform job duties that are not within your written job description. Furthermore, the Agency may have to revise, add to, or delete from your job duties per business needs. On occasion, the Agency may need to revise job descriptions with or without advance notice to employees.

If you have any questions regarding your job description or the scope of your duties, please speak with your supervisor.

### **3.4 *New Hires and Introductory Periods***

The first 90 days of your employment is considered an introductory period. During this period, you will become familiar with Concho Valley Community Action Agency and your job responsibilities, and we will have the opportunity to monitor the quality and value of your performance and make any necessary adjustments in your job description or responsibilities. Your introductory period with the Agency can be shortened or lengthened as deemed appropriate by management and Human Resources. Completion of this introductory period does not imply guaranteed or continued employment. Nothing that occurs

during or after this period should be construed to change the nature of the "at-will" employment relationship.

### **3.5 Posting of Openings**

Concho Valley Community Action Agency desires to promote qualified employees from within where it believes that is possible, consistent with the need to assure that all positions are staffed by highly competent individuals. New job openings generally will be posted on our Internet site, as well as be distributed through agency email.

### **3.6 Training Program**

In most cases, and for most departments, training employees is done on an individual basis by the department manager. Even if you have had previous experience in the specified functions of your job duties, it is necessary for you to learn our specific procedures, as well as the responsibilities of the specific position. If you ever feel you require additional training, consult your direct supervisor. If, after contacting your direct supervisor, you still feel that you do not have the tools to perform at an adequate level, contact the Executive Director.

### **3.7 Affirmative Action Policy for Federal Contractors**

As a federal contractor, it is the policy of Concho Valley Community Action Agency to take affirmative action as called for by applicable laws and executive orders to:

- Provide equal employment opportunities to all qualified persons and recruit, hire, train, terminate, promote, and compensate persons in all jobs without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, genetic information or characteristics, protected veteran status, or other protected classifications in accordance with federal law.
- Administer personnel actions in areas such as compensation, benefits, transfers, layoffs and recalls, Agency-sponsored education training, tuition assistance, and social and recreational programs to ensure that no employees are discriminated against.
- Ensure employment decisions are made in furtherance of the objective of equal employment including, but not limited to:
  - o **Recruitment and selection** – Recruitment and hiring of all personnel is accomplished without discrimination against any individual whose status is protected by applicable state or local law.
  - o **Promotion** – Individuals will be upgraded and promoted on the basis of their abilities, skills, and experience. The Agency will undertake good faith efforts to ensure that minority and women employees, disabled individuals, and covered veterans, who are

qualified, as well as those who become qualified through training, are considered for promotion.

- o **Transfers** – When vacancies occur, the Agency will make every good faith effort to effect transfers of qualified minority and women employees, disabled individuals, and covered veterans, into areas where such employees may have been or may now be underutilized.
- o **Terminations** – When reductions in Agency work force occur, they will be based on nondiscriminatory factors and make every good faith effort to ensure that minorities and women, disabled individuals, and covered veterans are treated in a nondiscriminatory manner.

Applicants and employees will not be subjected to harassment, intimidation, or any type of retaliation because they have:

- Filed a complaint;
- Assisted or participated in an investigation, compliance review, or any other activity related to the administration of any federal, state, or local law requiring equal employment opportunity;
- Opposed any act or practice made unlawful by any federal, state, or local law requiring equal opportunity; or
- Exercised any other legal right protected by federal, state, or local law requiring equal opportunity.

### **3.8 Employment Authorization Verification**

New hires will be required to complete Section 1 of federal Form I-9 on the first day of paid employment and must present acceptable documents authorized by the U.S. Citizenship and Immigration Services proving identity and employment authorization no later than the third business day following the start of employment with Concho Valley Community Action Agency. If you are currently employed and have not complied with this requirement or if your status has changed, inform human resources.

If you are authorized to work in this country for a limited period of time, you will be required to submit proof of renewed employment eligibility prior to expiration of that period to remain employed by the Agency.

## **4.0 Wage and Hour Policies**

### **4.1 Attendance Policy**

If you know ahead of time that you will be absent or late, provide reasonable advance notice to your supervisor. You may be required to provide documentation of any medical or other excuse for being absent or late where permitted by applicable law.

Concho Valley Community Action Agency reserves the right to apply unused vacation, sick time, or other paid time off to unauthorized absences. Absences resulting from approved leave, vacation, or legal requirements are exceptions to the policy.

### **4.2 Business Expenses Policy**

The purpose of this policy is to define approved nontravel business expenses and the authority for incurring and approving such expenses at Concho Valley Community Action Agency.

Approved business expenses are the reasonable and necessary expenses incurred by employees to achieve legitimate business purposes that are not covered by normal Agency procurement processes.

#### **Business Meetings (Employer-Sponsored Events and Meetings)**

The Agency pays for expenses necessary to achieve a valid business purpose when meetings are held with customers, vendors, or other Agency employees. The most senior Agency individual present is to pay for and report all expenses.

The Agency will make every effort to have a master account set up for Agency-wide and large group events. However, if you are at a small meeting or staying by yourself at a hotel, pay individually and submit for reimbursement accordingly.

#### **Entertainment**

The Agency pays for entertainment expenses only when they clearly benefit the Agency and include customers and are promotional in nature. The most senior individual present is to pay for and report all expenses.

#### **Technical and Training Seminars**

The Agency pays for expenses associated with attendance at classes and seminars that enhance job-related skills. Prior approval must be obtained by your supervisor.

#### **Gifts**

You may present gifts only under exceptional circumstances and with prior approval of the appropriate Company officer.

### **Other Expenses**

The Agency will pay for postage and telephone expenses that are for business purposes.

### **Reporting**

Report approved expenses on the standard expense report form and include a description of the expense, its business purpose, date, place, and the participants.

### **4.3 Introduction to Wage and Hour Policies**

At Concho Valley Community Action Agency, pay depends on a wide range of factors, including pay scale surveys, individual effort, profits, and market forces. If you have any questions about your compensation, including matters such as paid time off, commissions, overtime, benefits, or paycheck deductions, speak with your supervisor.

### **4.4 Job Abandonment**

If you fail to show up for work or call in with an acceptable reason for the absence for a period of three consecutive days, you will be considered to have abandoned your job and voluntarily resigned from Concho Valley Community Action Agency.

### **4.5 Travel Expenses**

The purpose of this policy is to define approved business travel expenses and the authority for incurring and approving such expenses at Concho Valley Community Action Agency.

Travel expenses are the reasonable and necessary expenses incurred by employees when traveling on approved Concho Valley Community Action Agency business trips. Travel is limited to business activities for which other means of communication is inadequate and for which prior approval from your supervisor has been received.

### **Advances**

Travel advances must be approved by Executive Director. Travel Advance form must be completed. Upon return, an Expense Report is to be completed and any discrepancy between the Advance Report and Expense Report will be rectified.

### **Travel Expenses**



The Agency pays the actual amounts incurred for appropriate expenses when you are on travel assignments. Examples of typical expenses include the following:

- Airline tickets.
- Meals and lodging.
- Car rental, bus, taxi, parking.
- Telephone and fax.
- Laundry and dry cleaning (trips exceeding one week only, unless emergency).
- Business supplies and services.
- Associated gratuities.
- Other expenses necessary to achieve the business purposes.

### **Family Members**

The Agency will not pay the travel expenses of spouses or other family members.

### **Air Travel**

Use economy or tourist class airfares when traveling on Agency business. In addition, private, noncommercial aircraft or chartered aircraft is not to be used, and no more than two Agency officers should travel together on the same flight.

Airfare is typically paid through corporate account. On the rare occasion that airfares is charged to personal credit cards, the charge is to be included in the Travel Expense Form.

### **Hotels**

Neither in-room movies nor refreshment bars are approved Agency expenses.

### **Insurance**

The Agency does not pay for personal travel insurance for employees.

### **Rental Cars**

You are to use rental firms having existing relationships with the Agency and, where feasible, have negotiated discount rates. Available reasonable transportation is to be used.

### **Personal Vehicles**

Concho Valley Community Action Agency typically provides agency vehicles for agency usage. However, there may be occasion when use of personal vehicle is warranted. When using your own vehicle for business purposes, you must maintain insurance coverage as required by law and may not have more than 2 points on your driving record. Travel between your home and primary office is not considered to be business travel. You may not use your personal vehicle for business travel without authorization. Every attempt should be made to utilize

the use of courier and delivery services in order to avoid hazard of liability and the time away from work. You will be reimbursed for vehicle use at the standard IRS mileage rate. The Executive Director must authorize any deviation from this policy.

### **Reporting**

Report approved expenses and include a description of the expense, its business purpose, date, place, and the participants.

### **Travel Reservations**

Airline travel, rental cars, and hotels must be booked through the corporate designated travel agency in order to be reimbursed.

### **4.6 Use of Employer Credit Cards**

All employees in the possession of a credit card issued by Concho Valley Community Action Agency will adhere to the strictest guidelines of responsibility for the protection and proper use of that card. Credit card purchases related to Agency vehicle use (gas, oil, etc.) under \$100 do not require prior approval. Credit card purchases for vehicle use over \$100 and any other business purchases over \$25 must receive prior approval from the Executive Director.

Submit all sales receipts generated by use of the Agency credit card immediately to your Supervisor. Your Agency credit card may not be used for personal reasons. Use of the Agency credit card is restricted to approved business related expenses.

Any unauthorized purchases made with a credit card issued by the Agency will be the cardholder's responsibility. You must reimburse any such purchase to the Agency within 30 days.

Immediately report lost or stolen Agency cards to the Executive Director. Failure to follow this policy may result in disciplinary action up to and including discharge.

## **5.0 Performance, Discipline, Layoff, and Termination**

### **5.1 Exit Interview**

You may be asked to participate in an exit interview when you leave Concho Valley Community Action Agency. The purpose of the exit interview is to provide management with greater insight into your decision to leave employment; identify any trends requiring attention or opportunities for improvement; and to assist the Agency in developing effective recruitment and retention strategies. Your cooperation in the exit interview process is appreciated.

### **5.2 Outside Employment**

Outside employment that creates a conflict of interest or that affects the quality or value of your work performance or availability at Concho Valley Community Action Agency is prohibited. The Agency recognizes that you may seek additional employment during off hours, but in all cases expects that any outside employment will not affect job performance, work hours, or scheduling, or otherwise adversely affect your ability to effectively perform your duties. Any conflicts should be reported to your Supervisor. Failure to adhere to this policy may result in discipline up to and including termination.

### **5.3 Pay Raises**

Depending on financial health and other Agency factors, efforts will be made to give pay raises consistent with Concho Valley Community Action Agency profitability, job performance, and the consumer price index. The Agency may also make individual pay raises based on merit or due to a change of job position.

### **5.4 Performance Improvement**

Concho Valley Community Action Agency will make efforts to periodically review your work performance. The performance improvement process will take place annually, or as business needs dictate. You may specifically request that your manager or supervisor assist you in developing a performance improvement plan at any time.

The performance improvement process is a means for increasing the quality and value of your work performance. Your initiative, effort, attitude, job knowledge, and other factors will be addressed. You must understand that a positive job performance review does not guarantee a pay raise or continued employment. Pay raises and promotions are based on numerous factors, only one of which is job performance.

## **5.5 Problem Solving Procedures**

Concho Valley Community Action Agency strives to provide a comfortable, productive, legal, and ethical work environment. To this end, we want you to bring any problems, concerns, or grievances you have about the workplace to the attention of your supervisor and, if necessary, to Human Resources or upper level management. To help manage conflict resolution we have instituted the following problem solving procedure:

If you believe there is inappropriate conduct or activity on the part of the Agency, management, its employees, vendors, customers, or any other persons or entities related to the Agency, bring your concerns to the attention of your supervisor at a time and place that will allow the person to properly listen to your concern. Most problems can be resolved informally through dialogue between you and your immediate supervisor. If you have already brought this matter to the attention of your supervisor before and do not believe you have received a sufficient response, or if you believe that person is the source of the problem, present your concerns to the Executive Director. Describe the problem, those persons involved in the problem, efforts you have made to resolve the problem, and any suggested solution you may have.

## **5.6 Promotions**

To match you with the job for which you are best suited and to meet the business needs of Concho Valley Community Action Agency, you may be transferred from your current job. It is our policy to promote from within only when the most qualified candidate is available. Promotions are made on an equal opportunity basis according to employees possessing the needed skills, education, experience, and other qualifications that are required for the job.

## **5.7 Standards of Conduct**

Concho Valley Community Action Agency wishes to create a work environment that promotes job satisfaction, respect, responsibility, integrity, and value for all our employees, clients, customers, and other stakeholders. We all share in the responsibility of improving the quality of our work environment. By deciding to work here, you agree to follow our rules.

While it is impossible to list everything that could be considered misconduct in the workplace, what is outlined here is a list of common-sense infractions that could result in discipline, up to and including immediate termination of employment. This policy is not intended to limit our right to discipline or discharge employees for any reason permitted by law.

Examples of inappropriate conduct include:

- Violation of the policies and procedures set forth in this handbook.
- Possessing, using, distributing, selling, or negotiating the sale of illegal drugs or other controlled substances.

- Being under the influence of alcohol during working hours on Agency property (including Agency vehicles), or on Agency business.
- Inaccurate reporting of the hours worked by you or any other employees.
- Providing knowingly inaccurate, incomplete, or misleading information when speaking on behalf of the Agency or in the preparation of any employment related documents including, but not limited to, job applications, personnel files, employment review documents, intra-company communications, or expense records.
- Taking or destroying Agency property.
- Possession of potentially hazardous or dangerous property (where not permitted) such as firearms, weapons, chemicals, etc., without prior authorization.
- Fighting with, or harassment of (as defined in our EEO policies), any fellow employee, vendor, or customer.
- Disclosure of Agency trade secrets and proprietary and confidential commercially-sensitive information (i.e. financial or sales records/reports, marketing or business strategies/plans, product development information, customer lists, patents, trademarks, etc.) of the Agency or its customers, contractors, suppliers, or vendors.
- Refusal or failure to follow directions or to perform a requested or required job task.
- Refusal or failure to follow safety rules and procedures.
- Excessive tardiness or absences.
- Smoking in nondesignated areas.
- Working unauthorized overtime.
- Solicitation of fellow employees on Agency premises during working time (refer to policy on nonsolicitation).
- Failure to dress according to Agency policy.
- Use of obscene or harassing (as defined by our EEO policies) language in the workplace.
- Engaging in outside employment that interferes with your ability to perform your job at this Agency.
- Gambling on Agency premises.
- Lending keys or keycards to Agency property to unauthorized persons.

Nothing in this policy is intended to limit your rights under the National Labor Relations Act (NLRA).

### **5.8 Transfers**

Concho Valley Community Action Agency may transfer your employment from one position to another with or without notice, as required by production or service needs, or upon request by you and with management approval. Transfers in excess of 90 days may be considered final and your paycheck may be increased or decreased consistent with the pay scale for your new position.

### **5.9 Workforce Reductions (Layoffs)**

If necessary based upon business needs, Concho Valley Community Action Agency management may decide to implement a reduction in force (RIF). We

acknowledge that RIFs can be a trying experience for all involved, and the Agency will make its best effort to make sound business decisions while acknowledging the needs of its workforce.

## **6.0 General Policies**

### **6.1 Authorization for Use of Personal Vehicle**

All employees required to operate a motor vehicle as part of their employment duties must maintain a valid driver's license, acceptable driving record, and appropriate insurance coverage. Concho Valley Community Action Agency may run a motor vehicle department check to determine your driving record. It is your responsibility to provide a copy of your current driver's license and insurance coverage for your personnel file. Any changes in your driving record, including, but not limited to, driving infractions or changes to your insurance policy, must be reported to the Agency.

If you use your personal vehicle in the course and scope of employment, you may not operate such vehicle while:

1. Under the influence of drugs, alcohol, or any other substance that might impair your judgment or ability to drive; or
2. Texting, emailing, or otherwise using a cell phone or other handheld device without utilizing a hands-free device.

### **6.2 Bulletin Boards**

Concho Valley Community Action Agency maintains an official bulletin board located at 36 E. Twohig, Suite B2, San Angelo, Texas for providing employees with official Agency notices, including wage and hour laws, changes in policies, and other employment-related notices. At times the Agency may also post information of general interest to employees on the bulletin board. You are responsible for being informed about this material by periodically reviewing the bulletin board. Only authorized personnel may add and remove notices from the bulletin board.

### **6.3 Driving Record**

All employees required to operate a motor vehicle as part of their employment duties at Concho Valley Community Action Agency must maintain a valid driver's license and acceptable driving record. The Agency may run a motor vehicle department check to determine your driving record. It is your responsibility to provide a copy of your current driver's license for your personnel file. Any changes in your driving record, including but not limited to driving infractions, must be reported to the Agency.

State law requires all motorists to carry auto liability insurance. It is against the law to drive without insurance. If you use your own vehicle as a part of your employment duties, you must provide management with a current proof of insurance statement or card. New proof of insurance is required every time your policy expires and renews.

#### **6.4 Employer Sponsored Social Events**

Concho Valley Community Action Agency holds periodic social events for employees. Be advised that your attendance at these events is voluntary and does not constitute part of your work-related duties. Any exceptions to this policy must be in writing and signed by a supervisor prior to the event.

Alcoholic beverages may be available at these events. If you choose to drink alcoholic beverages, you must do so in a responsible manner. Do not drink and drive. Instead, please call a taxi or appoint a designated driver.

#### **6.5 Employer-Provided Cell Phone/Mobile Device Policy**

The purpose of this policy is to provide guidance to departments and employees regarding eligibility for Concho Valley Community Action Agency-provided cell phones and plans, and the appropriate use of the phone and plan.

You must have a legitimate business need for a cell phone/mobile device and the issuance of same must be approved by your supervisor. The typical legitimate reasons employees may need a cell phone/mobile device include frequent business travel or for key personnel who must be immediately reachable during an emergency.

When the cell phone/mobile device is used for personal reasons and the activity results in additional cost to the Agency, you are responsible for the cost of that usage, including all applicable taxes. Make note of personal calls and reimburse the Agency after review of the monthly call detail.

If the cell phone/mobile device has a flat rate airtime/data plan, you are responsible for reimbursing the Agency when personal activities cause the plan threshold to be exceeded. With concurrence of an authorized signer on the account, you should determine the amount of personal use that caused the usage to exceed the plan and reimburse the Agency for that amount plus all applicable taxes. If you drive a vehicle during your employment, you may not use any cell phone/mobile device or other communication device while driving unless the device is equipped or configured with a "hands-free" listening/speaking option, and you in fact utilize the hands-free device. This option must be approved by your supervisor.

The Agency owns and remains entitled to all cell phone/mobile devices, including all passwords controlling access to them. You may not change those passwords except with permission. At the time of employment termination, all such equipment and passwords must be returned to the Agency in operable condition.

#### **6.6 Incentive Programs**

Each December following a full-time employee of CVCAA's second anniversary date, that employee shall, subject to budgetary constraints as determined by Executive Director, receive a longevity benefit based on the following scale:



2 years = \$200  
3 years = \$300  
4 years = \$400  
5 years = \$500  
6 years = \$600  
7 years = \$700  
8 years = \$800  
9 years = \$900  
10 years and above = \$1000

### **6.7 Mail Use Policy**

You are required to limit usage of the Concho Valley Community Action Agency mail service to business purposes only. You may not use the Agency address to receive personal mail. Do not use the Agency postage meter for your personal mail. Report any suspicious packages or envelopes to the Executive Director immediately.

### **6.8 Nonsolicitation/Nondistribution Policy**

To avoid disruption of business operations or disturbance of employees, visitors, and others, Concho Valley Community Action Agency has implemented a Nonsolicitation/Nondistribution Policy. For purposes of this policy, "solicitation" includes, but is not limited to, selling items or services, requesting contributions, and soliciting or seeking to obtain membership in or support for any organization. Solicitation performed through verbal, written, or electronic means is covered by the Nonsolicitation/Nondistribution Policy.

You are prohibited from soliciting other employees during your assigned working time. For this purpose, working time means time during which either you or the employees who are the object of the solicitation are expected to be actively engaged with assigned work. You may conduct solicitations during your lunch period, coffee breaks, or other authorized nonworking time, so long as you do so when the other employees are also on nonworking time.

To avoid inappropriate litter, clutter, and safety risks, you may not distribute literature or other items that are not work related in working areas at any time. Working areas do not include break/rest areas, lunch rooms, or parking lots. Electronic distribution of materials is prohibited during work time. Literature that violates the company's equal employment opportunity (EEO) and nonharassment policies (including threats of violence), or is knowingly and recklessly false, is never permitted. Non-employees are not permitted to distribute materials on company premises at any time.

This policy is not intended to restrict the statutory rights of employees, including the right to discuss terms and conditions of employment.

Violations of this policy should be reported to supervisor.

## **6.9 Off-Duty Use of Employer Property or Premises**

You may not use Concho Valley Community Action Agency property for personal use during working time. You are responsible for returning Agency property in good condition and repairing or replacing any property damaged as the result of personal use or as the result of negligence. This includes use of copy machines, computers, Agency products, or office supplies for personal use without prior authorization.

It is Agency policy to control off duty and nonworking hour use of Agency facilities either for business or personal reasons. You are prohibited from using Agency facilities during off duty or nonworking hours without the written consent of your supervisor. If you use Agency facilities during your off-duty hours or Agency off-hours, you may be required to sign a log-in and log-out sheet maintained by the Agency or building manager.

## **6.10 Open Door Policy**

At Concho Valley Community Action Agency, we welcome suggestions for continued improvement and welcome your ideas for better ways to do your job, produce or sell the products or services of our Agency, or meet customer and client needs. Discuss your ideas with your supervisor or another member of the management team.

We also encourage you to offer any suggestions derived from seminars, magazines, or other outside sources of information you believe would add value to the Agency.

Understand that any suggestions, innovations, inventions, or other matter created by you on work time or with Agency tools or property are considered to be the property of the Agency.

## **6.11 Personal Appearance**

Your personal appearance reflects on the reputation, integrity, and public image of Concho Valley Community Action Agency. All employees are required to report to work neatly groomed and dressed. You are expected to maintain personal hygiene habits that are generally accepted in the community, including clean clothing, good grooming and personal hygiene, and appropriate attire for the workplace and the work being performed. This may include wearing uniforms or protective safety clothing and equipment, depending upon the job. Use common sense and good judgment in determining what to wear to work.

Fragrant products, including but not limited to perfumes, colognes, and scented body lotions or hair products, should be used in moderation out of concern for others with sensitivities or allergies.

The Agency will make every effort to reasonably accommodate employees with disabilities or with religious beliefs that make it difficult for them to comply fully with the personal appearance policy. Contact your supervisor to request a

reasonable accommodation.

Failure to comply with the personal appearance standards may result in being sent home to groom or change clothes. Frequent violations may result in disciplinary action, up to and including termination of employment.

### **6.12 Personal Cell Phone/Mobile Device Use**

While Concho Valley Community Action Agency permits employees to bring personal cell phones and other mobile devices (i.e. smart phones, PDAs, tablets, laptops) into the workplace, you must not allow the use of such devices to interfere with your job duties or impact workplace safety and health.

Use of personal cell phones and mobile devices at work can be distracting and disruptive and cause a loss of productivity. Thus, you should primarily use such personal devices during nonworking time, such as breaks and meal periods. During this time, use devices in a manner that is courteous to those around you. Outside of nonworking time, use of such devices should be minimal and limited to emergency use only. If you have a device that has a camera and/or audio/video recording capability, you are restricted from using those functions on Agency property unless authorized in advance by management or when they are used in a manner consistent with your right to engage in concerted activity under section 7 of the National Labor Relations Act (NLRA).

You are expected to comply with Agency policies regarding the protection of confidential and proprietary information when using personal devices.

While operating a vehicle on work time, the Agency requires that the driver's personal cell phone/mobile device be turned off. If you need to make or receive a phone call while driving, pull off the road to a safe location unless you have the correct hands-free equipment for the device that is in compliance with applicable state laws.

You may not connect your personal device to the Agency network or to Agency equipment (computers, printers, etc.).

You may have the opportunity to use your personal devices for work purposes. Before using a personal device for work-related purposes, you must obtain written authorization from management. The use of personal devices is limited to certain employees and may be limited based on compatibility of technology. To ensure the security of Agency information, antivirus and firewall must be up-to-date and used. If you are authorized to use a personal device, you will receive a monthly stipend based on the estimated use of the device. If you obtain or currently have a plan that exceeds the monthly stipend, the Agency will not be liable for the cost difference.

Nothing in this policy is intended to prevent employees from engaging in protected concerted activity under the NLRA.

You will be subject to disciplinary action up to and including termination of employment for violation of this policy.

### **6.13 Personal Data Changes**

It is your obligation to provide Concho Valley Community Action Agency with your current contact information, including current mailing address and telephone number. Inform the Agency of any changes to your marital or tax withholding status. Failure to do so may result in loss of benefits or delayed receipt of W-2 and other mailings. To make changes to this information, contact Human Resources.

### **6.14 Security**

All employees are responsible for helping to make Concho Valley Community Action Agency a secure work environment. Upon leaving work, lock all desks, lockers, and doors protecting valuable or sensitive material in your work area and report any lost or stolen keys, passes, or similar devices to your supervisor immediately. Refrain from discussing specifics regarding Agency security systems, alarms, passwords, etc. with those outside of the Agency.

Immediately advise your supervisor of any known or potential security risks and/or suspicious conduct of employees, customers, or guests of the Agency. Safety and security is the responsibility of all employees and we rely on you to help us keep our premises secure.

### **6.15 Social Media Policy**

At Concho Valley Community Action Agency, we recognize the Internet provides unique opportunities to participate in interactive discussions and share information using a wide variety of social media. However, use of social media also presents certain risks and carries with it certain responsibilities. To minimize risks to the Agency, you are expected to follow our guidelines for appropriate use of social media.

This policy applies to all employees who work for the Agency.

#### **Guidelines**

For purposes of this policy, **social media** includes all means of communicating or posting information or content of any sort on the Internet, including to your own or someone else's web log or blog, journal or diary, personal website, social networking or affinity website, web bulletin board or a chat room, whether associated or affiliated with the Agency, as well as any other form of electronic communication.

Agency principles, guidelines, and policies apply to online activities just as they apply to other areas of work. Ultimately, you are solely responsible for what you communicate in social media. You may be personally responsible for any litigation that may arise should you make unlawful defamatory, slanderous, or

libelous statements against any customer, manager, owner, or employees of the Agency.

### **Know and Follow the Rules**

Ensure your postings are consistent with these guidelines. Postings that include unlawful discriminatory remarks, harassment, and threats of violence or other unlawful conduct will not be tolerated and may subject you to disciplinary action up to and including termination.

### **Be Respectful**

The Agency cannot force or mandate respectful and courteous activity by employees on social media during nonworking time. If you decide to post complaints or criticism, avoid using statements, photographs, video, or audio that reasonably could be viewed as unlawful, slanderous, threatening, or that might constitute unlawful harassment. Examples of such conduct might include defamatory or slanderous posts meant to harm someone's reputation or posts that could contribute to a hostile work environment on the basis of race, sex, disability, age, national origin, religion, veteran status, or any other status or class protected by law or Agency policy. Your personal posts and social media activity should not reflect upon or refer to the Agency.

### **Maintain Accuracy and Confidentiality**

When posting information:

- Maintain the confidentiality of trade secrets, intellectual property, and confidential commercially-sensitive information (i.e. financial or sales records/reports, marketing or business strategies/plans, product development, customer lists, patents, trademarks, etc.) related to the Agency.
- Do not create a link from your personal blog, website, or other social networking site to a Agency website that identifies you as speaking on behalf of the Agency.
- Never represent yourself as a spokesperson for the Agency. If the Agency is a subject of the content you are creating, do not represent yourself as speaking on behalf of the Agency. Make it clear in your social media activity that you are speaking on your own behalf.
- Respect copyright, trademark, third-party rights, and similar laws and use such protected information in compliance with applicable legal standards.

### **Using Social Media at Work**

Do not use social media while on your work time, unless it is work related as authorized by your manager or consistent with policies that cover equipment owned by the Agency.

### **Media Contacts**

If you are not authorized to speak on behalf of the Agency, do not speak to the media on behalf of the Agency. Direct all media inquiries for official Agency responses to Human Resources.

### **Retaliation and Your Rights**

Retaliation or any other negative action is prohibited against anyone who, based on a reasonable belief, reports a possible deviation from this policy or cooperates in an investigation. Those who retaliate against others for reporting a possible deviation from this policy or for cooperating in an investigation will be subject to disciplinary action, up to and including termination.

Nothing in this policy is designed to interfere with, restrain, or prevent employees from communications regarding wages, hours, or other terms and conditions of employment, or to restrain employees in exercising any other right protected by law. All employees have the right to engage in or refrain from such activities.

#### **6.16 Telephone Use**

Concho Valley Community Action Agency phones are principally for work-related communications. Unless there is an emergency, limit long distance telephone calls to business purposes only. Limit personal use of Agency telephones to brief communications during rest periods where possible. Casual conversation with friends and relatives during working hours is strongly discouraged. Telephone use is subject to the Voicemail/Email/Internet Usage Policy.

#### **6.17 Third Party Disclosures**

From time to time, Concho Valley Community Action Agency may become involved in news stories or potential or actual legal proceedings of various kinds. When that happens, lawyers, former employees, newspapers, law enforcement agencies, and other outside persons may contact our employees to obtain information about the incident or the actual or potential lawsuit.

If you receive such a contact, you should not speak on behalf of the Agency and should refer any call requesting the position of the Agency to the Executive Director. If you have any questions about this policy or are not certain what to do when such a contact is made, contact the Executive Director.

#### **6.18 Use of Employer Vehicles**

Company vehicles are to be used for Concho Valley Community Action Agency business only. Unless the use of the vehicle has been approved for personal use, personal or outside business use is strictly prohibited.

If you drive a Agency vehicle, all infractions or violations while driving the vehicle and all restrictions, suspensions, or revocations against your driver's license must be immediately reported to supervisor.

When a Agency vehicle cannot be operated, is unsafe for use, or has been damaged, notify your supervisor immediately.

As the driver of a Agency vehicle, you are responsible for the vehicle while in your charge and must not permit unauthorized persons to drive it. You are also responsible for the daily housekeeping of the vehicle; it is to remain clean and uncluttered.

You may not operate a motor vehicle while under the influence of alcohol or a chemical substance or other substance that can impair judgment. You may not operate a motor vehicle while texting, emailing, or otherwise using a cell phone or other handheld device without utilizing a hands-free device.

Multiple driving moving violations that appear on the annual state department of motor vehicle check will result in suspension of rights to drive a Agency vehicle or drive a personal vehicle on Agency business. Suspension of rights will continue until one year has passed with no infractions. If there are persistent and ongoing problems with driving infractions, and driving a vehicle is a part of successful execution of job responsibilities, you may be terminated.

#### **6.19 *Workplace Privacy and Right to Inspect***

Concho Valley Community Action Agency property, including but not limited to lockers, phones, computers, tablets, desks, work place areas, vehicles, or machinery, remains under the control of the Agency and is subject to inspection at any time, without notice to any employees, and without their presence.

You should have no expectation of privacy in any of these areas. We assume no responsibility for the loss of, or damage to, your property maintained on Agency premises including that kept in lockers and desks.

## **7.0 Benefits**

### **7.1 401(k) Plan**

All regular full-time employees who have completed at least 90 days of employment at Concho Valley Community Action Agency are eligible to participate in the 401(k) plan. The Agency provides matching funds of \$1 for each dollar you contribute up to a maximum Agency contribution of 3% of salary per year. As with your insurance benefits, refer to your Summary Plan Description (SPD) provided by the benefits administrator for specifics. If you have further questions about pension or profit sharing rights, consult with the benefits administrator. This benefit, as well as other benefits, may be canceled or changed at the discretion of the Agency, unless otherwise required by law.

### **7.2 Bereavement Leave**

Concho Valley Community Action Agency recognizes the importance of taking leave when there is a death in the family. You are entitled to take up to 3 days off with pay for the funeral of an immediate relative. Pay is based on the regular rate for an eight-hour day. Authorized leave without pay is available for extended funeral matters. Personal leave time may also be taken when necessary. Notify Human Resources of your intention to take bereavement leave as soon as the need arises. The Agency may request documentation to support absences for bereavement leave.

### **7.3 Continuing Education Policy and Tuition Assistance**

We believe in the continuing education of our employees. If Concho Valley Community Action Agency sends you to a class or training program during normal working hours related to your employment and you are nonexempt, you will be paid training pay for that time. If you are interested in attending an outside class and having the Agency pay for your attendance, you are required to provide advance written notice describing the class, including the subject matter, length, and cost. Depending on the type of training, the Agency may reimburse some or all of the fees, including materials expenses, meals, and transportation. If your supervisor approves of your attendance at a class that is not sponsored by the Agency, you will be reimbursed once you have attended and paid for the class.

### **7.4 Dental Insurance**

All regular full-time employees who have completed 90 days of employment at Concho Valley Community Action Agency are eligible for the Agency dental plan. Dental plan benefits are described in detail in the Summary Plan Description (SPD).



## **7.5 Exempt Personnel**

If you are classified as exempt at the time of your hiring or promotion, you are not eligible for overtime pay as otherwise required by federal, state, or local laws. If you have a question regarding whether you are exempt or nonexempt, contact your supervisor for clarification.

## **7.6 Holidays**

Concho Valley Community Action Agency offers the following paid holidays each year:

New Year's Day; Martin Luther King's Birthday; President's Day; Good Friday; Memorial Day; Independence Day; Labor Day; Veteran's Day; Thanksgiving Day and the Friday following Thanksgiving; Christmas Eve; and Christmas Day. CVCAA also observes Bank Holidays.

An employee will have one day paid leave for their birthday.

When a holiday falls on a Saturday, it will be observed the preceding Friday. Holidays falling on a Sunday will be observed the following Monday.

If a holiday falls on your regular day off, ask your supervisor how it affects you.

You will be compensated for holidays in accordance with federal and state law.

## **7.7 Leaves of Absence**

### **DEFINITIONS**

**Accruals** - Leave time accruals are determined by the board of directors and are computed and posted by the payroll department.

**Leave Time** - Leave time is time during normal working hours in which an employee does not engage in the performance of job duties. Leave time may be either paid or unpaid. Leave accruals are computed by the payroll system.

**Holidays** - Holidays are days designated by CVCAA when CVCAA offices are closed on what otherwise would be regular business days.

**Unauthorized Absence** - An unauthorized absence is one in which the employee is absent from regular duty without permission of the supervisor or Executive Director. Employees are not paid for unauthorized absences.

**APPROVAL OF LEAVE** The employee's supervisor must approve all leave taken by CVCAA employees.

**VACATION LEAVE** Regular, full-time employees will earn annual leave at the rate of four hours per semi-monthly pay period for the first five years of employment. In the sixth through the tenth year of employment, such employees will earn annual leave at the rate of five hours per semi-monthly pay period. After the tenth year of employment, such employees will earn annual leave at the rate of six hours per semi-monthly pay period. Leave is calculated using the annual hire date of each employee.

Regular, part-time employees will earn annual leave at the rate of two hours per semi-monthly pay period.

Maximum Accrual - Annual leave may accrue to not more than 144 hours.

Upon resignation or separation, the balance of vacation days will be paid at the rate of pay in effect at the time of termination.

**EMERGENCY LEAVE** Employees are allowed three paid emergency leave days per year. Emergency leave can be used for funerals of immediate family. For this purpose, immediate family is defined as the third degree of consanguinity (blood) or affinity (marriage). Emergency leave does not accrue from year to year and is canceled upon termination of employment without compensation to the employee.

**CIVIL LEAVE** Employees are granted civil leave with pay for jury duty, for serving as a subpoenaed witness in an official proceeding that involves CVCAA, and for the purpose of voting. Employees must notify the appropriate supervisor prior to taking civil leave. When an employee has completed civil leave, he or she must report to CVCAA for duty for the remainder of the workday. If the employee will be absent from work for more than one workday on civil leave, he or she must notify the appropriate supervisor daily at the beginning of the workday.

**INJURY LEAVE** For information on occupational disability or injury leave for bona fide, on-the-job, work-related injuries, please see the sections in this manual under the main heading Health and Safety.

**ABANDONMENT OF POSITION** The Executive Director will consider unauthorized absence from work for a period of three consecutive working days as a resignation. Unless the Executive Director determines otherwise, the resignation is not in good standing and the employee is not eligible for reemployment.

## **7.8 Life Insurance**

Concho Valley Community Action Agency provides life insurance to all regular full-time employees who have completed 90 of employment with the Agency. You will be required to notify the benefits administrator of your intended beneficiary. Refer to the Summary Plan Description (SPD) for details about the benefit.

## **7.9 Pension and Profit Sharing Plan**

All regular full-time employees who have completed at least 90 of employment at Concho Valley Community Action Agency are eligible to participate in the profit sharing plan. After a specified period of employment, this plan provides you with a vested interest related to your length of employment. The Agency contributes on your behalf to the plan.

As with your insurance benefits, refer to the Summary Plan Description (SPD) provided by the benefits administrator for specifics or contact Human Resources for more information.

### **7.10 Regular Full-Time Personnel**

Regular full-time employees are those who have completed their introductory period and are regularly scheduled to work more than 32 hours per week. Unless stated otherwise or specifically permitted by law, all the benefits provided to employees at Concho Valley Community Action Agency are for regular full-time employees only. This includes vacation, holiday pay, health insurance, and other benefits coverage.

### **7.11 Regular Part-Time Personnel**

All employees who work fewer than 32 hours per week are considered part time. Part-time employees are not eligible for Concho Valley Community Action Agency benefits unless specified otherwise in this handbook, in the benefit plan summaries, or specifically permitted by law.

### **7.12 Sick Pay**

Concho Valley Community Action Agency allows its regular full-time employees who have completed their introductory period (see chart below) sick days per calendar year. Notify your supervisor as far in advance as possible if you are going to take sick time off. There may be occasions, such as sudden illness, when you cannot notify your supervisor in advance. In those situations, provide notification of your circumstances as soon as possible. You may also be requested to provide a certificate of illness to your supervisor.

You may use sick leave benefits for dental or doctor visits or to care for immediate family members who are sick. There may also be state mandated use of sick time. Unused sick days may not be converted to a cash payment. You may be required to use available sick leave during family and medical leave, disability leave, or other leave.

1st year of employment = 5 days

2nd year of employment = 10 days

All years thereafter = 10 days

Sick leave will accrue and be posted semi-monthly. Leave is calculated using the annual hire date of each employee. Sick leave is allowed to accrue from year to year but cannot be allowed to exceed 30 days (240 hrs). Unused sick leave is canceled upon termination of employment without compensation to the employee.

### **7.13 Temporary Personnel**

Temporary employees are hired for a specific period or specific work project, not to exceed 9 months in duration. Concho Valley Community Action Agency reserves the right to extend the duration of temporary employment where necessary. Temporary employees are not eligible for benefits unless specified otherwise in this handbook or in the benefit plan summaries, or specifically permitted by law.

### **7.14 Unemployment Compensation Insurance Policy**

Unemployment compensation insurance is paid for by Concho Valley Community Action Agency and provides temporary income for employees who have lost their job under certain circumstances. Your eligibility for unemployment compensation will, in part, be determined by the reasons for your separation from the Agency.

### **7.15 Vision Care Insurance**

All regular full-time employees who have completed 90 of employment at Concho Valley Community Action Agency are eligible for the Agency vision care plan. Vision care plan benefits are described in detail in the Summary Plan Description (SPD).

### **7.16 Workers' Compensation Insurance Policy**

Workers' compensation is a no-fault system designed to provide benefits to all employees for work-related injuries. Workers' compensation insurance coverage is paid for by employers and governed by state law. The workers' compensation system provides for coverage of medical treatment and expenses, occupational disability leave, and rehabilitation services, as well as payment for lost wages due to work related injuries. If you are injured on the job while working at Concho Valley Community Action Agency, no matter how slightly, you are to report the incident immediately to your supervisor. Consistent with applicable state law, failure to report an injury within a reasonable period of time could jeopardize your claim for benefits.

To receive workers' compensation benefits, notify your supervisor immediately of your claim. If your injury is the result of an on-the-job accident, you must fill out an accident report. You will be required to submit a medical release before you can return to work.

### **7.17 Military Leave (USERRA)**

Concho Valley Community Action Agency complies with applicable federal and state law regarding military leave and re-employment rights. Unpaid military leave of absence will be granted to members of the uniformed services in accordance with the Uniformed Services Employment and Reemployment Rights Act of 1994 (USERRA; with amendments) and all applicable state law.

You must submit documentation of the need for leave to Human Resources. When returning from military leave of absence, you will be reinstated to your previous position or a similar position, in accordance with state and federal law. You must notify your supervisor of your intent to return to employment based on requirements of the law. For more information regarding status, compensation, benefits, and reinstatement upon return from military leave, contact Human Resources.

## **8.0 Safety and Loss Prevention**

### **8.1 General Safety Policy**

It is the responsibility of all Concho Valley Community Action Agency employees to maintain a healthy and safe work environment. Report all safety hazards and occupational illnesses or injuries to your supervisor as soon as reasonably possible and complete an occupational illness or injury form as needed. Failure to follow the Agency health and safety rules may result in disciplinary action, up to and including termination of employment.

### **8.2 Policy Against Workplace Violence**

As the safety and security of our employees, vendors, contractors, and the general public is in the best interests of Concho Valley Community Action Agency, we are committed to working with our employees to provide a work environment free from violence, intimidation, and other disruptive behavior.

#### **Zero Tolerance Policy**

The Agency has a zero tolerance policy regarding workplace violence and will not tolerate acts or threats of violence, harassment, intimidation, and other disruptive behavior, either physical or verbal, that occurs in the workplace or other areas. This applies to management, co-workers, employees, and non-employees such as contractors, customers, and visitors.

Workplace violence can include oral or written statements, gestures, or expressions that communicate a direct or indirect threat of physical harm, damage to property, or any intentional behavior that may cause a person to feel threatened.

#### **Prohibited Conduct**

Prohibited conduct includes, but is not limited to:

- Physically injuring another person.
- Threatening to injure a person or damage property by any means, including verbal, written, direct, indirect, or electronic means.
- Taking any action to place a person in reasonable fear of imminent harm or offensive contact.
- Possessing, brandishing, or using a firearm on Agency property or while performing Agency business except as permitted by state law.
- Violating a restraining order, order of protection, injunction against harassment, or other court order.

#### **Reporting Incidents of Violence**

Report to supervisor, in accordance with this policy, any behavior that compromises our ability to maintain a safe work environment. All reports will be

investigated immediately and kept confidential, except where there is a legitimate need to know. You are expected to cooperate in any investigation of workplace violence.

### **Violations**

Violating this policy may subject you to criminal charges as well as discipline up to and including immediate termination of employment.

### **Retaliation**

Victims and witnesses of workplace violence will not be retaliated against in any manner. In addition, you will not be subject to discipline for, based on a reasonable belief, reporting a threat or for cooperating in an investigation.

If you initiate, participate, are involved in retaliation, or obstruct an investigation into conduct prohibited by this policy, you will be subject to discipline up to and including termination.

If you believe you have been wrongfully retaliated against, immediately report the matter to Human Resources.

## **8.3 Drug-Free Workplace**

### **Drug-Free Workplace Act**

As a federal contractor, Concho Valley Community Action Agency must comply with the requirements of the Drug-Free Workplace Act of 1988, which is a part of Public Law 100-690, Anti-Drug Abuse Act of 1988. The federal Drug-Free Workplace Act of 1988 (§ 5152) covers grants and contracts for the procurement of any service with a value of \$25,000 or more.

To comply with the act, federal agency contractors and federal grant recipients must provide a drug-free workplace. These federal contractors and grant recipients will:

- Publish a statement prohibiting the unlawful manufacture, distribution, dispensation, possession, or use of illegal drugs in the workplace and specify the actions that will be taken against employees for violations.
- Distribute a copy of the policy statement to employees engaged in the performance of a federal grant or contract.
- Notify employees that compliance with the policy is a condition of employment on such grant or contract and that employees must abide by the terms of the policy statement. The policy statement includes the requirement that employees notify the Agency of any criminal drug statute conviction for a violation occurring in the workplace no later than five days after such conviction.
- Notify the granting or contracting agency within 10 days after learning of a criminal drug statute conviction.
- Impose a sanction as required under this act on employees who are so convicted.

- Establish a program of drug-free awareness, informing employees about the organization's policy of maintaining a drug-free workplace, the penalties that may be imposed upon employees for drug-abuse violations, the dangers of drug abuse in the workplace, and any available drug counseling, rehabilitation, and assistance programs.
- Make a good faith effort to continue to maintain a drug-free workplace through implementation of these requirements.

### **Americans with Disabilities Act**

In addition to complying with the federal Drug-Free Workplace Act of 1988, the Agency must comply with the requirements of the Americans with Disabilities Act of 1990 (ADA). Individuals who currently use drugs illegally are not individuals with disabilities protected under the ADA when an employer takes action because of their continued use of drugs. This includes people who use prescription drugs illegally as well as those who use illegal drugs. However, people who have been rehabilitated and do not currently use drugs illegally, or who are in the process of completing a rehabilitation program, may be protected by the ADA.

### **Drug-Free Workplace Policy**

The Agency, in compliance with the federal Drug-Free Workplace Act of 1988, has adopted the following policy that must be adhered to as a condition of employment:

- The unlawful use, possession, manufacture, dispensation, or distribution of controlled substances in all work locations is prohibited.
- Any employees convicted of a criminal drug statute violation occurring in the workplace must notify their supervisor of the conviction within five days after the conviction. As required by the federal Drug-Free Workplace Act of 1988, the Agency must inform contracting or granting agencies of such convictions within 10 days after receiving notification or otherwise receiving notice of a conviction.
- Upon receiving such notification, the Agency, in conjunction with the location concerned, will take all steps necessary to assure the proper conduct of sponsored projects and programs. If a decision is reached to allow the affected individual to continue employment with the Agency, the individual must participate in and satisfactorily complete an approved drug abuse assistance or rehabilitation program.



## **9.0 Trade Secrets and Inventions**

### **9.1 Confidentiality and Nondisclosure of Trade Secrets**

As a condition of employment, Concho Valley Community Action Agency employees are required to protect the confidentiality of Agency trade secrets, proprietary information, and confidential commercially-sensitive information (i.e. financial or sales records/reports, marketing or business strategies/plans, product development, customer lists, patents, trademarks, etc.) related to the Agency. Access to this information should be limited to a "need to know" basis and should not be used for personal benefit, disclosed, or released without prior authorization from management. If you have information that leads you to suspect that employees or competitors are obtaining such information, you are required to inform your supervisor or Human Resources.

Violation of this policy may result in discipline or termination, and may subject the violator to civil liability.

## **10.0 Customer Relations**

### ***10.1 Customer, Client, and Visitor Relations***

Concho Valley Community Action Agency strives to provide the best products and services possible to our customers and clients. Our customers and clients support this business and generate your wages. You are expected to treat every customer, client, or visitor with the utmost respect and courtesy during your working time. You should never argue or act in a disrespectful manner towards a visitor or customer during your working time. If you are having problems with a customer, client, or visitor, notify your supervisor immediately. If a customer, client, or visitor voices a suggestion, complaint, or concern regarding our products or services, inform your supervisor or a member of management. Lastly, make every effort to be prompt in following up on customer, client, or visitor orders or questions. Positive customer, client, and visitor relations will go a long way to establishing our Agency as a leader in its field.

### ***10.2 Products and Services Knowledge***

As a representative of Concho Valley Community Action Agency, you are expected to be familiar with the products and services we offer. Take every opportunity to learn the interrelationship between your department or division and the others of the Agency. We consider our employees to be the best reflection of our business brand and company success.

# Texas Policies

## 11.0 Introductory Language and Policies

### *11.1 Revisions to Handbook*

This handbook is our attempt to keep you informed of the terms and conditions of your employment, including Concho Valley Community Action Agency policies and procedures. The handbook is not a contract. The Agency reserves the right to revise, add, or delete from this handbook as we determine to be in our best interest, except the policy concerning at-will employment. When changes are made to the policies and guidelines contained herein, we will endeavor to communicate them in a timely fashion, typically in a written supplement to the handbook or in a posting on company bulletin boards.

## **12.0 Hiring and Orientation Policies**

### **12.1 Disability Accommodation**

Concho Valley Community Action Agency complies with the Americans with Disabilities Act (ADA), the Pregnancy Discrimination Act, and all applicable state and local fair employment practices laws, and is committed to providing equal employment opportunities to qualified individuals with disabilities, including disabilities related to pregnancy, childbirth, and related conditions. Consistent with this commitment, the Agency will provide reasonable accommodation to otherwise qualified individuals where appropriate to allow the individual to perform the essential functions of the job, unless doing so would create an undue hardship on the business.

If you require an accommodation because of your disability, it is your responsibility to notify your supervisor. You may be asked to include relevant information such as:

- A description of the proposed accommodation.
- The reason you need an accommodation.
- How the accommodation will help you perform the essential functions of your job.

After receiving your request, the Agency will engage in an interactive dialogue with you to determine the precise limitations of your disability and explore potential reasonable accommodations that could overcome those limitations. Where appropriate, we may need your permission to obtain additional information from your medical provider. All medical information received by the Agency in connection with a request for accommodation will be treated as confidential.

The Agency encourages you to suggest specific reasonable accommodations that you believe would allow you to perform your job. However, the Agency is not required to make the specific accommodation requested by you and may provide an alternative accommodation, to the extent any reasonable accommodation can be made without imposing an undue hardship on the Agency.

If leave is provided as a reasonable accommodation, such leave may run concurrently with leave under the federal Family and Medical Leave Act and/or any other leave where permitted by state and federal law.

The Agency will not discriminate or retaliate against employees for requesting an accommodation.

### **12.2 EEO Statement and Nonharassment Policy**

#### **Equal Opportunity Statement**

Concho Valley Community Action Agency is committed to the principles of equal employment. We are committed to complying with all federal, state, and local laws providing equal employment opportunities, and all other employment laws and regulations. It is our intent to maintain a work environment that is free of harassment, discrimination, or retaliation because of sex (including pregnancy, childbirth, or related medical conditions), gender, race, religion, color, national origin, physical or mental disability, genetic information, marital status, age (40 and older), sexual orientation, AIDS/HIV status, military service, veteran status, or any other status protected by federal, state, or local laws. The Agency is dedicated to the fulfillment of this policy in regard to all aspects of employment, including but not limited to recruiting, hiring, placement, transfer, training, promotion, rates of pay, and other compensation, termination, and all other terms, conditions, and privileges of employment.

The Agency will conduct a prompt and thorough investigation of all allegations of discrimination, harassment, or retaliation, or any violation of the Equal Employment Opportunity Policy in a confidential manner. The Agency will take appropriate corrective action, if and where warranted. The Agency prohibits retaliation against employees who provide information about, complain about, or assist in the investigation of any complaint of discrimination or violation of the Equal Employment Opportunity Policy.

We are all responsible for upholding this policy. You may discuss questions regarding equal employment opportunity with your supervisor or any other designated member of management.

### **Policy Against Workplace Harassment**

Concho Valley Community Action Agency has a strict policy against all types of workplace harassment, including sexual harassment and other forms of workplace harassment based upon an individual's sex (including pregnancy, childbirth, or related medical conditions), gender, race, religion, color, national origin, physical or mental disability, genetic information, marital status, age (40 and older), sexual orientation, AIDS/HIV status, military service, veteran status, or any other status protected by federal, state, or local laws. All forms of harassment of, or by, employees, vendors, visitors, customers, and clients are strictly prohibited and will not be tolerated.

### **Sexual Harassment**

Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when (1) submission to such conduct is made either explicitly or implicitly as a term or condition of an individual's employment; (2) submission to, or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; or (3) such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive work environment.

While it is not possible to identify every act that constitutes or may constitute sexual harassment, the following are some examples of sexual harassment:

- Unwelcome requests for sexual favors;
- Lewd or derogatory comments or jokes;
- Comments regarding sexual behavior or the body of another;
- Sexual innuendo and other vocal activity such as catcalls or whistles;
- Obscene letters, notes, emails, invitations, photographs, cartoons, articles, or other written or pictorial materials of a sexual nature;
- Repeated requests for dates after being informed that interest is unwelcome;
- Retaliating against another for refusing a sexual advance or reporting an incident of possible sexual harassment to the Agency or any government agency;
- Offering or providing favors or employment benefits such as promotions, favorable evaluations, favorable assigned duties or shifts, etc., in exchange for sexual favors; and
- Any unwanted physical touching or assaults, or blocking or impeding movements.

### **Other Harassment**

Other workplace harassment is verbal or physical conduct that insults or shows hostility or aversion towards an individual because of the individual's sex (including pregnancy, childbirth, or related medical conditions), gender, race, religion, color, national origin, physical or mental disability, genetic information, marital status, age (40 and older), sexual orientation, AIDS/HIV status, military service, veteran status, or any other status protected by federal, state, or local laws.

Again, while it is not possible to list all the circumstances that may constitute other forms of workplace harassment, the following are some examples of conduct that may constitute workplace harassment:

- The use of disparaging or abusive words or phrases, slurs, negative stereotyping, or threatening, intimidating, or hostile acts that relate to the above protected categories;
- Written or graphic material that insults, stereotypes, or shows aversion or hostility towards an individual or group because of one of the above protected categories and that is placed on walls, bulletin boards, email, voicemail, or elsewhere on our premises, or circulated in the workplace; and
- A display of symbols, slogans, or items that are associated with hate or intolerance towards any select group.

### **Reporting Discrimination and Harassment**

If you feel that you have witnessed or have been subjected to any form of discrimination or harassment, immediately notify Dr. Mark Bethune, Executive Director, or any member of management.

The Agency prohibits retaliation against employees who, based on a reasonable belief, provide information about, complain, or assist in the investigation of any complaint of harassment or discrimination.

We will promptly and thoroughly investigate any claim and take appropriate action where we find a claim has merit. To the extent possible, we will retain the confidentiality of those who report suspected or alleged violations of the harassment policy.

Discipline for violation of this policy may include, but is not limited to, reprimand, suspension, demotion, transfer, and discharge. If the Agency determines that harassment or discrimination occurred, corrective action will be taken to effectively end the harassment. As necessary, the Agency may monitor any incident of harassment or discrimination to assure the inappropriate behavior has stopped. In all cases, the Agency will follow up as necessary to ensure that no individual is retaliated against for making a complaint or cooperating with an investigation.

### ***12.3 Religious Accommodation***

Concho Valley Community Action Agency is dedicated to treating its employees equally and with respect and recognizes the diversity of their religious beliefs. All employees may request an accommodation when their religious beliefs cause a deviation from the Agency dress code or the individual's schedule, basic job duties, or other aspects of employment. The Agency will consider the request, but reserves the right to offer its own accommodation to the extent permitted by law. Some, but not all, of the factors that will be considered are cost, the effect that an accommodation will have on current established policies, and the burden on operations — including other employees — when determining a reasonable accommodation. At no time will the Agency question the validity of a person's belief.

Religious accommodation request forms are available from supervisor.

## **13.0 Wage and Hour Policies**

### **13.1 Accommodations for Nursing Mothers**

Concho Valley Community Action Agency will provide nursing mothers reasonable paid break time to express milk for their infant child(ren) for up to one year following the child's birth.

If you are nursing, you will be provided with a space, other than a restroom, that is shielded from view and free from intrusion from co-workers and the public.

Expressed milk can be stored in company refrigerator or personal cooler. Sufficiently mark or label your milk to avoid confusion for other employees who may share the refrigerator.

Break time should, if possible, be taken concurrently with any other break time already provided. If you are nonexempt, clock out for any time taken that does not run concurrently with normally scheduled rest periods, and such time will be paid in accordance with federal law.

You are encouraged to discuss the length and frequency of these breaks with your supervisor.

No provision of this policy applies, or will be enforced, if it conflicts with or is superseded by any requirement or prohibition contained in a federal, state, or local law, or regulation.

### **13.2 Meal and Rest Periods**

Concho Valley Community Action Agency strives to provide a safe and healthy work environment and complies with all federal and state regulations regarding meal and rest periods. Check with your supervisor regarding procedures and schedules for rest and meal breaks. The Agency requests that employees accurately observe and record meal and rest periods. If you know in advance that you may not be able to take your scheduled break or meal period, let your supervisor know; in addition, notify your supervisor as soon as possible if you were unable to or prohibited from taking a meal or rest period.

### **13.3 Overtime**

If you are nonexempt, you may qualify for overtime pay. All overtime must be approved in advance, in writing, by your supervisor.

At certain times Concho Valley Community Action Agency may require you to work overtime. We will attempt to give as much notice as possible in this instance. However, advance notice may not always be possible. Failure to work overtime when requested or working unauthorized overtime may result in discipline, up to and including discharge.



Unless otherwise required or exempted by law, overtime pay of one and one-half times your regular rate of pay is paid for any hours worked in excess of 40 hours in a workweek. Holidays, vacation days, and sick leave days do not count as time worked for computing overtime.

### **13.4 Pay Period**

At Concho Valley Community Action Agency, the standard pay period is semi-monthly for all employees. Pay dates are the 5th and 20th. If a pay period falls on a holiday, you will be paid on the preceding work day. If a pay date falls on a Saturday or Sunday, paychecks will be issued on Friday. Special provisions may be required from time to time if holidays fall on pay dates. Check with your supervisor if this type of date arises.

Review your paycheck for accuracy. If you find an issue, report it to your supervisor immediately.

### **13.5 Paycheck Deductions**

Concho Valley Community Action Agency is required by law to make certain deductions from your pay each pay period. This includes income and unemployment taxes, Federal Insurance Contributions Act (FICA) contributions (Social Security and Medicare), and any other deductions required under law or by court order for wage garnishments. The amount of your tax deductions will depend on your earnings and the number of exemptions you list on your federal Form W-4 and applicable state withholding form. You may also authorize voluntary deductions from your paycheck, including contributions for insurance premiums, retirement plans, spending accounts, or other services. Your deductions will be reflected in your wage statement.

The Agency will not make deductions to your pay that are prohibited by federal, state, or local law. If you have any questions about deductions from your pay, contact your supervisor. You will be reimbursed in full for any isolated, inadvertent, or improper deductions, as defined by law. If an error is found, you will receive an immediate adjustment, which will be paid no later than your next regular payday.

### **13.6 Recording Time**

Federal and state laws require Concho Valley Community Action Agency to keep accurate records of hours worked by nonexempt (hourly) employees. Clock in no more than five minutes ahead of your start time and clock out no later than five minutes after your quitting time. All nonexempt employees are required to enter their hours worked accurately, including all lunch periods and any rest periods of more than 20 minutes. You are required to notify the Agency of any pay discrepancies, unrecorded or misrecorded work hours, or any involuntary missed meal or break periods.

Do not complete the time sheet of any other employees or request that they do so for you. Be sure to indicate your days off. Any changes to your time card must be approved of and initialed by your supervisor. Time cards are to be turned in to you supervisor on the 1st and 16th day of each month.

Falsification of time records or recording time for other employees may result in discipline up to and including termination of employment.

### **13.7 Travel Time Pay**

Some nonexempt positions within Concho Valley Community Action Agency require travel. The Agency pays nonexempt employees for travel time in accordance with federal and state law. For purposes of this policy, the regular workday is 8:00am - 5:00pm Monday thru Friday.

#### **Home to Work Travel**

If you travel from home before the regular workday and return to your home at the end of the workday, you are engaged in ordinary home to work travel, which is not work time.

#### **Home to Work on a Special One Day Assignment in Another City**

If you regularly work at a fixed location in one city and you are given a special one day assignment in another city, but return home the same day, the time spent in traveling to and returning from the other city is work time, except that the Agency may deduct/not count that time you would normally spend commuting to the regular work site.

#### **Travel That Is All in a Day's Work**

Your time spent in travel as part of your principal activity, such as travel from job site to job site during the workday, is work time and must be counted as hours worked.

#### **Travel Away from Home Community**

Travel that keeps you away from home overnight is travel away from home. Travel away from home is clearly work time when it cuts across your workday. The time is not only hours worked on regular working days during normal working hours but also during corresponding hours on nonworking days. The Agency will not consider as work time that time spent in travel away from home outside of your regular working hours as a passenger on an airplane, train, boat, bus, or automobile.

#### **Work Performed While Traveling**

Any work you perform while traveling must be counted as hours worked.

#### **Calculating and Reporting Travel Time**

You are responsible for accurately tracking, calculating, and reporting your travel time. Travel time should be calculated by rounding up to the nearest quarter hour.

## **14.0 Performance, Discipline, Layoff, and Termination**

### **14.1 Criminal Activity/Arrests**

Involvement in criminal activity during employment, whether on or off Concho Valley Community Action Agency property, may result in disciplinary action including suspension or termination of employment. Disciplinary action depends upon a review of all factors involved, including whether or not the action was work-related, the nature of the act, or circumstances that adversely affect attendance or performance. Any disciplinary action is not dependent upon the disposition of any case in court.

You are expected to be on the job, ready to work, when scheduled. Inability to report to work as scheduled as a result of an arrest may lead to disciplinary action, up to and including termination of employment, for violation of an attendance policy or job abandonment.

Any disciplinary action taken will be based on information reasonably available. This information may come from witnesses, police, or any other source as long as management has reason to view the source as credible.

### **14.2 Disciplinary Process**

Violation of Concho Valley Community Action Agency policies or procedures may result in disciplinary action including demotion, transfer, leave without pay, or termination of employment. The Agency encourages a system of progressive discipline depending on the type of prohibited conduct. However, the Agency is not required to engage in progressive discipline and may discipline or terminate employees who violate the rules of conduct, or where the quality or value of their work fails to meet expectations at any time. Again, any attempt at progressive discipline does not imply that your employment is anything other than on an "at-will" basis.

In appropriate circumstances, management will first provide you with a verbal warning, then with one or more written warnings, and if the conduct is not sufficiently altered, eventual demotion, transfer, forced leave, or termination of employment. Your supervisor will make every effort possible to allow you to respond to any disciplinary action taken. Understand that while the Agency is concerned with consistent enforcement of our policies, we are not obligated to follow any disciplinary or grievance procedure and that depending on the circumstances, you may be disciplined or terminated without any prior warning or procedure.

### **14.3 Post-Employment Reference Policy**

Concho Valley Community Action Agency policy is to confirm dates of employment and job title only. With written authorization, the Agency will

confirm compensation. Forward any requests for employment verification to Human Resources.

## **15.0 General Policies**

### **15.1 Payroll Advances and Loans**

Concho Valley Community Action Agency does not make payroll advances or loans.

### **15.2 Personnel and Medical Records**

Concho Valley Community Action Agency maintains a personnel file for all employees. Medical records will not be kept. Every effort will be made to keep your personnel confidential. Access is on a "need-to-know" basis only. This includes, but is not limited to, supervisors and others in management reviewing the file for possible promotion, transfer, or layoff.

If you wish to review your personnel file, you must give the Agency reasonable notice. Inspection must occur in the presence of a Agency representative. All requests by an outside party for information contained in your personnel file will be directed to the Human Resources department, which is the only department authorized to give out such information.

### **15.3 Voicemail, Email, and Internet Policy**

This Voicemail/Email/Internet Policy is intended to provide Concho Valley Community Action Agency employees with the guidelines associated with the use of the voicemail/email/Internet system (the system). This policy applies to all employees and any others accessing and/or using the system through onsite or remote terminals.

#### **General Provisions**

- The system, and all data transmitted or received through the system, is the exclusive property of the Agency. You should not have any expectation of privacy in any communication over this system. If you are permitted to have access to the system, you will be given a voicemail, email, and/or Internet address and/or access code and will have use of the system consistent with this policy.
- The Agency reserves the right to monitor, intercept, and/or review all data transmitted, received, or downloaded over the system. Any individual who is given access to the system is hereby given notice that the Agency will exercise this right periodically, without prior notice and without the prior consent.
- The interests of the Agency in monitoring and intercepting data include, but are not limited to: protection of Agency trade secrets, proprietary, and similar confidential commercially-sensitive information (i.e. financial or sales records/reports, marketing or business strategies/plans, product development, customer lists, patents, trademarks, etc.); managing the

use of the computer system; and/or assisting employees in the management of electronic data during periods of absence.

- You should not interpret the use of password protection as creating a right or expectation of privacy. To protect everyone involved, no one can have a right or expectation of privacy regarding the receipt, transmission, or storage of data on the Agency voicemail/email/Internet system.

Any employees who violate this policy will be subject to corrective action, up to and including termination of employment. If necessary, the Agency will also advise law enforcement officials of any illegal conduct.

## **16.0 Benefits**

### **16.1 Health Insurance**

Concho Valley Community Action Agency provides its regular full-time employees who have completed 90 days of employment with health insurance. You have an option of dependant coverage at your expense. Medical plan benefits for eligible employees are described in detail in the Summary Plan Description (SPD) that is available to all eligible employees. These benefits may be canceled or changed at the discretion of the Agency, unless otherwise required by law.

[[FMLA Subpolicy: Health benefits during Family and Medical Leave Act (FMLA) leave are maintained by the Agency on the same terms as if you continued to work. You must make arrangements to pay your share of the health insurance premium on a monthly basis to maintain insurance coverage. Contact [the Payroll Department] to determine your contribution amount. The obligation of Agency to maintain health benefits stops when:

- You inform the Agency of your intent not to return to work at the end of the leave period; or
- You fail to return to work when the FMLA entitlement is exhausted; or
- You fail to timely make your premium payments.

The Agency will be entitled to recover premiums paid to maintain health insurance coverage for you if you fail to return to work from leave.

Plan eligibility does not necessarily mean coverage for all medical treatments or procedures. Under changed circumstances, you may be responsible for contributing to the cost of increased premiums. This benefit, as well as other benefits, may be canceled or changed at the discretion of the Agency, unless otherwise required by law.]]

### **16.2 Jury Duty Leave**

Concho Valley Community Action Agency encourages employees to fulfill their civic duties related to jury duty. If you are summoned for jury duty, notify your supervisor as soon as possible to make scheduling arrangements.

If you are classified as exempt, you will not incur any deduction in pay for a partial week's absence due to jury duty. If you are classified as nonexempt, you will not be compensated for time spent on jury duty. You may opt to use vacation time in place of unpaid leave.

The Agency reserves the right to require employees to provide proof of jury duty service to the extent authorized by law.

The Agency will not retaliate against employees who request or take leave in accordance with this policy.



### **16.3 Voting Leave**

If your work schedule prevents you from voting on Election Day, Concho Valley Community Action Agency will allow you a reasonable time off to vote. The time when you can go to vote will be at the discretion of your supervisor, consistent with applicable legal requirements.

### **16.4 Witness Leave**

Concho Valley Community Action Agency realizes that, on occasion, employees may be subpoenaed to appear in a civil, criminal, legislative, or administrative proceeding. In such cases, you will be provided unpaid leave to attend. Notify your supervisor as soon as possible to make scheduling arrangements. You may opt to use vacation in place of unpaid leave.

The Agency reserves the right to require employees to provide proof of the need for leave to the extent authorized by law.

The Agency will not retaliate against employees who request or take leave in accordance with this policy.

## **17.0 Safety and Loss Prevention**

### **17.1 Drug and Alcohol Policy**

Concho Valley Community Action Agency considers drug and alcohol abuse a serious matter that will not be tolerated. The Agency absolutely prohibits employees from using, selling, possessing, or being under the influence of illegal drugs, alcohol, or a controlled substance or prescription drug not medically authorized while at their job, on Agency property, or while on work time.

Therefore, it is Agency policy that:

1. You may not report to work under the influence of alcohol, illegal drugs, or any controlled substance or prescription drug not medically authorized.
2. You may not possess or use alcohol, illegal drugs, or any controlled substance or prescription drug not medically authorized while on company property or on company business.

We also caution against use of prescribed or over-the-counter medication, which can affect your ability to perform your job safely, or the use of prescribed or over-the-counter medication in a manner violating the recommended dosage or instructions from the doctor. You must have a valid prescription for any prescription medication used while working for the Agency. Inform your supervisor prior to working under the influence of a prescribed or over-the-counter medication that may affect your ability to perform your job safely. If the Agency determines that the prescribed or over-the-counter medication does not pose a safety risk, you will be allowed to work. Failure to comply with these guidelines concerning prescription or over-the-counter medication may result in disciplinary action, up to and including termination of employment.

A violation of this policy will result in disciplinary action, up to and including termination of employment.

### **17.2 Nonsmoking Policy**

Concho Valley Community Action Agency is concerned about the effect that smoking and secondhand smoke inhalation can have on its employees and clients. Smoking in the office, client areas, and restrooms is prohibited.

## **Closing Statement**

Thank you for reading our handbook. We hope it has provided you with an understanding of our mission, history, and structure as well as our current policies and guidelines. We look forward to working with you to create a successful Agency and a safe, productive, and pleasant workplace.

Dr. Mark Bethune, Executive Director

Concho Valley Community Action Agency

## **Acknowledgement of Receipt and Review**

By signing below, I acknowledge that I have received a copy of the Concho Valley Community Action Agency Employee Handbook (handbook) and that I have read it, understand it, and agree to comply with it. I understand that the Agency has the maximum discretion permitted by law to interpret, administer, change, modify, or delete the rules, regulations, procedures, and benefits contained in the handbook at any time with or without notice. No statement or representation by a supervisor, manager, or any other employee, whether oral or written, can supplement or modify this handbook. Changes can only be made if approved in writing by the Executive Director of the Agency. I also understand that any delay or failure by the Agency to enforce any rule, regulation, or procedure contained in the handbook does not constitute a waiver on behalf of the Agency or effect the right of the Agency to enforce such rule, regulation, or procedure in the future.

I understand that neither this handbook nor any other communication by a management representative or other, whether oral or written, is intended in any way to create a contract of employment. I further understand that, unless I have a written employment agreement signed by an authorized Agency representative, I am employed "at-will" (to the extent permitted by law) and this handbook does not modify my "at-will" employment status.

If I am covered by a written employment agreement (signed by an authorized Agency representative) or a collective-bargaining agreement that conflicts with the terms of this handbook, I understand that the terms of the employment agreement or collective-bargaining agreement will control.

This handbook is not intended to preclude or dissuade employees from engaging in legally protected activities under the National Labor Relations Act (NLRA).

This handbook supersedes any previous handbook or policy statements, whether written or oral, issued by Concho Valley Community Action Agency.

If I have any questions about the content or interpretation of this handbook, I will contact Lyla Martinez.

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Date

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Signature

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Print Name



TEXAS DEPARTMENT OF HOUSING AND COMMUNITY AFFAIRS

[www.tdhca.state.tx.us](http://www.tdhca.state.tx.us)

Greg Abbott  
GOVERNOR

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November 2, 2018

(512) 475-4608

[earnest.hunt@tdhca.state.tx.us](mailto:earnest.hunt@tdhca.state.tx.us)

Dr. Mark Bethune  
Executive Director  
Concho Valley Community Action Agency  
San Angelo, Texas 76903  
Email: [mbethune@cvcaa.org](mailto:mbethune@cvcaa.org)

RE: Monitoring Report of *On-Site* Review Conducted October 15<sup>th</sup> through October 18, 2018  
CEAP Contract No. 58170002586, 58180002783      CSBG Contract No. 61170002629, 61180002854  
DOE Contract No. 56170002725, 56180002955      LIHEAP Contract No. 81170002659, 81180002885

Dear Dr. Bethune:

The Texas Department of Housing and Community Affairs (the Department) conducted a monitoring review of the above mentioned contracts. The goal of the review was to provide reasonable but not absolute assurance regarding compliance with federal and state requirements and program objectives.

To achieve this goal, a sample of expenditures along with fifteen (15) CEAP and CSBG file as well as two (2) DOE and seven (7) LIHEAP WAP client files were selected and tested. The attached report details the findings, concerns, and observations identified during the review and required corrective action. Concho Valley Community Action Agency (CVCAA) has already provided all required follow-up documentation, **so this review is now considered closed.**

The Department wishes to express our appreciation for the cooperation of your staff in facilitating this review. If you have any questions or concerns regarding this review, please feel free to contact me or Robert Moore at (512) 475-3898 or via email at [robert.moore@tdhca.state.tx.us](mailto:robert.moore@tdhca.state.tx.us).

Sincerely,

A handwritten signature in black ink that reads "EARNEST L. HUNT".

Earnest L. Hunt  
Director of Subrecipient Monitoring

rwm/ll

cc: Michael DeYoung, Director of Community Affairs  
Laura Saintey, Project Manager/Training  
Jason Gagne, Training Specialist  
Karen Keith, Program Specialist



### **General Concerns:**

During the case file review of CEAP Contract No. # 58170002586, #58180002783, CSBG Contract No. #61170002629, #61180002854, LIHEAP Contract No. #81170002659, #81180002885 and DOE Contract No. #56170002725, #56180002955, Department staff noted the following item of concern which *do not require corrective action submitted to the Department*. Concerns may be subject to subsequent review. Repeat concerns may be elevated to deficiencies. Procedures must be developed to ensure these concerns are corrected in the future:

**Concern #1 Ensure Costs are Properly Allocated:** Concho Valley Community Action Agency (CVCAA) did not properly allocate shared direct program costs. CVCAA has a current program Cost Allocation Plan. However, several costs were not allocated to all funding to ensure all benefited activities incurred expenses on a reasonable and consistent basis. Based upon the sample of tested expenditures, the following issues were noted:

CEAP Contract No. 58180002783 – Contract dates: 1/1/2018 – 12/31/2018

- Computer Bytes – \$85.00. 100% charged to CEAP.
- Allen Young Office Machines – \$174.50
  - 1-invoice for \$72.50 – 100% charge to CEAP.
  - 2-invoice for \$75.00 100% charge to CEAP.

CSBG Contract No. 61170002629 – Contract dates: 1/1/2017 - 3/31/2018

- Postmaster – \$182.00. 100% charged to CSBG.
- Allen Young Office Machines – \$114.13. 50% charged to CEAP/CSBG.
- William Ferreira – \$120.00. 100% charged to CSBG.

CSBG Contract No. 61180002854 – Contract dates: 1/1/2018-12/31/2018

- William Ferreira – for \$225.00. 100% charged to CSBG.

LIHEAP Contract No. 81180002885 – Contract dates: 1/1/2018 – 12/31/2018

- Allen Young Office Machines – for \$60.00. 100% charge to LIHEAP.

**Required Action:** Prior to the completion of the onsite monitoring review, Concho Valley Community Action Agency (CVCAA) provided a copy of the general ledger supporting the allocation of the questioned costs noted above. The Department will review CVCAA's October MER's to ensure the adjustments noted in the general ledgers provided are reflective in the expenditure reporting to the Department. In the future, Concho Valley Community Action (CVCAA) must ensure all costs are properly allocated as required by federal and state cost allocation requirements.

**Concern #2 Ensure Costs are Reasonable:** Concho Valley Community Action Agency (CVCAA) reported weatherization staff salaries under CSBG funding. CVCAA weatherization staff attended an organization retreat and board meeting to which staff was representing weatherization. Hours worked were reported and accounted for under CSBG funding. Specifically:

CSBG Contract No. 61180002854

- W. F. – for \$402.00. WAP staff attendance of agency retreat – time charged to CSBG and not allocated to DOE/LIHEAP.
- W. F. – for \$36.48. WAP staff attended CVCAA board meeting – time charged to CSBG and not allocated to DOE/LIHEAP.

**Required Action:** Prior to the completion of the onsite monitoring review, Concho Valley Community Action Agency (CVCAA) provided a copy of the general ledger supporting the re-allocation of the questioned costs noted above. The Department will review CVCAA's October MER's to ensure the adjustments noted in the general ledgers provided are reflective in the expenditure reporting to the Department. In the future, Concho Valley Community Action (CVCAA), reports are costs are reasonable as defined by federal and state requirements.

**Concern #3 Ensure Updated Cost Allocation Plan:** Concho Valley Community Action Agency's (CVCAA) cost allocation plan does not include additional allocation processes adopted by CVCAA. Specifically, CVCAA's cost allocation plan states rent will be allocated based upon square footage. However, in practice CVCAA allocates rent by square footage and then by a percentage of estimated time staff spends on CEAP/CSBG programs. Current allocation is 75%/25%. CVCAA will adjust to actual expenditures as the end of the year. The following issues were noted:

CSBG Contract No. 61170002629

- Historic City Center Project, Inc (rent) – for \$463.80 –
  - Additional allocation: 25/75 (CSBG/CEAP) percentages(see above)
- Suddenlink (communication) – for \$90.04
  - Additional allocation: based upon estimated time study of 25/75 (CSBG/CEAP).

LIHEAP Contract No. 81180002885

- Historic City Center Project, In (rent)
  - Additional allocation: DOE/LIHEAP for 1 shared space that is further allocated based upon timesheets.
- Suddenlink (communication) – for \$90.04–
  - Additional allocation: DOE/LIHEAP for 2 phone line is allocated based upon timesheets.
- Clemens & Associates (advertisement) – for \$1206.67
  - Additional allocation: 2/3 charged to LIHEAP & 1/3 charged to DOE. Amount will be adjusted at year end to actual timesheets.

DOE Contract No. 56170002725

- ISU/BC Environmental (insurance) – for \$1341.00
  - Additional allocation: 55% charged to DOE. Amount will be adjusted at year end to actual 2018 timesheets.

DOE Contract No. 56180002955

- Historic City Center Project, In (rent) – for \$724.65
  - Additional allocation: DOE/LIHEAP for 1 shared space that is further allocated based upon 2017 timesheets.
- Suddenlink (communication) – for \$90.04
  - Additional allocation: DOE/LIHEAP for 2 phone line is allocated based upon timesheets.
- Clemens & Associates (advertisement) – for \$1206.67
  - Additional allocation: 2/3 charged to LIHEAP & 1/3 charged to DOE. Amount will be adjusted at year end to actual timesheets.

**Required Action:** CVCAA must update the cost allocation plan to include all additional allocation processes as defined by federal and state requirements.

**Concern #4 Ensure Correct TOP Income Tracking – CSBG:** Review of six (6) CSBG TOP client files revealed CVCAA was incorrectly determining the month a client initially exceeded 125% of the Poverty Income Guidelines. Specifically, file 102316 – KS income documentation showed the client initially exceeded 125% of the Poverty in April 2018 and reached TOP goal of 90 days in June 2018. CVCAA documentation indicated the client initially exceeded 125% of the Poverty in May 2018 and reached TOP goal of 90 days in July 2018. Due to the income tracking error CVCAA provided \$100.00 Transportation services in July which is after the client achieved TOP goal of 90 days.

**Required Action:** Prior to the completion of the onsite monitoring review, CVCAA provided a copy of the general ledger supporting the adjustment of the questioned cost noted above. The Department will review CVCAA's October MER's to ensure the adjustments noted in the general ledgers provided are reflective in the expenditure reporting to the Department. In the future, CVCAA must update their TOP income verification process to ensure the



correct month the client exceeds the 125% of Poverty Income Guidelines and continues for 90 days as defined in 10 TAC, Chapter 6, Subchapter B, RULE §6.207. No further action is required.

**Concern #5 Ensure DOE/LIHEAP Complete Final Inspections are Performed (repeat concern).**

An on-site inspection of nine (9) weatherized units revealed five (5) units requiring a return to correct measures with two (2) additional units requiring updated testing documentation. Table 1 of this report details the measure that were not addressed properly or installed correctly. The Department of Energy (“DOE”) Weatherization Assistance Program and the Low-Income Home Energy Assistance Program (“LIHEAP”) contracts require that weatherization materials be installed in accordance to the Standard Work Specification (SWS) and the Material Installation Standards Manual.

**The DOE Contract Exhibit C requires the following:**

*All weatherization measures installed shall meet or exceed the standards prescribed by DOE in Weatherization Program Notice (WPN) 15-4 regarding Standard Work Specifications (SWS), as detailed in the Department’s SWS and Materials Installation Standards Manual. SWS and Materials Installation Standards Manual is required on every unit.*

AND

**The DOE & LIHEAP Contract Section 15 requires the following:**

*Subrecipient shall inspect all subcontractors’ work and shall be responsible for ensuring that it is completed in a good and workmanlike manner.*

AND

**The DOE & LIHEAP Contract Section 19 requires the following:**

*Installation of weatherization materials shall be in accordance with the Material Installation Standards Manual for LIHEAP and the Standard Work Specification (SWS) for DOE.*

AND

**WPN 17-7 requires the following:**

*Implementation of ASHRAE 62.2-2016 is required. Client refusal of mechanical ventilation, when evaluated and called for pursuant to the Standard, **must** result in deferral. If the ASHRAE normative Appendix A is employed and an existing fan is being replaced or upgraded to meet whole-house ventilation requirements, take actions to prevent zonal pressure differences greater than 3 pascals across the closed door, if one exists. Measure fan flow of existing fans and of installed equipment to verify performance.*

**Table 1**

Unit	Funding Source	Issue(s)	Question Cost	Disallowed Cost
002TG018	LIHEAP	<b>Questioned Cost:</b> Provide required Excel refrigerator replacement calculator to justify replacement.	\$775.00	N/A
		<b>Questioned Cost:</b> House not in ASHRAE compliance, fan readings on blower door data sheet does not match final ASHRAE calculator, provide updated final ASHRAE calculator and blower door data sheet to verify ASHRAE compliance.	\$2,745.00	N/A
		<b>RETURN:</b> Install required ASHRAE fan switch accessible to client in single family home to temporarily turn fan off	If these items not corrected	N/A
		<b>RETURN:</b> Exhaust existing hall bath fan to the outside.		N/A
003TG018	LIHEAP	<b>RETURN:</b> Install required ASHRAE fan switch accessible to	\$3,413.36	N/A

		client in single family home to temporarily turn fan off		
		<b>RETURN:</b> Seal roof leak at ASHRAE fan vent roof penetration	If these items not corrected	N/A
		<b>Questioned Cost:</b> Provide updated final ASHRAE calculator and blower door data sheet to verify ASHRAE compliance.		N/A
		<b>RETURN:</b> Replace incorrect t-stat installed for new HP with full function set back t-stat as required by program	\$150.00	N/A
		<b>RETURN:</b> Install invoiced wall patch on exterior hole that was invoiced on BWR	\$40.00	N/A
009TG018	LIHEAP	<b>RETURN:</b> Install required ASHRAE fan switch accessible to client in single family home to temporarily turn fan off	\$5,930.00	N/A
		<b>Questioned Cost:</b> Provide updated final ASHRAE calculator and blower door data sheet to verify ASHRAE compliance.	If these items not corrected	N/A
		<b>Questioned Cost:</b> Provide required Excel refrigerator replacement calculator to justify replacement or not to replace or client signed certification of omission and that will satisfy Priority List skipped measure justification requirements.		N/A
012TG018	LIHEAP	<b>RETURN:</b> Install front door sweep as indicated on BWR	\$35.00	N/A
		<b>Questioned Cost:</b> Provide updated final ASHRAE calculator and blower door data sheet to verify ASHRAE compliance.	\$4,228.00 If these items not corrected	N/A
017TG018	LIHEAP	<b>Return:</b> Seal return air cavity as indicated on BWR	\$85.00	N/A
		<b>Questioned Cost:</b> Provide updated final ASHRAE calculator and blower door data sheet to verify ASHRAE compliance.	\$6,489.00 If these items not corrected	N/A
D01TG018	DOE	<b>Questioned Cost:</b> Provide updated final ASHRAE calculator and blower door data sheet to verify ASHRAE compliance.	\$3,837.50 If these items not corrected	N/A
D02TG018	DOE	<b>Questioned Cost:</b> Provide updated final ASHRAE calculator and blower door data sheet to verify ASHRAE compliance.	\$4,176.49 If these items not corrected	N/A

**Required Action:** CVCAA Returns, Questioned and Disallowed Costs

- Returns for repair of measures invoiced and reported on a previous MER will require the contractor to return to the weatherized unit and address all issues identified in the table above. CVCAA must provide clear photos showing all aspects of the repair (ASHRAE fan, Switch w/timer, insulated exhaust duct in attic and roof cap), test results, ASHRAE calculator documentation and/or revised BWR as part of their response and ensure that all identified issues have been properly addressed.
- Returns for measures listed in the table above that were not installed, invoiced and reported on an a previous MER can be charged to the appropriate contract if corrected prior to close of the contract. CVCAA must

provide all needed photos, test results, updated ASHRAE calculator documentation and revised BWR as part of their response and ensure that all identified issues have been properly addressed. Cost of these measures should be included in the next reported MER.

3. Repairs of existing installed measures invoiced and reported on a previous MER cannot be charged to a Federal program.
4. Questioned Costs will require CVCAA to take the appropriate action to correct and/or justify the questioned expenditure. CVCAA must address all questioned costs and follow applicable steps listed below to ensure expenditure compliance or provide reimbursement:
  - a. Any and all Health and Safety items must be installed to program standards will all required testing completed, documented and provided to TDHCA. **Any Health and Safety item not corrected could lead to the entire house cost being questioned.**
5. Complete an updated BRW with items not installed removed and upload to the Department
6. Notify Department Monitor by email when all items have been completed.

Prior to the completion of this report, CVCAA provided documentation showing that all measures identified above had been adequately corrected. CVCAA must ensure that all charged weatherization measures were both installed, installed properly and within 2015 IRC, 2015 IECC requirements, Standard Work Specification (SWS) and ASHRAE 62.2 - 2016. No further action is required.

#### **General Observations:**

During the case file review of LIHEAP Contract No. #81180002885 and DOE Contract No. # 56180002955, Department staff noted the following observations which do not require corrective action submitted to the Department:

- **ASHRAE/CAZ Testing:** During onsite inspections CVCAA staff demonstrated a significant increase in ability and knowledge to perform QCI, Combustion Appliance Zone (CAZ) and ASHRAE testing processes. CVCAA needs continued improvement to include clear test result documentation. Specifically, documentation that includes clear process instructions as a referral to ensure all required testing and test procedures are properly completed enabling all test results are unmistakably captured. In addition, CVCAA must update their ASHRAE documentation process to ensure each unit is modeled correctly on the final ASHRAE 62.2-2016 calculator to verify compliance.
- **Whole House Approach to Maximum Energy Savings:** Client file reviews and onsite inspections revealed CVCAA staff improved their methodology in addressing home weatherization needs and measures. CVCAA needs to continue to update collection of required assessment information listed in 10 TAC, Chapter 6, Subchapter D, RULE §6.416 to allow complete whole house assessments. Complete whole house assessment information will allow CVCAA to ensure presents of a continuous air barrier and thermal envelope. The thermal envelope of existing homes begins with air sealing, a properly insulated attic and all wall cavities insulated to meet dense packed specifications. CVCAA needs to broaden their verification approach which could include but not limited to visual or inferred camera along with utilization the Department's Wall Insulation Calculator to verify the necessary amount of insulation was installed. In addition complete assessments allows for the measure justification on the Priority List in the order listed. The measures justified by the Priority List must be allowed by the program, and pertain to the category (air infiltration, repairs or Health and Safety) the measure is charge.
- **Weatherization Client File Documentation:** Client file reviews exposed the need for CVCAA staff to verify and ensure all required client file documentation like Mold-like Substance Notification is included in the file. Department of Energy ("DOE") Weatherization Assistance Program and the Low-Income Home Energy Assistance Program ("LIHEAP") contracts under Section 9 list the required individual documents to be maintained in every client file.

**Monitoring Scope:**

The scope of the monitoring review covered contract activity from PY17 to PY18 to determine if CEAP, CSBG, DOE and LIHEAP WAP funds were used to assist eligible households and whether those funds were expended in accordance with applicable federal and state regulations and contractual requirements. Department staff conducted the following steps:

- An in-depth review of the following:
  - PY18 CEAP fifteen (15) case files tested
  - PY18 CSBG eight (8) case files tested
  - PY18 DOE WAP two (2) case files tested, two (2) inspected
  - PY18 LIHEAP WAP eight (8) case files tested, seven (7) inspected
- Financial/Policy review
  - Personnel Policies & Procedures Testing
  - Property Management
  - Payroll & Travel
  - Disbursement Testing
  - Reconciliations
- Procurement Review
  - Procurement and Contract testing

We provide a variety of services, in partnership with community resources, to improve lives and empower people in the Concho Valley

Concho Valley Community Action Agency  
Executive Director's Report  
Thursday, November 8, 2018

FOUR QUESTIONS OF ENGAGEMENT

1. Does it align with our mission?
2. Is it a need of the community?
3. Do we have the capacity?
4. Is it cost effective?

**CEAP**

The initial 2018 CEAP contract is \$1,166,780. UPDATE (July): Contract was increased to \$1,727,160.

CVCAA rolled approximately \$3,500 direct service dollars into 2018. Although we lost an outreach worker at the end of 2017, we hired three. In order to increase services to the outer counties as well as to elderly or disabled persons who may not be able to visit our facility, we will begin taking applications via mail. We hope to have the system in place by March. UPDATE (February): The flyer announcing mail-in applications is ready. Please help us get the word out.

Due to new reporting requirements originating at the federal level and amplified by the state, it takes our case workers about 2 hours to process each client. Even if the client is only in front of our case worker 30 minutes, another 1 ½ must be allocated. This is the reason that we can't just "slip someone in." Doing so adds 2 hours that must be accounted for somewhere during the week. We book appointments typically 2 weeks out, meaning that if someone calls on the first, we're booking for the week of the 14<sup>th</sup>. We begin booking Monday morning and cease taking appointments after the entire week is book. This usually takes less than an hour. After that time, we'll ask clients to try back next Monday. As you can imagine, this results in much frustration to the clients, but we can't book additional clients at this time and have discovered if we book past 2 weeks, no-shows increase drastically. As for walk-ins, we take a limited number of walk-ins Monday – Wednesday. (Thursday and Friday is reserved for catching up on files.) The number of walk-ins seen during any given days depends on the number of case workers available. For example, one of our case workers was admitted to the hospital last week. That means that the other workers must assume the appointments already made on her behalf while maintaining their workload. Obviously, we saw less walk-ins that week. Walk-ins must have a disconnect notice and are first come, first serve. We do not tell walk-ins when they should arrive, only that they will be seen according to arrival and limited numbers may sign in. They are seen IF an appointment doesn't show up. There are no guarantees, but we help walk-ins that we sign in over 90% of the time. They may have to wait a bit, though.

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We would like to hire two additional CEAP workers. One will take appointments and the other will help with mail-in applications and walk-ins. Once in place, this should reduce the number of persons being sent away without service. UPDATE (JULY): Two CEAP workers were hired. However, we are considering an additional hire. This would allow the Community Services Director greater opportunity to supervise and maintain quality assurances.

### Utility Assistance - October 2018

County	Households	Individuals	Monthly Expenditures	Monthly Average/HH	YTD Expenditures
Coke	15	25	\$2,279.87	\$151.99	\$22,146.03
Concho	22	35	\$2,609.26	\$118.60	\$26,640.18
Crockett	20	43	\$2,806.98	\$140.35	\$13,675.38
Irion	8	13	\$615.64	\$76.96	\$7,932.16
Kimble	10	14	\$1,513.30	\$151.33	\$13,944.28
Menard	27	40	\$2,786.31	\$103.20	\$24,145.71
Reagan	2	5	\$346.18	\$173.09	\$3,664.64
Schleicher	19	41	\$1,844.30	\$97.07	\$18,040.24
Sterling	2	5	\$282.10	\$141.05	\$2,336.54
Sutton	22	29	\$2,519.88	\$114.54	\$17,148.59
Tom Green	719	1,707	\$119,790.31	\$166.61	\$772,884.10
Total	866	1,957	\$137,394.13	\$158.65	\$922,557.85

### WEATHERIZATION

The initial 2018 LIHEAP WAP contract is \$295,207. Plus some 2017 LIHEAP funds rolled over and 2017 DOE WAP contract is still in effect. We have not received the 2018 TACAA AEP contract. UPDATE (July): LIHEAP was increased to \$422,043. TACAA came in at \$87,375.

Weatherization eligibility is capped at 200% of the Federal Poverty Rate. See attached scale.

2017 monitoring report to be presented at January 1018 Board of Directors' Meeting.

2018 WAP units

Month	Units	Counties
January	1	Tom Green
February	5	Tom Green
March	5	Tom Green, Crockett ,Irion
April	2	Tom Green

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May	5	Tom Green, Runnels, Sutton
June	5	Concho, Tom Green, Menard
July	6	Tom Green
August	2	Tom Green
September	7	Tom Green, Crockett
October	3	Tom Green
November		
December		

LIHEAP Update (August): Due to changes in the redistribution formula, if we choose to move money from LIHEAP WAP to CEAP (also LIHEAP) we'll have to relinquish a portion of the funds to Central Texas Opportunities. The change is occurring because WAP and CEAP counties do not perfectly overlap.

We were awarded a \$71,718.23 grant from USDA for minor home repairs. The USDA grant will be leveraged with WAP funds.

**CSBG**

The initial 2018 CSBG contract is \$238,171 and we have about \$30,000 from 2017 that must be spent before 3/31/2018.

In 2017, 15 individuals transitioned out of poverty. Our goal was 9. There are currently 22 persons on Case Management. One person is being tracked to transition. UPDATE (February): There are currently 20 persons on Case Management, 3 persons being tracked, and 1 person transitioned in January. UPDATE (April): We dropped 2 from Case Management due to lack of participation leaving 18 persons. UPDATE (May/June): For the months of May and June, we have had 1 family of 2 people transition out. We currently are tracking one family of 3, they should transition out in August. We currently have 16 people still on the program. UPDATE (September): Three more persons transitioned out of poverty bringing the 2018 total to 6. Six more are expected to transition by December 31. One family of three was dropped from the program due to failing to meet set goals. The family had been on the program 5 years. It is expected that Case Management clients transition within 2 years. We currently have spots available for 8 households. UPDATE (November): Six persons transitioned out of poverty in October bringing the yearly total to 12. Our goal for 2018 was 9. Eight additional clients were enrolled in Case Management during September and October. Executive Director is looking for funds to supplement the program.

The following is an excerpt from an email from TDHCA:

Dear Dr. Bethune:

The Community Affairs Division staff has reviewed the CSBG eligible entity performance related to the number of persons Transitioned Out of Poverty (TOP) in 2017. Concho

We provide a variety of services, in partnership with community resources, to improve lives and empower people in the Concho Valley

Valley Community Action Agency (CVCAA) had an assigned target of 9 persons to TOP and reported 15 (167%) persons as TOP in 2017. TAC rule §6.207 describes the requirements related to providing case management and a minimum TOP goal to each eligible entity. *We congratulate you on meeting and exceeding your assigned TOP goal.*

One of the primary purposes of the CSBG grant is to assist persons to achieve self-sufficiency. The State has a legislatively assigned goal of transitioning 1,200 persons statewide and we proportionately assign a target to each eligible entity so that the Department is able to meet the State goal.

CSBG Case Management eligibility is capped at 125% of the Federal Poverty Guideline. See attached scale.

### **VITA**

We will begin processing and filing federal tax returns on February 5. This is a free, IRS sponsored and monitored service. This is our only program that is not income based. Clients may call after 1/22 to set up appointments. We'll be in the Adult Literacy Council building this year. UPDATE (February): In 1 ½ weeks, we've prepared and filed 266 returns. We're already booked until March 5. UPDATE (April): As of April 13, 1545 returns had been accepted by the IRS. UPDATE (July): We have applied for two grants: HEB \$5000; BBVA Compass \$5000

### **FUND RAISING**

The Crazy Desert Trail Race will be Saturday, March 10<sup>th</sup> at the San Angelo State Park. TXU is sponsoring the event on our behalf. UPDATE (April): The race was up a bit this year with 390 participants. The goal for 2019 is 500.

San Angelo Gives will be Tuesday, May 1. Please consider contributing to CVCAA during this 24 hour event. All gifts are amplified through the San Angelo Area Foundation. UPDATE (May): We received \$400 in gifts.

On Monday, January 15, 10% of food sales from Texas Roadhouse will be donated to CVCAA. Coupon must be presented. UPDATE (February): We received \$50 from this event.

### **UNITED WAY**

An application was submitted to United Way for funding to the tune of \$5,000 representing unreimbursed costs associated with the weatherization program. UPDATE (April): Our request was not funded.

### **TENANT BASED RENTAL ASSISTANCE**

We are currently compiling a waiting list for rental assistance. The assistance can last up to 2 years and includes the entire CVCAA service delivery area except the City of San Angelo. Our contract will support about 4 households. However, we also have access to the Reservation



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System which would allow service to additional households. TBRA clients must reside outside of San Angelo city limits. UPDATE (July): Due to staff turnover, we are placing this program on hold.

### **ORGANIZATIONAL STANDARDS**

CVCAA submitted required documents for the Organizational Standards as mandated by the Office of Community Services (OCS). UPDATE (February): We received feedback on our Organizational Standards submission. There are a few areas that require our attention, most will be cleared up at the submission of the next Community Needs Assessment and Strategic Plan (see below). UPDATE (October): All documents were submitted to TDHCA. We were first agency to submit and receive 100% approval.

### **COMMUNITY NEEDS ASSESSMENT**

Every 3 years, entities administering Community Services Block Grants must complete a comprehensive Community Needs Assessment (CNA). The next is due June 1, 2018. The CNA requires Board involvement, input from low-income persons covering the entire CVCAA Service Delivery Area, staff participation, and contributions from key members in the community (community leaders, non-profit organizations, schools, local governments, etc.). The CNA will be presented to CVCAA's Board of Directors during the May meeting. UPDATE (July): The CNA was submitted prior to the deadline and is now being reviewed by TDHCA.

### **STRATEGIC PLAN**

Every 5 years, entities administering Community Services Block Grants must complete a Strategic Plan. Although our next Strategic Plan is not due until 2020, we've decided to link it to the completion of the CNA since the CNA is the basis of the Strategic Plan. We will begin working on the Strategic Plan in June. Much like the CNA, the Strategic Plan requires input from varied sources. UPDATE (April): We will have a Strategic Planning retreat Friday June 1 and Saturday June 2. The retreat will be held at NNNN ranch. CVCAA staff will stay over Friday night. Board members are invited to join us on Saturday. Meals and mileage reimbursement will be provided. UPDATE (July): The Executive Director hope to submit a new Strategic Plan to the BOD in September. UPDATE (August): TDHCA recently announced that Strategic Planning guidance would be forthcoming. We will delay further work until guidance is received.

### **WAGE STUDY**

The Texas Association of Community Action Agencies performs a wage study for its members every three years. The 2018 wage study was published in March. After evaluating wages across the state, I made the appropriate adjustment to our salaries within the average wage bands.

#### Strategic Priorities

- Establish low cost, branded office space

We provide a variety of services, in partnership with community resources, to improve lives and empower people in the Concho Valley

- Fully expend all grants
- Implement effective marketing strategy
- Secure adequate, qualified weatherization applications
- Maintain equitable distribution of services
- Implement new management information system for weatherization assistance program
- Foster a climate of innovation

**2018 Income Guideline effective 2/1/18**

Family Size	50%	75%	100%	125%	150%	200%
1	6,070	9,105	12,140	15,175	18,210	24,280
2	8,230	12,345	16,460	20,575	24,690	32,920
3	10,390	15,585	20,780	25,975	31,170	41,560
4	12,550	18,825	25,100	31,375	37,650	50,200
5	14,710	22,065	29,420	36,775	44,130	58,840
6	16,870	25,305	33,740	42,175	50,610	67,480
7	19,030	28,545	38,060	47,575	57,090	76,120
8	21,190	31,785	42,380	52,975	63,570	84,760
Each Additional Family Member	2,160	3,240	4,320	5,400	6,480	8,640

Utility Assistance max = 150%

Weatherization max = 200%

Case Management max = 125%

BOARD MEMBER	SECTOR	EXPIRE	10-Jan	14-Feb	18-Apr	30-May	11-Jul	8-Aug	19-Sep	8-Nov	12-Dec
Hon. Roy Blair	public (3)		0	0	0	0	0	3	3	3	3
Hon. Steve Floyd	public (2)		2	2	2	2	2	2	0	2	2
Hon. Leslie Mackie	public (3)		3	3	3	3	0	0	3	0	3
Hon. Richard Cordes	public (4)		4	0	0	4	4	4	4	0	4
Hon. David Dillard (Chair)	public (3)		3	0	0	3	3	3	3	3	3
Jeffrey Lisson	low-income (2)	12/31/2020		0	2	2	2	2	2	0	2
Becky Trojcak	low-income (2)	12/31/2018	2	0	0	0	0	2	2	0	2
Bernadette Coffee	low-income (2)	12/31/2018	2	2	2	2	2	2	2	2	0
Maj. Tim Grider	low-income (2)	12/31/2018	0	0	2	2	0				
Stephanie Hamby	low-income (2)	12/21/2021							2	0	2
Noemi Samaniego (Vice-Chair)	low-income (4)	12/31/2018	4	4	4	4	4	4	4	0	0
Neta Wescott	private (3)	12/31/2020	3	3	0	3	3	0	3	3	3
Victor Belman	private (3)	12/31/2018	3	3	3	3	3	3	3	3	0
Connie Booth	private (5)	12/31/2020	0	5	0	5	5	5	5	5	5
Donna Holden	private (4)	12/31/2018	4	4	4	0	0	4	4	4	4
E.A. Wadworth	private (4)	12/31/2020			4	4	0	0	0	4	0
volunteer hours			30	26	26	37	28	34	40	29	33

**NOTICE OF MEETING**  
CONCHO VALLEY COMMUNITY ACTION AGENCY  
BOARD OF DIRECTORS

FILED FOR RECORD  
2018 DEC -6 AM 9:37

ELIZABETH MCGILL  
COUNTY CLERK  
COUNTY OF TOM GREEN, TEXAS

Date: December 12, 2018  
Time: 5:30 PM  
Place: Cactus Hotel, Green Room  
36 E. Twohig, San Angelo  
Tom Green County, Texas

In accordance with the Americans with Disabilities Act, we invite all attendees to advise us of any special accommodations due to disability. If assistance is needed to participate, please call (325) 653-2411. Please submit your request as far as possible in advance of the meeting you wish to attend.

**Agenda**

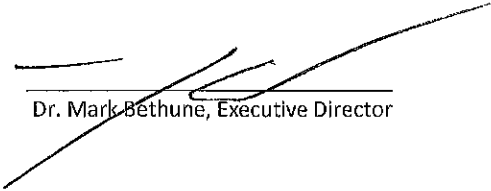
**NOTICE:** The Board of Directors may discuss, deliberate and take all appropriate action on any matter listed on this Agenda. Items on this Agenda may be taken out of the order listed. The Board reserves the right to deliberate in closed session pursuant to 551 of the Texas Government Code. Public comment is limited to five minutes per person on any agenda item.

1. Call to order and determine quorum.
2. Consider minutes for prior meeting and take appropriate action.
3. Consider and take appropriate action on CVCAA 2017 990.
4. Consider and take appropriate action on Financial Report.
5. Consider and take appropriate action on Budget Amendment.
6. Consider and take appropriate action on CVCAA Walk Away Policy.
7. Consider and take appropriate action on Executive Director's report.
8. Consider and take appropriate action on Board elections.
9. Recognition of outgoing board members.
10. Consider future agenda items.
11. Adjournment.

The Board may go into Executive Session (close its meeting to the public):

1. The Board may go into Executive Session Pursuant to Texas Government Code §551.074 for the purposes of discussing personnel matters including to deliberate the appointment, employment, evaluation, reassignment, duties, discipline, or dismissal of a public officer or employee, including, specifically, the performance evaluation of the Executive Director.
2. Pursuant to Tex. Gov't. Code, §551.071(1) to seek the advice of its attorney about pending or contemplated litigation or a settlement offer.
3. Pursuant to Tex. Gov't. Code, §551.071(2) for the purpose of seeking the advice of its attorney about a matter in which the duty of the attorney to the governmental body under the Texas Disciplinary Rules of Professional Conduct of the State Bar of Texas clearly conflicts with Tex. Gov't. Code, Chapter 551.
4. Pursuant to Tex. Gov't. Code, §551.072 to deliberate the possible purchase, sale, exchange, or lease of real estate because it would have a material detrimental effect on the Department's ability to negotiate with a third person; and/or-
5. Pursuant to Tex. Gov't. Code, §2306.039(c) the Department's internal auditor, fraud prevention coordinator or ethics advisor may meet in an executive session of the Board to discuss issues related to fraud, waste or abuse.

Sign this 6 day of December, 2018.

  
\_\_\_\_\_  
Dr. Mark Bethune, Executive Director

## TRANSACTION REPORT

DEC/06/2018/THU 11:33 AM

## BROADCAST

#	DATE	START T.	RECEIVER	COM.TIME	PAGE	TYPE/NOTE	FILE
001	DEC/06	11:22AM	Concho County Clerk	0:00:27	1	MEMORY OK	SG3 7082
002		11:23AM	Crockett County Clerk	0:00:21	1	MEMORY OK	SG3 7082
003		11:24AM	Coke County Clerk	0:00:32	1	MEMORY OK	ECM 7082
004		11:25AM	Irion County Clerk	0:00:49	1	MEMORY OK	G3 7082
005		11:27AM	Kimble County Clerk	0:01:24		MEMORY FAIL01(0000)	7082
006		11:28AM	Menard County Clerk	0:00:24	1	MEMORY OK	SG3 7082
007		11:29AM	Reagan County Clerk	0:00:27	1	MEMORY OK	SG3 7082
008		11:30AM	Schleicher County Clerk	0:00:38	1	MEMORY OK	ECM 7082
009		11:31AM	Sterling County Clerk	0:00:26	1	MEMORY OK	SG3 7082
010		11:32AM	Sutton County Clerk	0:00:28	1	MEMORY OK	SG3 7082
TOTAL				0:05:56	9		

TRANSMISSION ERROR OCCURRED AT SOME RECEIVERS.  
PLEASE GIVE THIS TRANSACTION REPORT TO SENDER.

**NOTICE OF MEETING**  
**CONCHO VALLEY COMMUNITY ACTION AGENCY**  
**BOARD OF DIRECTORS**

Date: December 12, 2018  
Time: 5:30 PM  
Place: Cactus Hotel, Green Room  
36 E. Twohig, San Angelo  
Tom Green County, Texas

In accordance with the Americans with Disabilities Act, we invite all attendees to advise us of any special accommodations due to disability. If assistance is needed to participate, please call (325) 653-2411. Please submit your request as far as possible in advance of the meeting you wish to attend.

**Agenda**

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2. Consider minutes for prior meeting and take appropriate action.
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5. Consider and take appropriate action on Budget Amendment.
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9. Recognition of outgoing board members.
10. Consider future agenda items.
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2. Pursuant to Tex. Gov't. Code, §551.071(1) to seek the advice of its attorney about pending or contemplated litigation or a settlement offer.
3. Pursuant to Tex. Gov't. Code, §551.071(2) for the purpose of seeking the advice of its attorney about a matter in which the duty of the attorney to the governmental body under the Texas Disciplinary Rules of Professional Conduct of the State Bar of Texas clearly conflicts with

CONCHO VALLEY COMMUNITY ACTION AGENCY  
BOARD OF DIRECTOR'S MINUTES  
December 12, 2018

Meeting was held in the Green Room 2<sup>nd</sup> floor, Cactus Hotel  
36 East Twohig, San Angelo, Tom Green County, Texas

Present at meeting:

**Directors:**

**Elected Officials:** The Honorable Richard Cordes  
The Honorable David Dillard CVCAA Chair  
The Honorable Roy Blair  
The Honorable Steve Floyd  
The Honorable Leslie Mackie

**Private Sector:** Victor Belman – absent  
Neta Wescott  
Connie Booth  
Donna Holden  
Elizabeth Ann Wadsworth – absent

**Low Income Sector:** Jeff Lisson  
Bernie Coffee CVCAA Secretary – absent  
Noemi Samaniego - CVCAA Vice-Chair - absent  
Stephanie Hamby  
Becky Trojczak

**Staff:** Executive Director, Mark Bethune                      Chief Financial Officer, Lyla Blue  
Community Services Director Tracey Dishon      Case Manager Heather Brumley

**Agenda**

1. The Honorable David Dillard called the meeting to order at 5:31pm. Quorum present.
  
2. Consider minutes for prior meeting and take appropriate action.  
Motion made by Donna Holden to accept minutes from prior meeting.  
Second made by Honorable Roy Blair  
Motion passed 9-0
  
3. Consider and take appropriate action on 2017 990. Director explained the reason for filing both 990 and 990T. CVCAA began submitting 990T in order to receive healthcare credits.  
Motion made by Jeff Lisson to accept 990.

Second by Connie Booth  
Motion passed 9-0

Board member Stephanie Hamby entered meeting

4. Consider and take appropriate action on Financial Report.  
October and November financial reports submitted by CFO. Lisson questioned why unpaid vacation was charged to unrestricted funds instead of grants. CFO explained that costs are shifted once expenditures are realized. Motion made by Honorable Leslie Mackie to accept report.  
Second by Connie Booth  
Motion passed 10-0
5. Consider and take appropriate action on Budget Amendment.  
No action taken
6. Consider and take appropriate action on CVCAA Walk Away Policy  
Motion made by The Honorable Roy Blair to accept desired policy.  
Second by Honorable Richard Cordes  
Motion passed 10-0
7. Consider and take appropriate action on Executive Director's report.  
Executive Director shared that approximately \$500,000 was added to utility assistance direct services during 2018. Approximately \$150,000 will carry over into 2019. All weatherization grants are expected to be expended by year's end. Management is developing a plan that would free up approximately \$50,000 in CSBG direct services.  
Community Services Director Tracey Dishon reported that 4 families totaling 11 persons were added to Case Management. All CSBG Discretionary funds were spent. CVCAA can expect a similar grant in 2019.  
Case Worker Heather Brumley shared her experience as a former Case Management and utility assistance client.  
Motion made by Jeff Lisson to accept report.  
Second by The Honorable Roy Blair  
Motion passed 10-0
8. Consider on Board elections.  
From November 26 to December 12, low-income persons voted on Board representation. Rebecca Trojczak, Noemi Samaniego, and Bernadette Coffee received the most votes and were presented to the Board for approval. In the

same action, Connie Booth motioned to accept the slate as well as approve Private Sector representatives Victor Belman and Donna Holden's reappointment.

Second by Honorable Leslie Mackie

Motion passed 10-0

9. Recognition of outgoing Board Members.

Honorable Judges Roy Blair and Leslie Mackie were recognized for their faithful service to the agency. Both judges have served as Board Chair. Judge Blair was one of the original judges who assisted with the agency reorganization. Plaques will be delivered.

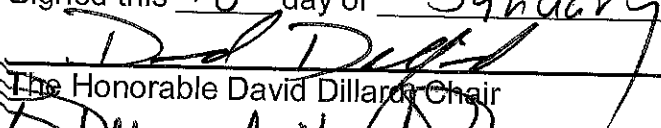
10. Consider future agenda items. Budget amendment and Executive Director performance evaluation. Approve new public sector representatives.

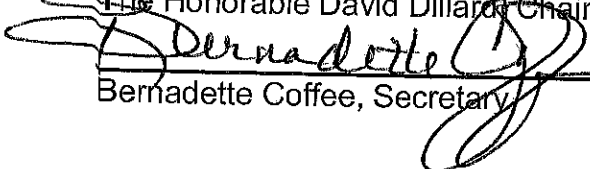
**Set date for future meeting.**

11. Wednesday, January 16, 2019, Meeting Room 2<sup>nd</sup> floor Cactus Hotel @ 5:30pm.

12. There being no further business before the Board, The Honorable David Dillard adjourned the meeting at 6:04pm.

Signed this 16 day of January, 2019.

  
The Honorable David Dillard, Chair

  
Bernadette Coffee, Secretary



ARMSTRONG, BACKUS & CO., LLP  
P. O. BOX 71  
SAN ANGELO, TX 76902

CONCHO VALLEY COMMUNITY ACTION AGENCY  
P.O. BOX 671  
SAN ANGELO, TX 76902





**ARMSTRONG, BACKUS & CO., LLP**  
Certified Public Accountants

November 14, 2018

Concho Valley Community Action Agency  
P.O. Box 671  
San Angelo, TX 76902

Dear Mark,

Enclosed are the organization's 2017 Exempt Organization returns. The paper filed return(s) should be signed, dated, and mailed, as indicated.

Specific filing instructions are as follows.

**FORM 990 RETURN:**

This return has qualified for electronic filing. After you have reviewed the return for completeness and accuracy, please sign, date and return Form 8879-EO to our office. We will transmit the return electronically to the IRS and no further action is required. Return Form 8879-EO to us by November 15, 2018.

**FORM 990-T RETURN:**

No amount is due on Form 990-T.

Please sign and mail on or before November 15, 2018.

Mail to:

Department of the Treasury  
Internal Revenue Service Center  
Ogden, UT 84201-0027

Copies of all the returns are enclosed for your files. We suggest that you retain these copies indefinitely.

The enclosed Form 2848 should be signed by the person indicated on the form. Please return the signed Form 2848 to us in the enclosed envelope.

Sincerely yours,

Gayla Thornton, CPA  
Partner

**Return of Organization Exempt From Income Tax**

OMB No. 1545-0047

Form **990**

Under section 501(c), 527, or 4947(a)(1) of the Internal Revenue Code (except private foundations)

**2017**  
Open to Public Inspection

Department of the Treasury  
Internal Revenue Service

▶ Do not enter social security numbers on this form as it may be made public.  
▶ Go to [www.irs.gov/Form990](http://www.irs.gov/Form990) for instructions and the latest information.

**A** For the 2017 calendar year, or tax year beginning and ending

<b>B</b> Check if applicable: <input type="checkbox"/> Address change <input type="checkbox"/> Name change <input type="checkbox"/> Initial return <input type="checkbox"/> Final return/terminated <input type="checkbox"/> Amended return <input type="checkbox"/> Application pending	<b>C</b> Name of organization <b>CONCHO VALLEY COMMUNITY ACTION AGENCY</b>		<b>D</b> Employer identification number <b>75-1227772</b>
	Doing business as		<b>E</b> Telephone number <b>(325) 653-2411</b>
	Number and street (or P.O. box if mail is not delivered to street address)	Room/suite	<b>G</b> Gross receipts \$ <b>2,143,262.</b>
	P.O. BOX 671		<b>H(a)</b> Is this a group return for subordinates? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
	City or town, state or province, country, and ZIP or foreign postal code <b>SAN ANGELO, TX 76902</b>		<b>H(b)</b> Are all subordinates included? <input type="checkbox"/> Yes <input type="checkbox"/> No If "No," attach a list. (see instructions)
<b>F</b> Name and address of principal officer: <b>MARK BETHUNE</b> <b>SAME AS C ABOVE</b>		<b>H(c)</b> Group exemption number ▶	
<b>I</b> Tax-exempt status: <input checked="" type="checkbox"/> 501(c)(3) <input type="checkbox"/> 501(c) ( ) (insert no.) <input type="checkbox"/> 4947(a)(1) or <input type="checkbox"/> 527			
<b>J</b> Website: ▶ <b>WWW.CVCAA.ORG</b>			
<b>K</b> Form of organization: <input checked="" type="checkbox"/> Corporation <input type="checkbox"/> Trust <input type="checkbox"/> Association <input type="checkbox"/> Other ▶			<b>L</b> Year of formation: <b>1966</b>
<b>M</b> State of legal domicile: <b>TX</b>			

**Part I Summary**

<b>Activities &amp; Governance</b>	1 Briefly describe the organization's mission or most significant activities: <b>FIGHTING POVERTY IN OUR COMMUNITIES THROUGH PUBLIC AND PRIVATE PARTNERSHIPS.</b>		
	2 Check this box <input type="checkbox"/> if the organization discontinued its operations or disposed of more than 25% of its net assets.		
	3	Number of voting members of the governing body (Part VI, line 1a)	15
	4	Number of independent voting members of the governing body (Part VI, line 1b)	15
	5	Total number of individuals employed in calendar year 2017 (Part V, line 2a)	11
	6	Total number of volunteers (estimate if necessary)	21
	7a	Total unrelated business revenue from Part VIII, column (C), line 12	0.
7b	Net unrelated business taxable income from Form 990-T, line 34	0.	
<b>Revenue</b>	8	Contributions and grants (Part VIII, line 1h)	Prior Year: 2,238,726. Current Year: 2,142,071.
	9	Program service revenue (Part VIII, line 2g)	0. 0.
	10	Investment income (Part VIII, column (A), lines 3, 4, and 7d)	1,132. 1,191.
	11	Other revenue (Part VIII, column (A), lines 5, 6d, 8c, 9c, 10c, and 11e)	0. 0.
	12	Total revenue - add lines 8 through 11 (must equal Part VIII, column (A), line 12)	2,239,858. 2,143,262.
<b>Expenses</b>	13	Grants and similar amounts paid (Part IX, column (A), lines 1-3)	0. 0.
	14	Benefits paid to or for members (Part IX, column (A), line 4)	0. 0.
	15	Salaries, other compensation, employee benefits (Part IX, column (A), lines 5-10)	474,665. 514,101.
	16a	Professional fundraising fees (Part IX, column (A), line 11e)	0. 0.
	16b	Total fundraising expenses (Part IX, column (D), line 25)	0.
	17	Other expenses (Part IX, column (A), lines 11a-11d, 11f-24e)	1,785,084. 1,674,296.
	18	Total expenses. Add lines 13-17 (must equal Part IX, column (A), line 25)	2,259,749. 2,188,397.
19	Revenue less expenses. Subtract line 18 from line 12	-19,891. -45,135.	
<b>Net Assets or Fund Balances</b>	20	Total assets (Part X, line 16)	Beginning of Current Year: 391,824. End of Year: 324,440.
	21	Total liabilities (Part X, line 26)	106,064. 83,815.
	22	Net assets or fund balances. Subtract line 21 from line 20	285,760. 240,625.

**Part II Signature Block**

Under penalties of perjury, I declare that I have examined this return, including accompanying schedules and statements, and to the best of my knowledge and belief, it is true, correct, and complete. Declaration of preparer (other than officer) is based on all information of which preparer has any knowledge.

<b>Sign Here</b>	Signature of officer	Date			
	<b>MARK BETHUNE, EXECUTIVE DIRECTOR</b>	<b>11/27/2018</b>			
<b>Paid Preparer Use Only</b>	Print/Type preparer's name <b>GAYLA THORNTON, CPA</b>	Preparer's signature	Date	Check if self-employed <input type="checkbox"/>	PTIN <b>P01272518</b>
	Firm's name ▶ <b>ARMSTRONG, BACKUS &amp; CO., LLP</b>	Firm's EIN ▶ <b>75-1496876</b>	Phone no. <b>325-653-6854</b>		
Firm's address ▶ <b>P. O. BOX 71</b> <b>SAN ANGELO, TX 76902</b>					

May the IRS discuss this return with the preparer shown above? (see instructions)  Yes  No

Form **990**

**Return of Organization Exempt From Income Tax**

OMB No. 1545-0047

Under section 501(c), 527, or 4947(a)(1) of the Internal Revenue Code (except private foundations)

**2017**

Department of the Treasury  
Internal Revenue Service

▶ Do not enter social security numbers on this form as it may be made public.  
▶ Go to [www.irs.gov/Form990](http://www.irs.gov/Form990) for instructions and the latest information.

Open to Public Inspection

**A For the 2017 calendar year, or tax year beginning and ending**

<b>B</b> Check if applicable: <input type="checkbox"/> Address change <input type="checkbox"/> Name change <input type="checkbox"/> Initial return <input type="checkbox"/> Final return/terminated <input type="checkbox"/> Amended return <input type="checkbox"/> Application pending	<b>C</b> Name of organization <b>CONCHO VALLEY COMMUNITY ACTION AGENCY</b>		<b>D</b> Employer identification number <b>75-1227772</b>
	Doing business as		<b>E</b> Telephone number <b>(325) 653-2411</b>
	Number and street (or P.O. box if mail is not delivered to street address)	Room/suite	
	City or town, state or province, country, and ZIP or foreign postal code <b>SAN ANGELO, TX 76902</b>		<b>G</b> Gross receipts \$ <b>2,143,262.</b>
	<b>F</b> Name and address of principal officer: <b>MARK BETHUNE</b> <b>SAME AS C ABOVE</b>		<b>H(a)</b> Is this a group return for subordinates? ..... <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <b>H(b)</b> Are all subordinates included? <input type="checkbox"/> Yes <input type="checkbox"/> No If "No," attach a list. (see instructions) <b>H(c)</b> Group exemption number ▶

**I** Tax-exempt status:  501(c)(3)  501(c) ( ) ◀ (insert no.)  4947(a)(1) or  527

**J** Website: ▶ **WWW.CVCAA.ORG**

**K** Form of organization:  Corporation  Trust  Association  Other ▶ **L** Year of formation: **1966** **M** State of legal domicile: **TX**

**Part I Summary**

<b>Activities &amp; Governance</b>	<b>1</b> Briefly describe the organization's mission or most significant activities: <b>FIGHTING POVERTY IN OUR COMMUNITIES THROUGH PUBLIC AND PRIVATE PARTNERSHIPS.</b>		
	<b>2</b> Check this box <input type="checkbox"/> if the organization discontinued its operations or disposed of more than 25% of its net assets.		
	<b>3</b> Number of voting members of the governing body (Part VI, line 1a)	<b>3</b>	<b>15</b>
	<b>4</b> Number of independent voting members of the governing body (Part VI, line 1b)	<b>4</b>	<b>15</b>
	<b>5</b> Total number of individuals employed in calendar year 2017 (Part V, line 2a)	<b>5</b>	<b>11</b>
	<b>6</b> Total number of volunteers (estimate if necessary)	<b>6</b>	<b>21</b>
	<b>7 a</b> Total unrelated business revenue from Part VIII, column (C), line 12	<b>7a</b>	<b>0.</b>
<b>b</b> Net unrelated business taxable income from Form 990-T, line 34	<b>7b</b>	<b>0.</b>	
<b>Revenue</b>	<b>8</b> Contributions and grants (Part VIII, line 1h)	<b>Prior Year</b> <b>2,238,726.</b>	<b>Current Year</b> <b>2,142,071.</b>
	<b>9</b> Program service revenue (Part VIII, line 2g)	<b>0.</b>	<b>0.</b>
	<b>10</b> Investment income (Part VIII, column (A), lines 3, 4, and 7d)	<b>1,132.</b>	<b>1,191.</b>
	<b>11</b> Other revenue (Part VIII, column (A), lines 5, 6d, 8c, 9c, 10c, and 11e)	<b>0.</b>	<b>0.</b>
	<b>12</b> Total revenue - add lines 8 through 11 (must equal Part VIII, column (A), line 12)	<b>2,239,858.</b>	<b>2,143,262.</b>
	<b>Expenses</b>	<b>13</b> Grants and similar amounts paid (Part IX, column (A), lines 1-3)	<b>0.</b>
<b>14</b> Benefits paid to or for members (Part IX, column (A), line 4)		<b>0.</b>	<b>0.</b>
<b>15</b> Salaries, other compensation, employee benefits (Part IX, column (A), lines 5-10)		<b>474,665.</b>	<b>514,101.</b>
<b>16a</b> Professional fundraising fees (Part IX, column (A), line 11e)		<b>0.</b>	<b>0.</b>
<b>b</b> Total fundraising expenses (Part IX, column (D), line 25) ▶ <b>0.</b>			
<b>17</b> Other expenses (Part IX, column (A), lines 11a-11d, 11f-24e)		<b>1,785,084.</b>	<b>1,674,296.</b>
<b>18</b> Total expenses. Add lines 13-17 (must equal Part IX, column (A), line 25)	<b>2,259,749.</b>	<b>2,188,397.</b>	
<b>19</b> Revenue less expenses. Subtract line 18 from line 12	<b>-19,891.</b>	<b>-45,135.</b>	
<b>Net Assets or Fund Balances</b>	<b>20</b> Total assets (Part X, line 16)	<b>Beginning of Current Year</b> <b>391,824.</b>	<b>End of Year</b> <b>324,440.</b>
	<b>21</b> Total liabilities (Part X, line 26)	<b>106,064.</b>	<b>83,815.</b>
	<b>22</b> Net assets or fund balances. Subtract line 21 from line 20	<b>285,760.</b>	<b>240,625.</b>

**Part II Signature Block**

Under penalties of perjury, I declare that I have examined this return, including accompanying schedules and statements, and to the best of my knowledge and belief, it is true, correct, and complete. Declaration of preparer (other than officer) is based on all information of which preparer has any knowledge.

<b>Sign Here</b>	Signature of officer		Date	
	<b>MARK BETHUNE, EXECUTIVE DIRECTOR</b> Type or print name and title			
<b>Paid Preparer Use Only</b>	Print/Type preparer's name <b>GAYLA THORNTON, CPA</b>	Preparer's signature	Date	Check if self-employed <input type="checkbox"/> PTIN <b>P01272518</b>
	Firm's name ▶ <b>ARMSTRONG, BACKUS &amp; CO., LLP</b>	Firm's EIN ▶ <b>75-1496876</b>	Phone no. <b>325-653-6854</b>	
	Firm's address ▶ <b>P. O. BOX 71</b> <b>SAN ANGELO, TX 76902</b>			

May the IRS discuss this return with the preparer shown above? (see instructions)  Yes  No

Part III Statement of Program Service Accomplishments

Check if Schedule O contains a response or note to any line in this Part III [X]

1 Briefly describe the organization's mission: FIGHTING POVERTY IN OUR COMMUNITIES THROUGH PUBLIC AND PRIVATE PARTNERSHIPS.

2 Did the organization undertake any significant program services during the year which were not listed on the prior Form 990 or 990-EZ? [ ] Yes [X] No

3 Did the organization cease conducting, or make significant changes in how it conducts, any program services? [ ] Yes [X] No

4 Describe the organization's program service accomplishments for each of its three largest program services, as measured by expenses.

4a (Code: ) (Expenses \$ 280,502. including grants of \$ ) (Revenue \$ 268,011. ) COMMUNITY SERVICES: COMMUNITY SERVICES BLOCK GRANT - PROVIDES COMPREHENSIVE ASSISTANCE TO THE AGENCY. THROUGH THIS COMPREHENSIVE AGENCY ASSISTANCE, LOW-INCOME PERSONS ARE ASSISTED IN MAKING THE TRANSITION OUT OF POVERTY AND ARE EDUCATED ON SERVICES AVAILABLE TO THEM THROUGH OTHER SERVICE PROVIDERS. THIS PROGRAM SERVED 2,825 INDIVIDUALS DURING 2017.

4b (Code: ) (Expenses \$ 1,342,196. including grants of \$ ) (Revenue \$ 1,351,198. ) CRISIS INTERVENTION: CRISIS INTERVENTION SERVICES ARE PROVIDED TO CLIENTS FACING A CRITICAL PROBLEM AND WHO ARE IN NEED OF AN EMERGENCY RESPONSE. A)WTU UTILITY ASSISTANCE PROGRAM - ASSISTS QUALIFYING PERSONS WITH THE PAYMENT OF ELECTRIC UTILITY BILLS ON A MONTHLY BASIS. B) COMPREHENSIVE ENERGY ASSISTANCE PROGRAM - ASSISTS LOW-INCOME AND ELDERLY PERSONS WHO ARE EXPERIENCING ENERGY CRISES BY PROVIDING THEM WITH ASSISTANCE FOR HEATING AND COOLING EXPENSES. C) ATMOS ENERGY ASSISTANCE PROGRAM - ASSISTS QUALIFYING PERSONS WITH THE PAYMENT OF GAS BILLS ON A MONTHLY BASIS. D) KEEPING THE WARMTH PROGRAM - ASSITS LOW INCOME HOUSEHOLDS NEEDING REPAIRS OR REPLACEMENT OF GAS PIPELINES. THIS PROGRAM SERVED 3,980 INDIVIDUALS DURING 2017. E) TXU UTILITY ASSISTANCE PROGRAM - ASSITS QUALIFYING PERSONS WITH THE PAYMENT OF

4c (Code: ) (Expenses \$ 547,312. including grants of \$ ) (Revenue \$ 511,933. ) ENERGY CONSERVATION: WEATHERIZATION PROGRAMS ASSIST FAMILIES IN MAINTAINING ADEQUATE HOUSING THROUGH RETROFITTING MEASURES THAT WILL BEST CONSERVE ENERGY TO BENEFIT THE FAMILIES. A) LOW INCOME HOUSING ENERGY ASSISTANCE PROGRAM - WEATHERIZATION ASSISTANCE/ENHANCED WEATHERIZATION ASSISTANCE PROGRAM. B) DOE - WEATHERIZATION ASSISTANCE PROGRAM C)TACAA - WEATHERIZATION ASSISTANCE. THIS PROGRAM SERVED 56 HOUSEHOLDS DURING 2017.

4d Other program services (Describe in Schedule O.) (Expenses \$ including grants of \$ ) (Revenue \$ )

4e Total program service expenses 2,170,010.

**Part IV Checklist of Required Schedules**

	Yes	No
<b>1</b> Is the organization described in section 501(c)(3) or 4947(a)(1) (other than a private foundation)? <i>If "Yes," complete Schedule A</i> .....	<b>X</b>	
<b>2</b> Is the organization required to complete <i>Schedule B, Schedule of Contributors</i> ? .....	<b>X</b>	
<b>3</b> Did the organization engage in direct or indirect political campaign activities on behalf of or in opposition to candidates for public office? <i>If "Yes," complete Schedule C, Part I</i> .....		<b>X</b>
<b>4 Section 501(c)(3) organizations.</b> Did the organization engage in lobbying activities, or have a section 501(h) election in effect during the tax year? <i>If "Yes," complete Schedule C, Part II</i> .....		<b>X</b>
<b>5</b> Is the organization a section 501(c)(4), 501(c)(5), or 501(c)(6) organization that receives membership dues, assessments, or similar amounts as defined in Revenue Procedure 98-19? <i>If "Yes," complete Schedule C, Part III</i> .....		<b>X</b>
<b>6</b> Did the organization maintain any donor advised funds or any similar funds or accounts for which donors have the right to provide advice on the distribution or investment of amounts in such funds or accounts? <i>If "Yes," complete Schedule D, Part I</i> .....		<b>X</b>
<b>7</b> Did the organization receive or hold a conservation easement, including easements to preserve open space, the environment, historic land areas, or historic structures? <i>If "Yes," complete Schedule D, Part II</i> .....		<b>X</b>
<b>8</b> Did the organization maintain collections of works of art, historical treasures, or other similar assets? <i>If "Yes," complete Schedule D, Part III</i> .....		<b>X</b>
<b>9</b> Did the organization report an amount in Part X, line 21, for escrow or custodial account liability, serve as a custodian for amounts not listed in Part X; or provide credit counseling, debt management, credit repair, or debt negotiation services? <i>If "Yes," complete Schedule D, Part IV</i> .....		<b>X</b>
<b>10</b> Did the organization, directly or through a related organization, hold assets in temporarily restricted endowments, permanent endowments, or quasi-endowments? <i>If "Yes," complete Schedule D, Part V</i> .....		<b>X</b>
<b>11</b> If the organization's answer to any of the following questions is "Yes," then complete Schedule D, Parts VI, VII, VIII, IX, or X as applicable.		
<b>a</b> Did the organization report an amount for land, buildings, and equipment in Part X, line 10? <i>If "Yes," complete Schedule D, Part VI</i> .....	<b>X</b>	
<b>b</b> Did the organization report an amount for investments - other securities in Part X, line 12 that is 5% or more of its total assets reported in Part X, line 16? <i>If "Yes," complete Schedule D, Part VII</i> .....		<b>X</b>
<b>c</b> Did the organization report an amount for investments - program related in Part X, line 13 that is 5% or more of its total assets reported in Part X, line 16? <i>If "Yes," complete Schedule D, Part VIII</i> .....		<b>X</b>
<b>d</b> Did the organization report an amount for other assets in Part X, line 15 that is 5% or more of its total assets reported in Part X, line 16? <i>If "Yes," complete Schedule D, Part IX</i> .....	<b>X</b>	
<b>e</b> Did the organization report an amount for other liabilities in Part X, line 25? <i>If "Yes," complete Schedule D, Part X</i> .....	<b>X</b>	
<b>f</b> Did the organization's separate or consolidated financial statements for the tax year include a footnote that addresses the organization's liability for uncertain tax positions under FIN 48 (ASC 740)? <i>If "Yes," complete Schedule D, Part X</i> .....		<b>X</b>
<b>12a</b> Did the organization obtain separate, independent audited financial statements for the tax year? <i>If "Yes," complete Schedule D, Parts XI and XII</i> .....	<b>X</b>	
<b>b</b> Was the organization included in consolidated, independent audited financial statements for the tax year? <i>If "Yes," and if the organization answered "No" to line 12a, then completing Schedule D, Parts XI and XII is optional</i> .....		<b>X</b>
<b>13</b> Is the organization a school described in section 170(b)(1)(A)(ii)? <i>If "Yes," complete Schedule E</i> .....		<b>X</b>
<b>14a</b> Did the organization maintain an office, employees, or agents outside of the United States? .....		<b>X</b>
<b>b</b> Did the organization have aggregate revenues or expenses of more than \$10,000 from grantmaking, fundraising, business, investment, and program service activities outside the United States, or aggregate foreign investments valued at \$100,000 or more? <i>If "Yes," complete Schedule F, Parts I and IV</i> .....		<b>X</b>
<b>15</b> Did the organization report on Part IX, column (A), line 3, more than \$5,000 of grants or other assistance to or for any foreign organization? <i>If "Yes," complete Schedule F, Parts II and IV</i> .....		<b>X</b>
<b>16</b> Did the organization report on Part IX, column (A), line 3, more than \$5,000 of aggregate grants or other assistance to or for foreign individuals? <i>If "Yes," complete Schedule F, Parts III and IV</i> .....		<b>X</b>
<b>17</b> Did the organization report a total of more than \$15,000 of expenses for professional fundraising services on Part IX, column (A), lines 6 and 11e? <i>If "Yes," complete Schedule G, Part I</i> .....		<b>X</b>
<b>18</b> Did the organization report more than \$15,000 total of fundraising event gross income and contributions on Part VIII, lines 1c and 8a? <i>If "Yes," complete Schedule G, Part II</i> .....		<b>X</b>
<b>19</b> Did the organization report more than \$15,000 of gross income from gaming activities on Part VIII, line 9a? <i>If "Yes," complete Schedule G, Part III</i> .....		<b>X</b>

**Part IV Checklist of Required Schedules** (continued)

	Yes	No
<b>20a</b> Did the organization operate one or more hospital facilities? <i>If "Yes," complete Schedule H</i> .....		X
<b>b</b> If "Yes" to line 20a, did the organization attach a copy of its audited financial statements to this return? .....		
<b>21</b> Did the organization report more than \$5,000 of grants or other assistance to any domestic organization or domestic government on Part IX, column (A), line 1? <i>If "Yes," complete Schedule I, Parts I and II</i> .....		X
<b>22</b> Did the organization report more than \$5,000 of grants or other assistance to or for domestic individuals on Part IX, column (A), line 2? <i>If "Yes," complete Schedule I, Parts I and III</i> .....		X
<b>23</b> Did the organization answer "Yes" to Part VII, Section A, line 3, 4, or 5 about compensation of the organization's current and former officers, directors, trustees, key employees, and highest compensated employees? <i>If "Yes," complete Schedule J</i> .....		X
<b>24a</b> Did the organization have a tax-exempt bond issue with an outstanding principal amount of more than \$100,000 as of the last day of the year, that was issued after December 31, 2002? <i>If "Yes," answer lines 24b through 24d and complete Schedule K. If "No," go to line 25a</i> .....		X
<b>b</b> Did the organization invest any proceeds of tax-exempt bonds beyond a temporary period exception? .....		
<b>c</b> Did the organization maintain an escrow account other than a refunding escrow at any time during the year to defease any tax-exempt bonds? .....		
<b>d</b> Did the organization act as an "on behalf of" issuer for bonds outstanding at any time during the year? .....		
<b>25a</b> <b>Section 501(c)(3), 501(c)(4), and 501(c)(29) organizations.</b> Did the organization engage in an excess benefit transaction with a disqualified person during the year? <i>If "Yes," complete Schedule L, Part I</i> .....		X
<b>b</b> Is the organization aware that it engaged in an excess benefit transaction with a disqualified person in a prior year, and that the transaction has not been reported on any of the organization's prior Forms 990 or 990-EZ? <i>If "Yes," complete Schedule L, Part I</i> .....		X
<b>26</b> Did the organization report any amount on Part X, line 5, 6, or 22 for receivables from or payables to any current or former officers, directors, trustees, key employees, highest compensated employees, or disqualified persons? <i>If "Yes," complete Schedule L, Part II</i> .....		X
<b>27</b> Did the organization provide a grant or other assistance to an officer, director, trustee, key employee, substantial contributor or employee thereof, a grant selection committee member, or to a 35% controlled entity or family member of any of these persons? <i>If "Yes," complete Schedule L, Part III</i> .....		X
<b>28</b> Was the organization a party to a business transaction with one of the following parties (see Schedule L, Part IV instructions for applicable filing thresholds, conditions, and exceptions):		
<b>a</b> A current or former officer, director, trustee, or key employee? <i>If "Yes," complete Schedule L, Part IV</i> .....		X
<b>b</b> A family member of a current or former officer, director, trustee, or key employee? <i>If "Yes," complete Schedule L, Part IV</i> .....		X
<b>c</b> An entity of which a current or former officer, director, trustee, or key employee (or a family member thereof) was an officer, director, trustee, or direct or indirect owner? <i>If "Yes," complete Schedule L, Part IV</i> .....		X
<b>29</b> Did the organization receive more than \$25,000 in non-cash contributions? <i>If "Yes," complete Schedule M</i> .....		X
<b>30</b> Did the organization receive contributions of art, historical treasures, or other similar assets, or qualified conservation contributions? <i>If "Yes," complete Schedule M</i> .....		X
<b>31</b> Did the organization liquidate, terminate, or dissolve and cease operations? <i>If "Yes," complete Schedule N, Part I</i> .....		X
<b>32</b> Did the organization sell, exchange, dispose of, or transfer more than 25% of its net assets? <i>If "Yes," complete Schedule N, Part II</i> .....		X
<b>33</b> Did the organization own 100% of an entity disregarded as separate from the organization under Regulations sections 301.7701-2 and 301.7701-3? <i>If "Yes," complete Schedule R, Part I</i> .....		X
<b>34</b> Was the organization related to any tax-exempt or taxable entity? <i>If "Yes," complete Schedule R, Part II, III, or IV, and Part V, line 1</i> .....		X
<b>35a</b> Did the organization have a controlled entity within the meaning of section 512(b)(13)? .....		X
<b>b</b> If "Yes" to line 35a, did the organization receive any payment from or engage in any transaction with a controlled entity within the meaning of section 512(b)(13)? <i>If "Yes," complete Schedule R, Part V, line 2</i> .....		
<b>36</b> <b>Section 501(c)(3) organizations.</b> Did the organization make any transfers to an exempt non-charitable related organization? <i>If "Yes," complete Schedule R, Part V, line 2</i> .....		X
<b>37</b> Did the organization conduct more than 5% of its activities through an entity that is not a related organization and that is treated as a partnership for federal income tax purposes? <i>If "Yes," complete Schedule R, Part VI</i> .....		X
<b>38</b> Did the organization complete Schedule O and provide explanations in Schedule O for Part VI, lines 11b and 19? <b>Note.</b> All Form 990 filers are required to complete Schedule O .....	X	

Part V Statements Regarding Other IRS Filings and Tax Compliance

Check if Schedule O contains a response or note to any line in this Part V

Table with columns for question numbers (1a-14b), descriptions, and Yes/No checkboxes. Includes sub-questions for backup withholding, employee reporting, foreign accounts, and charitable contributions.



**Part VI Governance, Management, and Disclosure** For each "Yes" response to lines 2 through 7b below, and for a "No" response to line 8a, 8b, or 10b below, describe the circumstances, processes, or changes in Schedule O. See instructions.

Check if Schedule O contains a response or note to any line in this Part VI

**Section A. Governing Body and Management**

		Yes	No
<b>1a</b>	Enter the number of voting members of the governing body at the end of the tax year If there are material differences in voting rights among members of the governing body, or if the governing body delegated broad authority to an executive committee or similar committee, explain in Schedule O.		
<b>1b</b>	Enter the number of voting members included in line 1a, above, who are independent		
<b>2</b>	Did any officer, director, trustee, or key employee have a family relationship or a business relationship with any other officer, director, trustee, or key employee?		X
<b>3</b>	Did the organization delegate control over management duties customarily performed by or under the direct supervision of officers, directors, or trustees, or key employees to a management company or other person?		X
<b>4</b>	Did the organization make any significant changes to its governing documents since the prior Form 990 was filed?		X
<b>5</b>	Did the organization become aware during the year of a significant diversion of the organization's assets?		X
<b>6</b>	Did the organization have members or stockholders?		X
<b>7a</b>	Did the organization have members, stockholders, or other persons who had the power to elect or appoint one or more members of the governing body?		X
<b>7b</b>	Are any governance decisions of the organization reserved to (or subject to approval by) members, stockholders, or persons other than the governing body?		X
<b>8</b>	Did the organization contemporaneously document the meetings held or written actions undertaken during the year by the following:		
<b>8a</b>	The governing body?	X	
<b>8b</b>	Each committee with authority to act on behalf of the governing body?	X	
<b>9</b>	Is there any officer, director, trustee, or key employee listed in Part VII, Section A, who cannot be reached at the organization's mailing address? If "Yes," provide the names and addresses in Schedule O		X

**Section B. Policies** (This Section B requests information about policies not required by the Internal Revenue Code.)

		Yes	No
<b>10a</b>	Did the organization have local chapters, branches, or affiliates?		X
<b>10b</b>	If "Yes," did the organization have written policies and procedures governing the activities of such chapters, affiliates, and branches to ensure their operations are consistent with the organization's exempt purposes?		
<b>11a</b>	Has the organization provided a complete copy of this Form 990 to all members of its governing body before filing the form?	X	
<b>11b</b>	Describe in Schedule O the process, if any, used by the organization to review this Form 990.		
<b>12a</b>	Did the organization have a written conflict of interest policy? If "No," go to line 13	X	
<b>12b</b>	Were officers, directors, or trustees, and key employees required to disclose annually interests that could give rise to conflicts?	X	
<b>12c</b>	Did the organization regularly and consistently monitor and enforce compliance with the policy? If "Yes," describe in Schedule O how this was done	X	
<b>13</b>	Did the organization have a written whistleblower policy?	X	
<b>14</b>	Did the organization have a written document retention and destruction policy?	X	
<b>15</b>	Did the process for determining compensation of the following persons include a review and approval by independent persons, comparability data, and contemporaneous substantiation of the deliberation and decision?		
<b>15a</b>	The organization's CEO, Executive Director, or top management official		X
<b>15b</b>	Other officers or key employees of the organization		X
	If "Yes" to line 15a or 15b, describe the process in Schedule O (see instructions).		
<b>16a</b>	Did the organization invest in, contribute assets to, or participate in a joint venture or similar arrangement with a taxable entity during the year?		X
<b>16b</b>	If "Yes," did the organization follow a written policy or procedure requiring the organization to evaluate its participation in joint venture arrangements under applicable federal tax law, and take steps to safeguard the organization's exempt status with respect to such arrangements?		

**Section C. Disclosure**

- 17** List the states with which a copy of this Form 990 is required to be filed **NONE**
- 18** Section 6104 requires an organization to make its Forms 1023 (or 1024 if applicable), 990, and 990-T (Section 501(c)(3)s only) available for public inspection. Indicate how you made these available. Check all that apply.  
 Own website  Another's website  Upon request  Other (explain in Schedule O)
- 19** Describe in Schedule O whether (and if so, how) the organization made its governing documents, conflict of interest policy, and financial statements available to the public during the tax year.
- 20** State the name, address, and telephone number of the person who possesses the organization's books and records: **LYLA MARTINEZ - 325-653-2411**  
**PO BOX 671, SAN ANGELO, TX 76902**

**Part VII Compensation of Officers, Directors, Trustees, Key Employees, Highest Compensated Employees, and Independent Contractors**

Check if Schedule O contains a response or note to any line in this Part VII

**Section A. Officers, Directors, Trustees, Key Employees, and Highest Compensated Employees**

**1a** Complete this table for all persons required to be listed. Report compensation for the calendar year ending with or within the organization's tax year.

- List all of the organization's **current** officers, directors, trustees (whether individuals or organizations), regardless of amount of compensation. Enter -0- in columns (D), (E), and (F) if no compensation was paid.
- List all of the organization's **current** key employees, if any. See instructions for definition of "key employee."
- List the organization's five **current** highest compensated employees (other than an officer, director, trustee, or key employee) who received reportable compensation (Box 5 of Form W-2 and/or Box 7 of Form 1099-MISC) of more than \$100,000 from the organization and any related organizations.
- List all of the organization's **former** officers, key employees, and highest compensated employees who received more than \$100,000 of reportable compensation from the organization and any related organizations.
- List all of the organization's **former directors or trustees** that received, in the capacity as a former director or trustee of the organization, more than \$10,000 of reportable compensation from the organization and any related organizations.

List persons in the following order: individual trustees or directors; institutional trustees; officers; key employees; highest compensated employees; and former such persons.

Check this box if neither the organization nor any related organization compensated any current officer, director, or trustee.

(A) Name and Title	(B) Average hours per week (list any hours for related organizations below line)	(C) Position (do not check more than one box, unless person is both an officer and a director/trustee)						(D) Reportable compensation from the organization (W-2/1099-MISC)	(E) Reportable compensation from related organizations (W-2/1099-MISC)	(F) Estimated amount of other compensation from the organization and related organizations
		Individual trustee or director	Institutional trustee	Officer	Key employee	Highest compensated employee	Former			
(1) JEFFREY LISSON DIRECTOR	1.00	X					0.	0.	0.	
(2) LESLIE MACKIE CHAIRMAN	1.00	X		X			0.	0.	0.	
(3) VICTOR BELMAN DIRECTOR	1.00	X					0.	0.	0.	
(4) ROY BLAIR DIRECTOR	1.00	X					0.	0.	0.	
(5) RICHARD CORDES DIRECTOR	1.00	X					0.	0.	0.	
(6) BECKY TROJCAK DIRECTOR	1.00	X					0.	0.	0.	
(7) DAVID DILLARD VICE CHAIRMAN	1.00	X		X			0.	0.	0.	
(8) TIM GRIDER DIRECTOR	1.00	X					0.	0.	0.	
(9) CONNIE BOOTH DIRECTOR	1.00	X					0.	0.	0.	
(10) NOEMI SAMANIEGO DIRECTOR	1.00	X					0.	0.	0.	
(11) KAREN HUFFMAN DIRECTOR	1.00	X					0.	0.	0.	
(12) NETA WESCOTT DIRECTOR	1.00	X					0.	0.	0.	
(13) DONNA HOLDEN DIRECTOR	1.00	X					0.	0.	0.	
(14) STEVE FLOYD DIRECTOR	1.00	X					0.	0.	0.	
(15) BERNADETTE COFFEE TREASURER & SECRETARY	1.00	X		X			0.	0.	0.	
(16) MARK BETHUNE EXECUTIVE DIR.	40.00			X			72,678.	0.	11,475.	
(17) LYLA MARTINEZ CFO	40.00			X			54,953.	0.	8,772.	

**Part VII** Section A. Officers, Directors, Trustees, Key Employees, and Highest Compensated Employees (continued)

(A) Name and title	(B) Average hours per week (list any hours for related organizations below line)	(C) Position (do not check more than one box, unless person is both an officer and a director/trustee)						(D) Reportable compensation from the organization (W-2/1099-MISC)	(E) Reportable compensation from related organizations (W-2/1099-MISC)	(F) Estimated amount of other compensation from the organization and related organizations
		Individual trustee or director	Institutional trustee	Officer	Key employee	Highest compensated employee	Former			
<b>1b Sub-total</b>							127,631.	0.	20,247.	
<b>c Total from continuation sheets to Part VII, Section A</b>							0.	0.	0.	
<b>d Total (add lines 1b and 1c)</b>							127,631.	0.	20,247.	

2 Total number of individuals (including but not limited to those listed above) who received more than \$100,000 of reportable compensation from the organization **0**

	Yes	No
3 Did the organization list any <b>former</b> officer, director, or trustee, key employee, or highest compensated employee on line 1a? <i>If "Yes," complete Schedule J for such individual</i>	3	X
4 For any individual listed on line 1a, is the sum of reportable compensation and other compensation from the organization and related organizations greater than \$150,000? <i>If "Yes," complete Schedule J for such individual</i>	4	X
5 Did any person listed on line 1a receive or accrue compensation from any unrelated organization or individual for services rendered to the organization? <i>If "Yes," complete Schedule J for such person</i>	5	X

**Section B. Independent Contractors**

1 Complete this table for your five highest compensated independent contractors that received more than \$100,000 of compensation from the organization. Report compensation for the calendar year ending with or within the organization's tax year.

(A) Name and business address	(B) Description of services	(C) Compensation
FOUR J LLC 3093 W FM 2105, SAN ANGELO, TX 76901	WEATHERIZATION WORK	370,208.

2 Total number of independent contractors (including but not limited to those listed above) who received more than \$100,000 of compensation from the organization **1**

**Part VIII Statement of Revenue**

Check if Schedule O contains a response or note to any line in this Part VIII

			(A) Total revenue	(B) Related or exempt function revenue	(C) Unrelated business revenue	(D) Revenue excluded from tax under sections 512 - 514	
<b>Contributions, Gifts, Grants and Other Similar Amounts</b>	<b>1 a</b> Federated campaigns .....	<b>1a</b>					
	<b>b</b> Membership dues .....	<b>1b</b>					
	<b>c</b> Fundraising events .....	<b>1c</b>					
	<b>d</b> Related organizations .....	<b>1d</b>					
	<b>e</b> Government grants (contributions)	<b>1e</b>	2,006,042.				
	<b>f</b> All other contributions, gifts, grants, and similar amounts not included above .....	<b>1f</b>	136,029.				
	<b>g</b> Noncash contributions included in lines 1a-1f: \$						
	<b>h Total.</b> Add lines 1a-1f .....		2,142,071.				
<b>Program Service Revenue</b>	<b>2 a</b> _____	<b>Business Code</b>					
	<b>b</b> _____						
	<b>c</b> _____						
	<b>d</b> _____						
	<b>e</b> _____						
	<b>f</b> All other program service revenue .....						
	<b>g Total.</b> Add lines 2a-2f .....						
<b>Other Revenue</b>	<b>3</b> Investment income (including dividends, interest, and other similar amounts) .....		1,191.			1,191.	
	<b>4</b> Income from investment of tax-exempt bond proceeds .....						
	<b>5</b> Royalties .....						
	<b>6 a</b> Gross rents .....	(i) Real	(ii) Personal				
		<b>b</b> Less: rental expenses .....					
		<b>c</b> Rental income or (loss) .....					
		<b>d</b> Net rental income or (loss) .....					
	<b>7 a</b> Gross amount from sales of assets other than inventory .....	(i) Securities	(ii) Other				
		<b>b</b> Less: cost or other basis and sales expenses .....					
		<b>c</b> Gain or (loss) .....					
		<b>d</b> Net gain or (loss) .....					
	<b>8 a</b> Gross income from fundraising events (not including \$ _____ of contributions reported on line 1c). See Part IV, line 18 .....	<b>a</b>					
		<b>b</b> Less: direct expenses .....	<b>b</b>				
		<b>c</b> Net income or (loss) from fundraising events .....					
	<b>9 a</b> Gross income from gaming activities. See Part IV, line 19 .....	<b>a</b>					
<b>b</b> Less: direct expenses .....		<b>b</b>					
<b>c</b> Net income or (loss) from gaming activities .....							
<b>10 a</b> Gross sales of inventory, less returns and allowances .....	<b>a</b>						
	<b>b</b> Less: cost of goods sold .....	<b>b</b>					
	<b>c</b> Net income or (loss) from sales of inventory .....						
<b>Miscellaneous Revenue</b>		<b>Business Code</b>					
<b>11 a</b> _____							
	<b>b</b> _____						
	<b>c</b> _____						
	<b>d</b> All other revenue .....						
	<b>e Total.</b> Add lines 11a-11d .....						
<b>12 Total revenue.</b> See instructions. ....			2,143,262.	0.	0.	1,191.	

**Part IX Statement of Functional Expenses**

Section 501(c)(3) and 501(c)(4) organizations must complete all columns. All other organizations must complete column (A).

Check if Schedule O contains a response or note to any line in this Part IX

Do not include amounts reported on lines 6b, 7b, 8b, 9b, and 10b of Part VIII.	(A) Total expenses	(B) Program service expenses	(C) Management and general expenses	(D) Fundraising expenses
1 Grants and other assistance to domestic organizations and domestic governments. See Part IV, line 21 ...				
2 Grants and other assistance to domestic individuals. See Part IV, line 22 .....				
3 Grants and other assistance to foreign organizations, foreign governments, and foreign individuals. See Part IV, lines 15 and 16 .....				
4 Benefits paid to or for members .....				
5 Compensation of current officers, directors, trustees, and key employees .....	147,877.	147,877.		
6 Compensation not included above, to disqualified persons (as defined under section 4958(f)(1)) and persons described in section 4958(c)(3)(B) .....				
7 Other salaries and wages .....	274,098.	263,227.	10,871.	
8 Pension plan accruals and contributions (include section 401(k) and 403(b) employer contributions)	18,942.	18,942.		
9 Other employee benefits .....	41,679.	41,337.	342.	
10 Payroll taxes .....	31,505.	31,505.		
11 Fees for services (non-employees):				
a Management .....				
b Legal .....				
c Accounting .....	12,252.	12,252.		
d Lobbying .....				
e Professional fundraising services. See Part IV, line 17				
f Investment management fees .....				
g Other. (If line 11g amount exceeds 10% of line 25, column (A) amount, list line 11g expenses on Sch O.)				
12 Advertising and promotion .....	18,337.	18,337.		
13 Office expenses .....	45,179.	38,005.	7,174.	
14 Information technology .....				
15 Royalties .....				
16 Occupancy .....	33,454.	33,454.		
17 Travel .....	27,845.	27,845.		
18 Payments of travel or entertainment expenses for any federal, state, or local public officials				
19 Conferences, conventions, and meetings .....				
20 Interest .....				
21 Payments to affiliates .....				
22 Depreciation, depletion, and amortization .....				
23 Insurance .....	19,423.	19,423.		
24 Other expenses. Itemize expenses not covered above. (List miscellaneous expenses in line 24e. If line 24e amount exceeds 10% of line 25, column (A) amount, list line 24e expenses on Schedule O.)				
a <b>CLIENT SERVICES</b>	1,492,273.	1,492,273.		
b <b>TRAINING</b>	20,461.	20,461.		
c <b>AUTO EXPENSE</b>	3,783.	3,783.		
d <b>RETIREMENT ADMINISTRATI</b>	1,289.	1,289.		
e All other expenses _____				
<b>25 Total functional expenses.</b> Add lines 1 through 24e	2,188,397.	2,170,010.	18,387.	0.
<b>26 Joint costs.</b> Complete this line only if the organization reported in column (B) joint costs from a combined educational campaign and fundraising solicitation.				

Check here  if following SOP 98-2 (ASC 958-720)

**Part X Balance Sheet**

Check if Schedule O contains a response or note to any line in this Part X

		(A) Beginning of year		(B) End of year
<b>Assets</b>	<b>1</b> Cash - non-interest-bearing .....	84,540.	<b>1</b>	116,017.
	<b>2</b> Savings and temporary cash investments .....		<b>2</b>	
	<b>3</b> Pledges and grants receivable, net .....	188,775.	<b>3</b>	88,749.
	<b>4</b> Accounts receivable, net .....		<b>4</b>	
	<b>5</b> Loans and other receivables from current and former officers, directors, trustees, key employees, and highest compensated employees. Complete Part II of Schedule L .....		<b>5</b>	
	<b>6</b> Loans and other receivables from other disqualified persons (as defined under section 4958(f)(1)), persons described in section 4958(c)(3)(B), and contributing employers and sponsoring organizations of section 501(c)(9) voluntary employees' beneficiary organizations (see instr). Complete Part II of Sch L .....		<b>6</b>	
	<b>7</b> Notes and loans receivable, net .....		<b>7</b>	
	<b>8</b> Inventories for sale or use .....		<b>8</b>	
	<b>9</b> Prepaid expenses and deferred charges .....	2,500.	<b>9</b>	2,500.
	<b>10a</b> Land, buildings, and equipment: cost or other basis. Complete Part VI of Schedule D .....	<b>10a</b> 116,496.		
	<b>b</b> Less: accumulated depreciation .....	<b>10b</b> 116,496.	<b>10c</b> 0.	0.
	<b>11</b> Investments - publicly traded securities .....		<b>11</b>	
	<b>12</b> Investments - other securities. See Part IV, line 11 .....		<b>12</b>	
	<b>13</b> Investments - program-related. See Part IV, line 11 .....		<b>13</b>	
	<b>14</b> Intangible assets .....		<b>14</b>	
	<b>15</b> Other assets. See Part IV, line 11 .....	116,009.	<b>15</b>	117,174.
<b>16 Total assets.</b> Add lines 1 through 15 (must equal line 34) .....	391,824.	<b>16</b>	324,440.	
<b>Liabilities</b>	<b>17</b> Accounts payable and accrued expenses .....	96,407.	<b>17</b>	67,933.
	<b>18</b> Grants payable .....		<b>18</b>	
	<b>19</b> Deferred revenue .....		<b>19</b>	
	<b>20</b> Tax-exempt bond liabilities .....		<b>20</b>	
	<b>21</b> Escrow or custodial account liability. Complete Part IV of Schedule D .....		<b>21</b>	
	<b>22</b> Loans and other payables to current and former officers, directors, trustees, key employees, highest compensated employees, and disqualified persons. Complete Part II of Schedule L .....		<b>22</b>	
	<b>23</b> Secured mortgages and notes payable to unrelated third parties .....		<b>23</b>	
	<b>24</b> Unsecured notes and loans payable to unrelated third parties .....		<b>24</b>	
	<b>25</b> Other liabilities (including federal income tax, payables to related third parties, and other liabilities not included on lines 17-24). Complete Part X of Schedule D .....	9,657.	<b>25</b>	15,882.
	<b>26 Total liabilities.</b> Add lines 17 through 25 .....	106,064.	<b>26</b>	83,815.
<b>Net Assets or Fund Balances</b>	<b>Organizations that follow SFAS 117 (ASC 958), check here <input checked="" type="checkbox"/> and complete lines 27 through 29, and lines 33 and 34.</b>			
	<b>27</b> Unrestricted net assets .....	285,760.	<b>27</b>	240,625.
	<b>28</b> Temporarily restricted net assets .....		<b>28</b>	
	<b>29</b> Permanently restricted net assets .....		<b>29</b>	
	<b>Organizations that do not follow SFAS 117 (ASC 958), check here <input type="checkbox"/> and complete lines 30 through 34.</b>			
	<b>30</b> Capital stock or trust principal, or current funds .....		<b>30</b>	
	<b>31</b> Paid-in or capital surplus, or land, building, or equipment fund .....		<b>31</b>	
	<b>32</b> Retained earnings, endowment, accumulated income, or other funds .....		<b>32</b>	
<b>33</b> Total net assets or fund balances .....	285,760.	<b>33</b>	240,625.	
<b>34</b> Total liabilities and net assets/fund balances .....	391,824.	<b>34</b>	324,440.	

**Part XI Reconciliation of Net Assets**

Check if Schedule O contains a response or note to any line in this Part XI

<b>1</b>	Total revenue (must equal Part VIII, column (A), line 12)	<b>1</b>	2,143,262.
<b>2</b>	Total expenses (must equal Part IX, column (A), line 25)	<b>2</b>	2,188,397.
<b>3</b>	Revenue less expenses. Subtract line 2 from line 1	<b>3</b>	-45,135.
<b>4</b>	Net assets or fund balances at beginning of year (must equal Part X, line 33, column (A))	<b>4</b>	285,760.
<b>5</b>	Net unrealized gains (losses) on investments	<b>5</b>	
<b>6</b>	Donated services and use of facilities	<b>6</b>	
<b>7</b>	Investment expenses	<b>7</b>	
<b>8</b>	Prior period adjustments	<b>8</b>	
<b>9</b>	Other changes in net assets or fund balances (explain in Schedule O)	<b>9</b>	0.
<b>10</b>	Net assets or fund balances at end of year. Combine lines 3 through 9 (must equal Part X, line 33, column (B))	<b>10</b>	240,625.

**Part XII Financial Statements and Reporting**

Check if Schedule O contains a response or note to any line in this Part XII

- 1** Accounting method used to prepare the Form 990:  Cash  Accrual  Other \_\_\_\_\_  
If the organization changed its method of accounting from a prior year or checked "Other," explain in Schedule O.
- 2a** Were the organization's financial statements compiled or reviewed by an independent accountant? \_\_\_\_\_  
If "Yes," check a box below to indicate whether the financial statements for the year were compiled or reviewed on a separate basis, consolidated basis, or both:  
 Separate basis  Consolidated basis  Both consolidated and separate basis
- b** Were the organization's financial statements audited by an independent accountant? \_\_\_\_\_  
If "Yes," check a box below to indicate whether the financial statements for the year were audited on a separate basis, consolidated basis, or both:  
 Separate basis  Consolidated basis  Both consolidated and separate basis
- c** If "Yes" to line 2a or 2b, does the organization have a committee that assumes responsibility for oversight of the audit, review, or compilation of its financial statements and selection of an independent accountant? \_\_\_\_\_  
If the organization changed either its oversight process or selection process during the tax year, explain in Schedule O.
- 3a** As a result of a federal award, was the organization required to undergo an audit or audits as set forth in the Single Audit Act and OMB Circular A-133? \_\_\_\_\_
- b** If "Yes," did the organization undergo the required audit or audits? If the organization did not undergo the required audit or audits, explain why in Schedule O and describe any steps taken to undergo such audits \_\_\_\_\_

	Yes	No
<b>2a</b>		X
<b>2b</b>	X	
<b>2c</b>		X
<b>3a</b>	X	
<b>3b</b>	X	

**SCHEDULE A**  
**(Form 990 or 990-EZ)**

Department of the Treasury  
Internal Revenue Service

**Public Charity Status and Public Support**

Complete if the organization is a section 501(c)(3) organization or a section 4947(a)(1) nonexempt charitable trust.  
▶ Attach to Form 990 or Form 990-EZ.  
▶ Go to [www.irs.gov/Form990](http://www.irs.gov/Form990) for instructions and the latest information.

OMB No. 1545-0047

**2017**

Open to Public Inspection

Name of the organization **CONCHO VALLEY COMMUNITY ACTION AGENCY** Employer identification number **75-1227772**

**Part I Reason for Public Charity Status** (All organizations must complete this part.) See instructions.

The organization is not a private foundation because it is: (For lines 1 through 12, check only one box.)

- 1  A church, convention of churches, or association of churches described in **section 170(b)(1)(A)(i).**
- 2  A school described in **section 170(b)(1)(A)(ii).** (Attach Schedule E (Form 990 or 990-EZ).)
- 3  A hospital or a cooperative hospital service organization described in **section 170(b)(1)(A)(iii).**
- 4  A medical research organization operated in conjunction with a hospital described in **section 170(b)(1)(A)(iii).** Enter the hospital's name, city, and state: \_\_\_\_\_
- 5  An organization operated for the benefit of a college or university owned or operated by a governmental unit described in **section 170(b)(1)(A)(iv).** (Complete Part II.)
- 6  A federal, state, or local government or governmental unit described in **section 170(b)(1)(A)(v).**
- 7  An organization that normally receives a substantial part of its support from a governmental unit or from the general public described in **section 170(b)(1)(A)(vi).** (Complete Part II.)
- 8  A community trust described in **section 170(b)(1)(A)(vi).** (Complete Part II.)
- 9  An agricultural research organization described in **section 170(b)(1)(A)(ix)** operated in conjunction with a land-grant college or university or a non-land-grant college of agriculture (see instructions). Enter the name, city, and state of the college or university: \_\_\_\_\_
- 10  An organization that normally receives: (1) more than 33 1/3% of its support from contributions, membership fees, and gross receipts from activities related to its exempt functions - subject to certain exceptions, and (2) no more than 33 1/3% of its support from gross investment income and unrelated business taxable income (less section 511 tax) from businesses acquired by the organization after June 30, 1975. See **section 509(a)(2).** (Complete Part III.)
- 11  An organization organized and operated exclusively to test for public safety. See **section 509(a)(4).**
- 12  An organization organized and operated exclusively for the benefit of, to perform the functions of, or to carry out the purposes of one or more publicly supported organizations described in **section 509(a)(1)** or **section 509(a)(2).** See **section 509(a)(3).** Check the box in lines 12a through 12d that describes the type of supporting organization and complete lines 12e, 12f, and 12g.
  - a  **Type I.** A supporting organization operated, supervised, or controlled by its supported organization(s), typically by giving the supported organization(s) the power to regularly appoint or elect a majority of the directors or trustees of the supporting organization. **You must complete Part IV, Sections A and B.**
  - b  **Type II.** A supporting organization supervised or controlled in connection with its supported organization(s), by having control or management of the supporting organization vested in the same persons that control or manage the supported organization(s). **You must complete Part IV, Sections A and C.**
  - c  **Type III functionally integrated.** A supporting organization operated in connection with, and functionally integrated with, its supported organization(s) (see instructions). **You must complete Part IV, Sections A, D, and E.**
  - d  **Type III non-functionally integrated.** A supporting organization operated in connection with its supported organization(s) that is not functionally integrated. The organization generally must satisfy a distribution requirement and an attentiveness requirement (see instructions). **You must complete Part IV, Sections A and D, and Part V.**
  - e  Check this box if the organization received a written determination from the IRS that it is a Type I, Type II, Type III functionally integrated, or Type III non-functionally integrated supporting organization.
  - f Enter the number of supported organizations .....
- g Provide the following information about the supported organization(s).

(i) Name of supported organization	(ii) EIN	(iii) Type of organization (described on lines 1-10 above (see instructions))	(iv) Is the organization listed in your governing document?		(v) Amount of monetary support (see instructions)	(vi) Amount of other support (see instructions)
			Yes	No		
<b>Total</b>						



**Part II Support Schedule for Organizations Described in Sections 170(b)(1)(A)(iv) and 170(b)(1)(A)(vi)**

(Complete only if you checked the box on line 5, 7, or 8 of Part I or if the organization failed to qualify under Part III. If the organization fails to qualify under the tests listed below, please complete Part III.)

**Section A. Public Support**

Calendar year (or fiscal year beginning in) ►	(a) 2013	(b) 2014	(c) 2015	(d) 2016	(e) 2017	(f) Total
<b>1</b> Gifts, grants, contributions, and membership fees received. (Do not include any "unusual grants.") .....	3059156.	2705572.	2240740.	2238726.	2142071.	12386265.
<b>2</b> Tax revenues levied for the organization's benefit and either paid to or expended on its behalf .....						
<b>3</b> The value of services or facilities furnished by a governmental unit to the organization without charge .....						
<b>4 Total.</b> Add lines 1 through 3 .....	3059156.	2705572.	2240740.	2238726.	2142071.	12386265.
<b>5</b> The portion of total contributions by each person (other than a governmental unit or publicly supported organization) included on line 1 that exceeds 2% of the amount shown on line 11, column (f) .....						
<b>6 Public support.</b> Subtract line 5 from line 4.						12386265.

**Section B. Total Support**

Calendar year (or fiscal year beginning in) ►	(a) 2013	(b) 2014	(c) 2015	(d) 2016	(e) 2017	(f) Total
<b>7</b> Amounts from line 4 .....	3059156.	2705572.	2240740.	2238726.	2142071.	12386265.
<b>8</b> Gross income from interest, dividends, payments received on securities loans, rents, royalties, and income from similar sources .....	1,984.	1,132.	1,146.	1,132.	1,191.	6,585.
<b>9</b> Net income from unrelated business activities, whether or not the business is regularly carried on .....						
<b>10</b> Other income. Do not include gain or loss from the sale of capital assets (Explain in Part VI.) .....						
<b>11 Total support.</b> Add lines 7 through 10						12392850.
<b>12</b> Gross receipts from related activities, etc. (see instructions) .....					12	

**13 First five years.** If the Form 990 is for the organization's first, second, third, fourth, or fifth tax year as a section 501(c)(3) organization, check this box and **stop here**

**Section C. Computation of Public Support Percentage**

<b>14</b> Public support percentage for 2017 (line 6, column (f) divided by line 11, column (f)) .....	<b>14</b>	99.95 %
<b>15</b> Public support percentage from 2016 Schedule A, Part II, line 14 .....	<b>15</b>	99.93 %

**16a 33 1/3% support test - 2017.** If the organization did not check the box on line 13, and line 14 is 33 1/3% or more, check this box and **stop here.** The organization qualifies as a publicly supported organization

**b 33 1/3% support test - 2016.** If the organization did not check a box on line 13 or 16a, and line 15 is 33 1/3% or more, check this box and **stop here.** The organization qualifies as a publicly supported organization

**17a 10% -facts-and-circumstances test - 2017.** If the organization did not check a box on line 13, 16a, or 16b, and line 14 is 10% or more, and if the organization meets the "facts-and-circumstances" test, check this box and **stop here.** Explain in Part VI how the organization meets the "facts-and-circumstances" test. The organization qualifies as a publicly supported organization

**b 10% -facts-and-circumstances test - 2016.** If the organization did not check a box on line 13, 16a, 16b, or 17a, and line 15 is 10% or more, and if the organization meets the "facts-and-circumstances" test, check this box and **stop here.** Explain in Part VI how the organization meets the "facts-and-circumstances" test. The organization qualifies as a publicly supported organization

**18 Private foundation.** If the organization did not check a box on line 13, 16a, 16b, 17a, or 17b, check this box and see instructions

**Part III Support Schedule for Organizations Described in Section 509(a)(2)**

(Complete only if you checked the box on line 10 of Part I or if the organization failed to qualify under Part II. If the organization fails to qualify under the tests listed below, please complete Part II.)

**Section A. Public Support**

Calendar year (or fiscal year beginning in) ►	(a) 2013	(b) 2014	(c) 2015	(d) 2016	(e) 2017	(f) Total
<b>1</b> Gifts, grants, contributions, and membership fees received. (Do not include any "unusual grants.") .....						
<b>2</b> Gross receipts from admissions, merchandise sold or services performed, or facilities furnished in any activity that is related to the organization's tax-exempt purpose .....						
<b>3</b> Gross receipts from activities that are not an unrelated trade or business under section 513 .....						
<b>4</b> Tax revenues levied for the organization's benefit and either paid to or expended on its behalf .....						
<b>5</b> The value of services or facilities furnished by a governmental unit to the organization without charge .....						
<b>6 Total.</b> Add lines 1 through 5 .....						
<b>7a</b> Amounts included on lines 1, 2, and 3 received from disqualified persons .....						
<b>b</b> Amounts included on lines 2 and 3 received from other than disqualified persons that exceed the greater of \$5,000 or 1% of the amount on line 13 for the year .....						
<b>c</b> Add lines 7a and 7b .....						
<b>8 Public support.</b> (Subtract line 7c from line 6.)						

**Section B. Total Support**

Calendar year (or fiscal year beginning in) ►	(a) 2013	(b) 2014	(c) 2015	(d) 2016	(e) 2017	(f) Total
<b>9</b> Amounts from line 6 .....						
<b>10a</b> Gross income from interest, dividends, payments received on securities loans, rents, royalties, and income from similar sources .....						
<b>b</b> Unrelated business taxable income (less section 511 taxes) from businesses acquired after June 30, 1975 .....						
<b>c</b> Add lines 10a and 10b .....						
<b>11</b> Net income from unrelated business activities not included in line 10b, whether or not the business is regularly carried on .....						
<b>12</b> Other income. Do not include gain or loss from the sale of capital assets (Explain in Part VI.) .....						
<b>13 Total support.</b> (Add lines 9, 10c, 11, and 12.)						

**14 First five years.** If the Form 990 is for the organization's first, second, third, fourth, or fifth tax year as a section 501(c)(3) organization, check this box and **stop here** ..... ►

**Section C. Computation of Public Support Percentage**

<b>15</b> Public support percentage for 2017 (line 8, column (f) divided by line 13, column (f)) .....	<b>15</b>	%
<b>16</b> Public support percentage from 2016 Schedule A, Part III, line 15 .....	<b>16</b>	%

**Section D. Computation of Investment Income Percentage**

<b>17</b> Investment income percentage for 2017 (line 10c, column (f) divided by line 13, column (f)) .....	<b>17</b>	%
<b>18</b> Investment income percentage from 2016 Schedule A, Part III, line 17 .....	<b>18</b>	%

**19a 33 1/3% support tests - 2017.** If the organization did not check the box on line 14, and line 15 is more than 33 1/3%, and line 17 is not more than 33 1/3%, check this box and **stop here**. The organization qualifies as a publicly supported organization ..... ►

**b 33 1/3% support tests - 2016.** If the organization did not check a box on line 14 or line 19a, and line 16 is more than 33 1/3%, and line 18 is not more than 33 1/3%, check this box and **stop here**. The organization qualifies as a publicly supported organization ..... ►

**20 Private foundation.** If the organization did not check a box on line 14, 19a, or 19b, check this box and see instructions ..... ►

**Part IV Supporting Organizations**

(Complete only if you checked a box in line 12 on Part I. If you checked 12a of Part I, complete Sections A and B. If you checked 12b of Part I, complete Sections A and C. If you checked 12c of Part I, complete Sections A, D, and E. If you checked 12d of Part I, complete Sections A and D, and complete Part V.)

**Section A. All Supporting Organizations**

	Yes	No
<b>1</b> Are all of the organization's supported organizations listed by name in the organization's governing documents? <i>If "No," describe in Part VI how the supported organizations are designated. If designated by class or purpose, describe the designation. If historic and continuing relationship, explain.</i>		
<b>2</b> Did the organization have any supported organization that does not have an IRS determination of status under section 509(a)(1) or (2)? <i>If "Yes," explain in Part VI how the organization determined that the supported organization was described in section 509(a)(1) or (2).</i>		
<b>3a</b> Did the organization have a supported organization described in section 501(c)(4), (5), or (6)? <i>If "Yes," answer (b) and (c) below.</i>		
<b>b</b> Did the organization confirm that each supported organization qualified under section 501(c)(4), (5), or (6) and satisfied the public support tests under section 509(a)(2)? <i>If "Yes," describe in Part VI when and how the organization made the determination.</i>		
<b>c</b> Did the organization ensure that all support to such organizations was used exclusively for section 170(c)(2)(B) purposes? <i>If "Yes," explain in Part VI what controls the organization put in place to ensure such use.</i>		
<b>4a</b> Was any supported organization not organized in the United States ("foreign supported organization")? <i>If "Yes," and if you checked 12a or 12b in Part I, answer (b) and (c) below.</i>		
<b>b</b> Did the organization have ultimate control and discretion in deciding whether to make grants to the foreign supported organization? <i>If "Yes," describe in Part VI how the organization had such control and discretion despite being controlled or supervised by or in connection with its supported organizations.</i>		
<b>c</b> Did the organization support any foreign supported organization that does not have an IRS determination under sections 501(c)(3) and 509(a)(1) or (2)? <i>If "Yes," explain in Part VI what controls the organization used to ensure that all support to the foreign supported organization was used exclusively for section 170(c)(2)(B) purposes.</i>		
<b>5a</b> Did the organization add, substitute, or remove any supported organizations during the tax year? <i>If "Yes," answer (b) and (c) below (if applicable). Also, provide detail in Part VI, including (i) the names and EIN numbers of the supported organizations added, substituted, or removed; (ii) the reasons for each such action; (iii) the authority under the organization's organizing document authorizing such action; and (iv) how the action was accomplished (such as by amendment to the organizing document).</i>		
<b>b Type I or Type II only.</b> Was any added or substituted supported organization part of a class already designated in the organization's organizing document?		
<b>c Substitutions only.</b> Was the substitution the result of an event beyond the organization's control?		
<b>6</b> Did the organization provide support (whether in the form of grants or the provision of services or facilities) to anyone other than (i) its supported organizations, (ii) individuals that are part of the charitable class benefited by one or more of its supported organizations, or (iii) other supporting organizations that also support or benefit one or more of the filing organization's supported organizations? <i>If "Yes," provide detail in Part VI.</i>		
<b>7</b> Did the organization provide a grant, loan, compensation, or other similar payment to a substantial contributor (defined in section 4958(c)(3)(C)), a family member of a substantial contributor, or a 35% controlled entity with regard to a substantial contributor? <i>If "Yes," complete Part I of Schedule L (Form 990 or 990-EZ).</i>		
<b>8</b> Did the organization make a loan to a disqualified person (as defined in section 4958) not described in line 7? <i>If "Yes," complete Part I of Schedule L (Form 990 or 990-EZ).</i>		
<b>9a</b> Was the organization controlled directly or indirectly at any time during the tax year by one or more disqualified persons as defined in section 4946 (other than foundation managers and organizations described in section 509(a)(1) or (2))? <i>If "Yes," provide detail in Part VI.</i>		
<b>b</b> Did one or more disqualified persons (as defined in line 9a) hold a controlling interest in any entity in which the supporting organization had an interest? <i>If "Yes," provide detail in Part VI.</i>		
<b>c</b> Did a disqualified person (as defined in line 9a) have an ownership interest in, or derive any personal benefit from, assets in which the supporting organization also had an interest? <i>If "Yes," provide detail in Part VI.</i>		
<b>10a</b> Was the organization subject to the excess business holdings rules of section 4943 because of section 4943(f) (regarding certain Type II supporting organizations, and all Type III non-functionally integrated supporting organizations)? <i>If "Yes," answer 10b below.</i>		
<b>b</b> Did the organization have any excess business holdings in the tax year? <i>(Use Schedule C, Form 4720, to determine whether the organization had excess business holdings.)</i>		

**Part IV Supporting Organizations** (continued)

	Yes	No
<b>11</b> Has the organization accepted a gift or contribution from any of the following persons?		
<b>a</b> A person who directly or indirectly controls, either alone or together with persons described in (b) and (c) below, the governing body of a supported organization?		
<b>b</b> A family member of a person described in (a) above?		
<b>c</b> A 35% controlled entity of a person described in (a) or (b) above? <i>If "Yes" to a, b, or c, provide detail in Part VI.</i>		

**Section B. Type I Supporting Organizations**

	Yes	No
<b>1</b> Did the directors, trustees, or membership of one or more supported organizations have the power to regularly appoint or elect at least a majority of the organization's directors or trustees at all times during the tax year? <i>If "No," describe in Part VI how the supported organization(s) effectively operated, supervised, or controlled the organization's activities. If the organization had more than one supported organization, describe how the powers to appoint and/or remove directors or trustees were allocated among the supported organizations and what conditions or restrictions, if any, applied to such powers during the tax year.</i>		
<b>2</b> Did the organization operate for the benefit of any supported organization other than the supported organization(s) that operated, supervised, or controlled the supporting organization? <i>If "Yes," explain in Part VI how providing such benefit carried out the purposes of the supported organization(s) that operated, supervised, or controlled the supporting organization.</i>		

**Section C. Type II Supporting Organizations**

	Yes	No
<b>1</b> Were a majority of the organization's directors or trustees during the tax year also a majority of the directors or trustees of each of the organization's supported organization(s)? <i>If "No," describe in Part VI how control or management of the supporting organization was vested in the same persons that controlled or managed the supported organization(s).</i>		

**Section D. All Type III Supporting Organizations**

	Yes	No
<b>1</b> Did the organization provide to each of its supported organizations, by the last day of the fifth month of the organization's tax year, (i) a written notice describing the type and amount of support provided during the prior tax year, (ii) a copy of the Form 990 that was most recently filed as of the date of notification, and (iii) copies of the organization's governing documents in effect on the date of notification, to the extent not previously provided?		
<b>2</b> Were any of the organization's officers, directors, or trustees either (i) appointed or elected by the supported organization(s) or (ii) serving on the governing body of a supported organization? <i>If "No," explain in Part VI how the organization maintained a close and continuous working relationship with the supported organization(s).</i>		
<b>3</b> By reason of the relationship described in (2), did the organization's supported organizations have a significant voice in the organization's investment policies and in directing the use of the organization's income or assets at all times during the tax year? <i>If "Yes," describe in Part VI the role the organization's supported organizations played in this regard.</i>		

**Section E. Type III Functionally Integrated Supporting Organizations**

<b>1</b> Check the box next to the method that the organization used to satisfy the Integral Part Test during the year (see instructions).		
<b>a</b> <input type="checkbox"/> The organization satisfied the Activities Test. Complete line 2 below.		
<b>b</b> <input type="checkbox"/> The organization is the parent of each of its supported organizations. Complete line 3 below.		
<b>c</b> <input type="checkbox"/> The organization supported a governmental entity. Describe in Part VI how you supported a government entity (see instructions).		
<b>2</b> Activities Test. Answer (a) and (b) below.		
<b>a</b> Did substantially all of the organization's activities during the tax year directly further the exempt purposes of the supported organization(s) to which the organization was responsive? <i>If "Yes," then in Part VI identify those supported organizations and explain how these activities directly furthered their exempt purposes, how the organization was responsive to those supported organizations, and how the organization determined that these activities constituted substantially all of its activities.</i>		
<b>b</b> Did the activities described in (a) constitute activities that, but for the organization's involvement, one or more of the organization's supported organization(s) would have been engaged in? <i>If "Yes," explain in Part VI the reasons for the organization's position that its supported organization(s) would have engaged in these activities but for the organization's involvement.</i>		
<b>3</b> Parent of Supported Organizations. Answer (a) and (b) below.		
<b>a</b> Did the organization have the power to regularly appoint or elect a majority of the officers, directors, or trustees of each of the supported organizations? <i>Provide details in Part VI.</i>		
<b>b</b> Did the organization exercise a substantial degree of direction over the policies, programs, and activities of each of its supported organizations? <i>If "Yes," describe in Part VI the role played by the organization in this regard.</i>		

**Part V Type III Non-Functionally Integrated 509(a)(3) Supporting Organizations**

1  Check here if the organization satisfied the Integral Part Test as a qualifying trust on Nov. 20, 1970 (explain in Part VI.) **See instructions.** All other Type III non-functionally integrated supporting organizations must complete Sections A through E.

<b>Section A - Adjusted Net Income</b>		(A) Prior Year	(B) Current Year (optional)
1	Net short-term capital gain	1	
2	Recoveries of prior-year distributions	2	
3	Other gross income (see instructions)	3	
4	Add lines 1 through 3	4	
5	Depreciation and depletion	5	
6	Portion of operating expenses paid or incurred for production or collection of gross income or for management, conservation, or maintenance of property held for production of income (see instructions)	6	
7	Other expenses (see instructions)	7	
8	<b>Adjusted Net Income</b> (subtract lines 5, 6, and 7 from line 4)	8	

<b>Section B - Minimum Asset Amount</b>		(A) Prior Year	(B) Current Year (optional)
1	Aggregate fair market value of all non-exempt-use assets (see instructions for short tax year or assets held for part of year):		
a	Average monthly value of securities	1a	
b	Average monthly cash balances	1b	
c	Fair market value of other non-exempt-use assets	1c	
d	<b>Total</b> (add lines 1a, 1b, and 1c)	1d	
e	<b>Discount</b> claimed for blockage or other factors (explain in detail in <b>Part VI</b> ):		
2	Acquisition indebtedness applicable to non-exempt-use assets	2	
3	Subtract line 2 from line 1d	3	
4	Cash deemed held for exempt use. Enter 1-1/2% of line 3 (for greater amount, see instructions)	4	
5	Net value of non-exempt-use assets (subtract line 4 from line 3)	5	
6	Multiply line 5 by .035	6	
7	Recoveries of prior-year distributions	7	
8	<b>Minimum Asset Amount</b> (add line 7 to line 6)	8	

<b>Section C - Distributable Amount</b>		(A) Prior Year	Current Year
1	Adjusted net income for prior year (from Section A, line 8, Column A)	1	
2	Enter 85% of line 1	2	
3	Minimum asset amount for prior year (from Section B, line 8, Column A)	3	
4	Enter greater of line 2 or line 3	4	
5	Income tax imposed in prior year	5	
6	<b>Distributable Amount.</b> Subtract line 5 from line 4, unless subject to emergency temporary reduction (see instructions)	6	
7	<input type="checkbox"/> Check here if the current year is the organization's first as a non-functionally integrated Type III supporting organization (see instructions).		

**Part V Type III Non-Functionally Integrated 509(a)(3) Supporting Organizations** (continued)

Section D - Distributions	Current Year
<b>1</b> Amounts paid to supported organizations to accomplish exempt purposes	
<b>2</b> Amounts paid to perform activity that directly furthers exempt purposes of supported organizations, in excess of income from activity	
<b>3</b> Administrative expenses paid to accomplish exempt purposes of supported organizations	
<b>4</b> Amounts paid to acquire exempt-use assets	
<b>5</b> Qualified set-aside amounts (prior IRS approval required)	
<b>6</b> Other distributions (describe in <b>Part VI</b> ). See instructions.	
<b>7 Total annual distributions.</b> Add lines 1 through 6.	
<b>8</b> Distributions to attentive supported organizations to which the organization is responsive (provide details in <b>Part VI</b> ). See instructions.	
<b>9</b> Distributable amount for 2017 from Section C, line 6	
<b>10</b> Line 8 amount divided by line 9 amount	

Section E - Distribution Allocations (see instructions)	(i) Excess Distributions	(ii) Underdistributions Pre-2017	(iii) Distributable Amount for 2017
<b>1</b> Distributable amount for 2017 from Section C, line 6			
<b>2</b> Underdistributions, if any, for years prior to 2017 (reasonable cause required- explain in <b>Part VI</b> ). See instructions.			
<b>3</b> Excess distributions carryover, if any, to 2017			
<b>a</b>			
<b>b</b> From 2013			
<b>c</b> From 2014			
<b>d</b> From 2015			
<b>e</b> From 2016			
<b>f Total</b> of lines 3a through e			
<b>g</b> Applied to underdistributions of prior years			
<b>h</b> Applied to 2017 distributable amount			
<b>i</b> Carryover from 2012 not applied (see instructions)			
<b>j</b> Remainder. Subtract lines 3g, 3h, and 3i from 3f.			
<b>4</b> Distributions for 2017 from Section D, line 7: \$			
<b>a</b> Applied to underdistributions of prior years			
<b>b</b> Applied to 2017 distributable amount			
<b>c</b> Remainder. Subtract lines 4a and 4b from 4.			
<b>5</b> Remaining underdistributions for years prior to 2017, if any. Subtract lines 3g and 4a from line 2. For result greater than zero, explain in <b>Part VI</b> . See instructions.			
<b>6</b> Remaining underdistributions for 2017. Subtract lines 3h and 4b from line 1. For result greater than zero, explain in <b>Part VI</b> . See instructions.			
<b>7 Excess distributions carryover to 2018.</b> Add lines 3j and 4c.			
<b>8</b> Breakdown of line 7:			
<b>a</b> Excess from 2013			
<b>b</b> Excess from 2014			
<b>c</b> Excess from 2015			
<b>d</b> Excess from 2016			
<b>e</b> Excess from 2017			



**Schedule B**

(Form 990, 990-EZ, or 990-PF)

Department of the Treasury  
Internal Revenue Service

**Schedule of Contributors**

▶ Attach to Form 990, Form 990-EZ, or Form 990-PF.  
▶ Go to [www.irs.gov/Form990](http://www.irs.gov/Form990) for the latest information.

OMB No. 1545-0047

**2017**

Name of the organization

CONCHO VALLEY COMMUNITY ACTION AGENCY

Employer identification number

75-1227772

Organization type (check one):

Filers of:

Section:

Form 990 or 990-EZ

501(c)( 3 ) (enter number) organization

4947(a)(1) nonexempt charitable trust **not** treated as a private foundation

527 political organization

Form 990-PF

501(c)(3) exempt private foundation

4947(a)(1) nonexempt charitable trust treated as a private foundation

501(c)(3) taxable private foundation

Check if your organization is covered by the **General Rule** or a **Special Rule**.

**Note:** Only a section 501(c)(7), (8), or (10) organization can check boxes for both the General Rule and a Special Rule. See instructions.

**General Rule**

For an organization filing Form 990, 990-EZ, or 990-PF that received, during the year, contributions totaling \$5,000 or more (in money or property) from any one contributor. Complete Parts I and II. See instructions for determining a contributor's total contributions.

**Special Rules**

For an organization described in section 501(c)(3) filing Form 990 or 990-EZ that met the 33 1/3% support test of the regulations under sections 509(a)(1) and 170(b)(1)(A)(vi), that checked Schedule A (Form 990 or 990-EZ), Part II, line 13, 16a, or 16b, and that received from any one contributor, during the year, total contributions of the greater of **(1)** \$5,000; or **(2)** 2% of the amount on (i) Form 990, Part VIII, line 1h; or (ii) Form 990-EZ, line 1. Complete Parts I and II.

For an organization described in section 501(c)(7), (8), or (10) filing Form 990 or 990-EZ that received from any one contributor, during the year, total contributions of more than \$1,000 *exclusively* for religious, charitable, scientific, literary, or educational purposes, or for the prevention of cruelty to children or animals. Complete Parts I, II, and III.

For an organization described in section 501(c)(7), (8), or (10) filing Form 990 or 990-EZ that received from any one contributor, during the year, contributions *exclusively* for religious, charitable, etc., purposes, but no such contributions totaled more than \$1,000. If this box is checked, enter here the total contributions that were received during the year for an *exclusively* religious, charitable, etc., purpose. Don't complete any of the parts unless the **General Rule** applies to this organization because it received *nonexclusively* religious, charitable, etc., contributions totaling \$5,000 or more during the year ..... ▶ \$ \_\_\_\_\_

**Caution:** An organization that isn't covered by the General Rule and/or the Special Rules doesn't file Schedule B (Form 990, 990-EZ, or 990-PF), but it **must** answer "No" on Part IV, line 2, of its Form 990; or check the box on line H of its Form 990-EZ or on its Form 990-PF, Part I, line 2, to certify that it doesn't meet the filing requirements of Schedule B (Form 990, 990-EZ, or 990-PF).

LHA For Paperwork Reduction Act Notice, see the instructions for Form 990, 990-EZ, or 990-PF. Schedule B (Form 990, 990-EZ, or 990-PF) (2017)



Name of organization  <b>CONCHO VALLEY COMMUNITY ACTION AGENCY</b>	Employer identification number  <b>75-1227772</b>
--	---

**Part I Contributors** (see instructions). Use duplicate copies of Part I if additional space is needed.

(a) No.	(b) Name, address, and ZIP + 4	(c) Total contributions	(d) Type of contribution
1	OFFICE OF COMMUNITY SERVICES U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICE  300 C STREET, SW  WASHINGTON, DC 20201	\$ 1,885,509.	Person <input checked="" type="checkbox"/> Payroll <input type="checkbox"/> Noncash <input type="checkbox"/> (Complete Part II for noncash contributions.)
2	TEXAS ASSOCIATION OF COMMUNITY ACTION AGENCIES  2512 IH 35 SOUTH, SUITE 100  AUSTIN, TX 78704	\$ 74,398.	Person <input checked="" type="checkbox"/> Payroll <input type="checkbox"/> Noncash <input type="checkbox"/> (Complete Part II for noncash contributions.)
3	DEPARTMENT OF ENERGY  1000 INDEPENDENCE AVENUE, SW  WASHINGTON, DC 20585	\$ 111,837.	Person <input checked="" type="checkbox"/> Payroll <input type="checkbox"/> Noncash <input type="checkbox"/> (Complete Part II for noncash contributions.)
_____	_____ _____ _____	\$ _____	Person <input type="checkbox"/> Payroll <input type="checkbox"/> Noncash <input type="checkbox"/> (Complete Part II for noncash contributions.)
_____	_____ _____ _____	\$ _____	Person <input type="checkbox"/> Payroll <input type="checkbox"/> Noncash <input type="checkbox"/> (Complete Part II for noncash contributions.)
_____	_____ _____ _____	\$ _____	Person <input type="checkbox"/> Payroll <input type="checkbox"/> Noncash <input type="checkbox"/> (Complete Part II for noncash contributions.)

Name of organization  <b>CONCHO VALLEY COMMUNITY ACTION AGENCY</b>	Employer identification number  <b>75-1227772</b>
--	---

**Part II Noncash Property** (see instructions). Use duplicate copies of Part II if additional space is needed.

(a) No. from Part I	(b) Description of noncash property given	(c) FMV (or estimate) (See instructions.)	(d) Date received
	_____	\$ _____	_____
	_____	\$ _____	_____
	_____	\$ _____	_____
	_____	\$ _____	_____
	_____	\$ _____	_____
	_____	\$ _____	_____
	_____	\$ _____	_____
	_____	\$ _____	_____

Name of organization  <b>CONCHO VALLEY COMMUNITY ACTION AGENCY</b>	Employer identification number  <b>75-1227772</b>
--	---

**Part III** Exclusively religious, charitable, etc., contributions to organizations described in section 501(c)(7), (8), or (10) that total more than \$1,000 for the year from any one contributor. Complete columns (a) through (e) and the following line entry. For organizations completing Part III, enter the total of exclusively religious, charitable, etc., contributions of \$1,000 or less for the year. (Enter this info. once.) ▶ \$ \_\_\_\_\_  
Use duplicate copies of Part III if additional space is needed.

(a) No. from Part I	(b) Purpose of gift	(c) Use of gift	(d) Description of how gift is held
<b>(e) Transfer of gift</b>			
Transferee's name, address, and ZIP + 4		Relationship of transferor to transferee	
<b>(e) Transfer of gift</b>			
Transferee's name, address, and ZIP + 4		Relationship of transferor to transferee	
<b>(e) Transfer of gift</b>			
Transferee's name, address, and ZIP + 4		Relationship of transferor to transferee	
<b>(e) Transfer of gift</b>			
Transferee's name, address, and ZIP + 4		Relationship of transferor to transferee	
<b>(e) Transfer of gift</b>			
Transferee's name, address, and ZIP + 4		Relationship of transferor to transferee	

**SCHEDULE D**  
**(Form 990)**

Department of the Treasury  
Internal Revenue Service

**Supplemental Financial Statements**

▶ **Complete if the organization answered "Yes" on Form 990, Part IV, line 6, 7, 8, 9, 10, 11a, 11b, 11c, 11d, 11e, 11f, 12a, or 12b.**  
▶ **Attach to Form 990.**

▶ **Go to [www.irs.gov/Form990](http://www.irs.gov/Form990) for instructions and the latest information.**

OMB No. 1545-0047

**2017**  
**Open to Public Inspection**

**Name of the organization** CONCHO VALLEY COMMUNITY ACTION AGENCY **Employer identification number** 75-1227772

**Part I Organizations Maintaining Donor Advised Funds or Other Similar Funds or Accounts.** Complete if the organization answered "Yes" on Form 990, Part IV, line 6.

	(a) Donor advised funds	(b) Funds and other accounts
1 Total number at end of year .....		
2 Aggregate value of contributions to (during year) .....		
3 Aggregate value of grants from (during year) .....		
4 Aggregate value at end of year .....		
5 Did the organization inform all donors and donor advisors in writing that the assets held in donor advised funds are the organization's property, subject to the organization's exclusive legal control? .....	<input type="checkbox"/> Yes <input type="checkbox"/> No	
6 Did the organization inform all grantees, donors, and donor advisors in writing that grant funds can be used only for charitable purposes and not for the benefit of the donor or donor advisor, or for any other purpose conferring impermissible private benefit? .....	<input type="checkbox"/> Yes <input type="checkbox"/> No	

**Part II Conservation Easements.** Complete if the organization answered "Yes" on Form 990, Part IV, line 7.

1 Purpose(s) of conservation easements held by the organization (check all that apply).  
 Preservation of land for public use (e.g., recreation or education)       Preservation of a historically important land area  
 Protection of natural habitat       Preservation of a certified historic structure  
 Preservation of open space

2 Complete lines 2a through 2d if the organization held a qualified conservation contribution in the form of a conservation easement on the last day of the tax year.

	Held at the End of the Tax Year
a Total number of conservation easements .....	2a
b Total acreage restricted by conservation easements .....	2b
c Number of conservation easements on a certified historic structure included in (a) .....	2c
d Number of conservation easements included in (c) acquired after 7/25/06, and not on a historic structure listed in the National Register .....	2d

3 Number of conservation easements modified, transferred, released, extinguished, or terminated by the organization during the tax year ▶ \_\_\_\_\_

4 Number of states where property subject to conservation easement is located ▶ \_\_\_\_\_

5 Does the organization have a written policy regarding the periodic monitoring, inspection, handling of violations, and enforcement of the conservation easements it holds? .....

6 Staff and volunteer hours devoted to monitoring, inspecting, handling of violations, and enforcing conservation easements during the year ▶ \_\_\_\_\_

7 Amount of expenses incurred in monitoring, inspecting, handling of violations, and enforcing conservation easements during the year ▶ \$ \_\_\_\_\_

8 Does each conservation easement reported on line 2(d) above satisfy the requirements of section 170(h)(4)(B)(i) and section 170(h)(4)(B)(ii)? .....

9 In Part XIII, describe how the organization reports conservation easements in its revenue and expense statement, and balance sheet, and include, if applicable, the text of the footnote to the organization's financial statements that describes the organization's accounting for conservation easements.

**Part III Organizations Maintaining Collections of Art, Historical Treasures, or Other Similar Assets.** Complete if the organization answered "Yes" on Form 990, Part IV, line 8.

1a If the organization elected, as permitted under SFAS 116 (ASC 958), not to report in its revenue statement and balance sheet works of art, historical treasures, or other similar assets held for public exhibition, education, or research in furtherance of public service, provide, in Part XIII, the text of the footnote to its financial statements that describes these items.

b If the organization elected, as permitted under SFAS 116 (ASC 958), to report in its revenue statement and balance sheet works of art, historical treasures, or other similar assets held for public exhibition, education, or research in furtherance of public service, provide the following amounts relating to these items:

(i) Revenue included on Form 990, Part VIII, line 1 .....

(ii) Assets included in Form 990, Part X .....

2 If the organization received or held works of art, historical treasures, or other similar assets for financial gain, provide the following amounts required to be reported under SFAS 116 (ASC 958) relating to these items:

a Revenue included on Form 990, Part VIII, line 1 .....

b Assets included in Form 990, Part X .....

**Part III Organizations Maintaining Collections of Art, Historical Treasures, or Other Similar Assets** *(continued)*

- 3 Using the organization's acquisition, accession, and other records, check any of the following that are a significant use of its collection items (check all that apply):
- a  Public exhibition
  - b  Scholarly research
  - c  Preservation for future generations
  - d  Loan or exchange programs
  - e  Other \_\_\_\_\_
- 4 Provide a description of the organization's collections and explain how they further the organization's exempt purpose in Part XIII.
- 5 During the year, did the organization solicit or receive donations of art, historical treasures, or other similar assets to be sold to raise funds rather than to be maintained as part of the organization's collection?  Yes  No

**Part IV Escrow and Custodial Arrangements.** Complete if the organization answered "Yes" on Form 990, Part IV, line 9, or reported an amount on Form 990, Part X, line 21.

- 1a Is the organization an agent, trustee, custodian or other intermediary for contributions or other assets not included on Form 990, Part X?  Yes  No
- b If "Yes," explain the arrangement in Part XIII and complete the following table:
- |                                 | Amount |
|---------------------------------|--------|
| c Beginning balance             | 1c     |
| d Additions during the year     | 1d     |
| e Distributions during the year | 1e     |
| f Ending balance                | 1f     |
- 2a Did the organization include an amount on Form 990, Part X, line 21, for escrow or custodial account liability?  Yes  No
- b If "Yes," explain the arrangement in Part XIII. Check here if the explanation has been provided on Part XIII

**Part V Endowment Funds.** Complete if the organization answered "Yes" on Form 990, Part IV, line 10.

	(a) Current year	(b) Prior year	(c) Two years back	(d) Three years back	(e) Four years back
1a Beginning of year balance					
b Contributions					
c Net investment earnings, gains, and losses					
d Grants or scholarships					
e Other expenditures for facilities and programs					
f Administrative expenses					
g End of year balance					

- 2 Provide the estimated percentage of the current year end balance (line 1g, column (a)) held as:
- a Board designated or quasi-endowment  \_\_\_\_\_ %
  - b Permanent endowment  \_\_\_\_\_ %
  - c Temporarily restricted endowment  \_\_\_\_\_ %
- The percentages on lines 2a, 2b, and 2c should equal 100%.
- 3a Are there endowment funds not in the possession of the organization that are held and administered for the organization by:
- |  | Yes    | No |
|--|--------|----|
| (i) unrelated organizations  | 3a(i)  |    |
| (ii) related organizations   | 3a(ii) |    |
| b If "Yes" on line 3a(ii), are the related organizations listed as required on Schedule R? | 3b     |    |
- 4 Describe in Part XIII the intended uses of the organization's endowment funds.

**Part VI Land, Buildings, and Equipment.**

Complete if the organization answered "Yes" on Form 990, Part IV, line 11a. See Form 990, Part X, line 10.

Description of property	(a) Cost or other basis (investment)	(b) Cost or other basis (other)	(c) Accumulated depreciation	(d) Book value
1a Land				
b Buildings				
c Leasehold improvements				
d Equipment		116,496.	116,496.	0.
e Other				
<b>Total.</b> Add lines 1a through 1e. (Column (d) must equal Form 990, Part X, column (B), line 10c.)				0.

**Part VII Investments - Other Securities.**

Complete if the organization answered "Yes" on Form 990, Part IV, line 11b. See Form 990, Part X, line 12.

(a) Description of security or category (including name of security)	(b) Book value	(c) Method of valuation: Cost or end-of-year market value
(1) Financial derivatives .....		
(2) Closely-held equity interests .....		
(3) Other .....		
(A)		
(B)		
(C)		
(D)		
(E)		
(F)		
(G)		
(H)		
<b>Total.</b> (Col. (b) must equal Form 990, Part X, col. (B) line 12.) ▶		

**Part VIII Investments - Program Related.**

Complete if the organization answered "Yes" on Form 990, Part IV, line 11c. See Form 990, Part X, line 13.

(a) Description of investment	(b) Book value	(c) Method of valuation: Cost or end-of-year market value
(1)		
(2)		
(3)		
(4)		
(5)		
(6)		
(7)		
(8)		
(9)		
<b>Total.</b> (Col. (b) must equal Form 990, Part X, col. (B) line 13.) ▶		

**Part IX Other Assets.**

Complete if the organization answered "Yes" on Form 990, Part IV, line 11d. See Form 990, Part X, line 15.

(a) Description	(b) Book value
(1) INVESTMENTS	117,174.
(2)	
(3)	
(4)	
(5)	
(6)	
(7)	
(8)	
(9)	
<b>Total.</b> (Column (b) must equal Form 990, Part X, col. (B) line 15.) ▶	117,174.

**Part X Other Liabilities.**

Complete if the organization answered "Yes" on Form 990, Part IV, line 11e or 11f. See Form 990, Part X, line 25.

1. (a) Description of liability	(b) Book value
(1) Federal income taxes	
(2) GRANT ADVANCE	15,882.
(3)	
(4)	
(5)	
(6)	
(7)	
(8)	
(9)	
<b>Total.</b> (Column (b) must equal Form 990, Part X, col. (B) line 25.) ▶	15,882.

2. Liability for uncertain tax positions. In Part XIII, provide the text of the footnote to the organization's financial statements that reports the organization's liability for uncertain tax positions under FIN 48 (ASC 740). Check here if the text of the footnote has been provided in Part XIII

**Part XI Reconciliation of Revenue per Audited Financial Statements With Revenue per Return.**

Complete if the organization answered "Yes" on Form 990, Part IV, line 12a.

<b>1</b> Total revenue, gains, and other support per audited financial statements .....		<b>1</b>	2,143,262.
<b>2</b> Amounts included on line 1 but not on Form 990, Part VIII, line 12:			
<b>a</b> Net unrealized gains (losses) on investments .....	<b>2a</b>		
<b>b</b> Donated services and use of facilities .....	<b>2b</b>		
<b>c</b> Recoveries of prior year grants .....	<b>2c</b>		
<b>d</b> Other (Describe in Part XIII.) .....	<b>2d</b>		
<b>e</b> Add lines <b>2a</b> through <b>2d</b> .....		<b>2e</b>	0.
<b>3</b> Subtract line <b>2e</b> from line <b>1</b> .....		<b>3</b>	2,143,262.
<b>4</b> Amounts included on Form 990, Part VIII, line 12, but not on line 1:			
<b>a</b> Investment expenses not included on Form 990, Part VIII, line 7b .....	<b>4a</b>		
<b>b</b> Other (Describe in Part XIII.) .....	<b>4b</b>		
<b>c</b> Add lines <b>4a</b> and <b>4b</b> .....		<b>4c</b>	0.
<b>5</b> Total revenue. Add lines <b>3</b> and <b>4c</b> . <i>(This must equal Form 990, Part I, line 12.)</i> .....		<b>5</b>	2,143,262.

**Part XII Reconciliation of Expenses per Audited Financial Statements With Expenses per Return.**

Complete if the organization answered "Yes" on Form 990, Part IV, line 12a.

<b>1</b> Total expenses and losses per audited financial statements .....		<b>1</b>	2,188,397.
<b>2</b> Amounts included on line 1 but not on Form 990, Part IX, line 25:			
<b>a</b> Donated services and use of facilities .....	<b>2a</b>		
<b>b</b> Prior year adjustments .....	<b>2b</b>		
<b>c</b> Other losses .....	<b>2c</b>		
<b>d</b> Other (Describe in Part XIII.) .....	<b>2d</b>		
<b>e</b> Add lines <b>2a</b> through <b>2d</b> .....		<b>2e</b>	0.
<b>3</b> Subtract line <b>2e</b> from line <b>1</b> .....		<b>3</b>	2,188,397.
<b>4</b> Amounts included on Form 990, Part IX, line 25, but not on line 1:			
<b>a</b> Investment expenses not included on Form 990, Part VIII, line 7b .....	<b>4a</b>		
<b>b</b> Other (Describe in Part XIII.) .....	<b>4b</b>		
<b>c</b> Add lines <b>4a</b> and <b>4b</b> .....		<b>4c</b>	0.
<b>5</b> Total expenses. Add lines <b>3</b> and <b>4c</b> . <i>(This must equal Form 990, Part I, line 18.)</i> .....		<b>5</b>	2,188,397.

**Part XIII Supplemental Information.**

Provide the descriptions required for Part II, lines 3, 5, and 9; Part III, lines 1a and 4; Part IV, lines 1b and 2b; Part V, line 4; Part X, line 2; Part XI, lines 2d and 4b; and Part XII, lines 2d and 4b. Also complete this part to provide any additional information.

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**SCHEDULE O**  
**(Form 990 or 990-EZ)**

Department of the Treasury  
Internal Revenue Service

**Supplemental Information to Form 990 or 990-EZ**

Complete to provide information for responses to specific questions on  
Form 990 or 990-EZ or to provide any additional information.

▶ Attach to Form 990 or 990-EZ.

▶ Go to [www.irs.gov/Form990](http://www.irs.gov/Form990) for the latest information.

OMB No. 1545-0047

**2017**

Open to Public  
Inspection

Name of the organization

CONCHO VALLEY COMMUNITY ACTION AGENCY

Employer identification number

75-1227772

FORM 990, PART III, LINE 4B, PROGRAM SERVICE ACCOMPLISHMENTS:

ELECTRIC UTILITY BILL ON A MONTHLY BASIS.

FORM 990, PART VI, SECTION B, LINE 11B:

THE FORM 990 WILL BE REVIEWED BY THE CHIEF FINANCIAL OFFICER PRIOR TO  
SIGNING. THE FORM 990 WILL BE REVIEWED BY THE BOARD OF DIRECTORS AT THEIR  
NEXT MEETING.

FORM 990, PART VI, SECTION B, LINE 12C:

ALL BOARD MEMBERS AND STAFF ARE REQUIRED TO ANNUALLY SIGN A CONFLICT OF  
INTEREST AGREEMENT. A VENDOR LIST IS PROVIDED TO EACH PERSON TO REVIEW AT  
THAT TIME.

FORM 990, PART VI, SECTION C, LINE 19:

INFORMATION IS AVAILABLE UPON REQUEST.



# Application for Automatic Extension of Time To File an Exempt Organization Return

Department of the Treasury  
Internal Revenue Service

▶ **File a separate application for each return.**

▶ **Information about Form 8868 and its instructions is at [www.irs.gov/form8868](http://www.irs.gov/form8868) .**

**Electronic filing (e-file).** You can electronically file Form 8868 to request a 6-month automatic extension of time to file any of the forms listed below with the exception of Form 8870, Information Return for Transfers Associated With Certain Personal Benefit Contracts, for which an extension request must be sent to the IRS in paper format (see instructions). For more details on the electronic filing of this form, visit [www.irs.gov/efile](http://www.irs.gov/efile), click on Charities & Non-Profits, and click on e-file for Charities and Non-Profits.

**Automatic 6-Month Extension of Time.** Only submit original (no copies needed).

All corporations required to file an income tax return other than Form 990-T (including 1120-C filers), partnerships, REMICs, and trusts must use Form 7004 to request an extension of time to file income tax returns.

	Enter filer's identifying number	
<b>Type or print</b>	Name of exempt organization or other filer, see instructions.  <b>CONCHO VALLEY COMMUNITY ACTION AGENCY</b>	Employer identification number (EIN) or  <b>75-1227772</b>
File by the due date for filing your return. See instructions.	Number, street, and room or suite no. If a P.O. box, see instructions. <b>P.O. BOX 671</b>	Social security number (SSN)
	City, town or post office, state, and ZIP code. For a foreign address, see instructions. <b>SAN ANGELO, TX 76902</b>	

Enter the Return Code for the return that this application is for (file a separate application for each return) 0 1

Application Is For	Return Code	Application Is For	Return Code
Form 990 or Form 990-EZ	01	Form 990-T (corporation)	07
Form 990-BL	02	Form 1041-A	08
Form 4720 (individual)	03	Form 4720 (other than individual)	09
Form 990-PF	04	Form 5227	10
Form 990-T (sec. 401(a) or 408(a) trust)	05	Form 6069	11
Form 990-T (trust other than above)	06	Form 8870	12

**LYLA MARTINEZ**

• The books are in the care of ▶ **PO BOX 671 - SAN ANGELO, TX 76902**  
Telephone No. ▶ **325-653-2411** Fax No. ▶ \_\_\_\_\_

• If the organization does not have an office or place of business in the United States, check this box    
• If this is for a Group Return, enter the organization's four digit Group Exemption Number (GEN) \_\_\_\_\_. If this is for the whole group, check this box . If it is for part of the group, check this box  and attach a list with the names and EINs of all members the extension is for.

**1** I request an automatic 6-month extension of time until **NOVEMBER 15, 2018**, to file the exempt organization return for the organization named above. The extension is for the organization's return for:

▶  calendar year **2017** or  
▶  tax year beginning \_\_\_\_\_, and ending \_\_\_\_\_.

**2** If the tax year entered in line 1 is for less than 12 months, check reason:  Initial return  Final return  
 Change in accounting period

<b>3a</b> If this application is for Forms 990-BL, 990-PF, 990-T, 4720, or 6069, enter the tentative tax, less any nonrefundable credits. See instructions.	<b>3a</b>	\$	0.
<b>b</b> If this application is for Forms 990-PF, 990-T, 4720, or 6069, enter any refundable credits and estimated tax payments made. Include any prior year overpayment allowed as a credit.	<b>3b</b>	\$	0.
<b>c Balance due.</b> Subtract line 3b from line 3a. Include your payment with this form, if required, by using EFTPS (Electronic Federal Tax Payment System). See instructions.	<b>3c</b>	\$	0.

**Caution:** If you are going to make an electronic funds withdrawal (direct debit) with this Form 8868, see Form 8453-EO and Form 8879-EO for payment instructions.

**MAIL TO: DEPARTMENT OF THE TREASURY  
INTERNAL REVENUE SERVICE CENTER  
OGDEN, UT 84201-0045**

# Application for Automatic Extension of Time To File an Exempt Organization Return

Department of the Treasury  
Internal Revenue Service

▶ **File a separate application for each return.**

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**Automatic 6-Month Extension of Time.** Only submit original (no copies needed).

All corporations required to file an income tax return other than Form 990-T (including 1120-C filers), partnerships, REMICs, and trusts must use Form 7004 to request an extension of time to file income tax returns.

	Enter filer's identifying number	
<b>Type or print</b>	Name of exempt organization or other filer, see instructions.  <b>CONCHO VALLEY COMMUNITY ACTION AGENCY</b>	Employer identification number (EIN) or  <b>75-1227772</b>
File by the due date for filing your return. See instructions.	Number, street, and room or suite no. If a P.O. box, see instructions. <b>P.O. BOX 671</b>	Social security number (SSN)
	City, town or post office, state, and ZIP code. For a foreign address, see instructions. <b>SAN ANGELO, TX 76902</b>	

Enter the Return Code for the return that this application is for (file a separate application for each return) 0 7

Application Is For	Return Code	Application Is For	Return Code
Form 990 or Form 990-EZ	01	Form 990-T (corporation)	07
Form 990-BL	02	Form 1041-A	08
Form 4720 (individual)	03	Form 4720 (other than individual)	09
Form 990-PF	04	Form 5227	10
Form 990-T (sec. 401(a) or 408(a) trust)	05	Form 6069	11
Form 990-T (trust other than above)	06	Form 8870	12

**LYLA MARTINEZ**

• The books are in the care of ▶ **PO BOX 671 - SAN ANGELO, TX 76902**  
Telephone No. ▶ **325-653-2411** Fax No. ▶ \_\_\_\_\_

• If the organization does not have an office or place of business in the United States, check this box    
• If this is for a Group Return, enter the organization's four digit Group Exemption Number (GEN) \_\_\_\_\_. If this is for the whole group, check this box . If it is for part of the group, check this box  and attach a list with the names and EINs of all members the extension is for.

**1** I request an automatic 6-month extension of time until **NOVEMBER 15, 2018**, to file the exempt organization return for the organization named above. The extension is for the organization's return for:

▶  calendar year **2017** or  
▶  tax year beginning \_\_\_\_\_, and ending \_\_\_\_\_.

**2** If the tax year entered in line 1 is for less than 12 months, check reason:  Initial return  Final return  
 Change in accounting period

<b>3a</b> If this application is for Forms 990-BL, 990-PF, 990-T, 4720, or 6069, enter the tentative tax, less any nonrefundable credits. See instructions.	<b>3a</b>	\$	0.
<b>b</b> If this application is for Forms 990-PF, 990-T, 4720, or 6069, enter any refundable credits and estimated tax payments made. Include any prior year overpayment allowed as a credit.	<b>3b</b>	\$	0.
<b>c Balance due.</b> Subtract line 3b from line 3a. Include your payment with this form, if required, by using EFTPS (Electronic Federal Tax Payment System). See instructions.	<b>3c</b>	\$	0.

**Caution:** If you are going to make an electronic funds withdrawal (direct debit) with this Form 8868, see Form 8453-EO and Form 8879-EO for payment instructions.

**MAIL TO: DEPARTMENT OF THE TREASURY  
INTERNAL REVENUE SERVICE CENTER  
OGDEN, UT 84201-0045**



**ARMSTRONG, BACKUS & CO., LLP**  
Certified Public Accountants

November 8, 2018

Concho Valley Community Action Agency  
P.O. Box 671  
San Angelo, TX 76902

Dear Mark,

Enclosed are the organization's 2017 Exempt Organization returns. The paper filed return(s) should be signed, dated, and mailed, as indicated.

Specific filing instructions are as follows.

**FORM 990 RETURN:**

This return has qualified for electronic filing. After you have reviewed the return for completeness and accuracy, please sign, date and return Form 8879-EO to our office. We will transmit the return electronically to the IRS and no further action is required. Return Form 8879-EO to us by November 15, 2018.

**FORM 990-T RETURN:**

No amount is due on Form 990-T.

Please sign and mail on or before November 15, 2018.

Mail to:

Department of the Treasury  
Internal Revenue Service Center  
Ogden, UT 84201-0027

Copies of all the returns are enclosed for your files. We suggest that you retain these copies indefinitely.

The enclosed Form 2848 should be signed by the person indicated on the form. Please return the signed Form 2848 to us in the enclosed envelope.

Sincerely yours,

Gayla Thornton, CPA  
Partner

Exempt Organization Business Income Tax Return (and proxy tax under section 6033(e))

2017

For calendar year 2017 or other tax year beginning \_\_\_\_\_, and ending \_\_\_\_\_

Go to www.irs.gov/Form990T for instructions and the latest information.

Do not enter SSN numbers on this form as it may be made public if your organization is a 501(c)(3).

Department of the Treasury Internal Revenue Service

Open to Public Inspection for 501(c)(3) Organizations Only

A Check box if address changed

Name of organization ( Check box if name changed and see instructions.)

D Employer identification number (Employees' trust, see instructions.)

B Exempt under section 501(c)(3) 408(e) 220(e) 408A 530(a) 529(a)

Print or Type

CONCHO VALLEY COMMUNITY ACTION AGENCY

75-1227772

Number, street, and room or suite no. If a P.O. box, see instructions.

P.O. BOX 671

E Unrelated business activity codes (See instructions.)

City or town, state or province, country, and ZIP or foreign postal code

SAN ANGELO, TX 76902

C Book value of all assets at end of year

324,440.

F Group exemption number (See instructions.)

G Check organization type 501(c) corporation 501(c) trust 401(a) trust Other trust

H Describe the organization's primary unrelated business activity.

I During the tax year, was the corporation a subsidiary in an affiliated group or a parent-subsidiary controlled group? Yes No

If "Yes," enter the name and identifying number of the parent corporation.

J The books are in care of LYL A MARTINEZ

Telephone number 325-653-2411

Part I Unrelated Trade or Business Income

Table with 4 columns: (A) Income, (B) Expenses, (C) Net, and a description column. Rows include Gross receipts or sales, Cost of goods sold, Capital gain net income, etc.

Part II Deductions Not Taken Elsewhere (See instructions for limitations on deductions.)

(Except for contributions, deductions must be directly connected with the unrelated business income.)

Table with 4 columns: (A) Income, (B) Expenses, (C) Net, and a description column. Rows include Compensation of officers, directors, and trustees, Salaries and wages, Repairs and maintenance, etc.

**Part III Tax Computation**

<b>35 Organizations Taxable as Corporations.</b> See instructions for tax computation. Controlled group members (sections 1561 and 1563) check here <input type="checkbox"/> See instructions and:			
<b>a</b>	Enter your share of the \$50,000, \$25,000, and \$9,925,000 taxable income brackets (in that order): (1) \$ _____ (2) \$ _____ (3) \$ _____		
<b>b</b>	Enter organization's share of: (1) Additional 5% tax (not more than \$11,750) \$ _____ (2) Additional 3% tax (not more than \$100,000) \$ _____		
<b>c</b>	Income tax on the amount on line 34	<b>35c</b>	0.
<b>36 Trusts Taxable at Trust Rates.</b> See instructions for tax computation. Income tax on the amount on line 34 from: <input type="checkbox"/> Tax rate schedule or <input type="checkbox"/> Schedule D (Form 1041)		<b>36</b>	
<b>37 Proxy tax.</b> See instructions		<b>37</b>	
<b>38 Alternative minimum tax</b>		<b>38</b>	
<b>39 Tax on Non-Compliant Facility Income.</b> See instructions		<b>39</b>	
<b>40 Total.</b> Add lines 37, 38 and 39 to line 35c or 36, whichever applies		<b>40</b>	0.

**Part IV Tax and Payments**

<b>41a</b>	Foreign tax credit (corporations attach Form 1118; trusts attach Form 1116)	<b>41a</b>	
<b>b</b>	Other credits (see instructions)	<b>41b</b>	
<b>c</b>	General business credit. Attach Form 3800	<b>41c</b>	
<b>d</b>	Credit for prior year minimum tax (attach Form 8801 or 8827)	<b>41d</b>	
<b>e</b>	<b>Total credits.</b> Add lines 41a through 41d	<b>41e</b>	
<b>42</b>	Subtract line 41e from line 40	<b>42</b>	0.
<b>43</b>	Other taxes. Check if from: <input type="checkbox"/> Form 4255 <input type="checkbox"/> Form 8611 <input type="checkbox"/> Form 8697 <input type="checkbox"/> Form 8866 <input type="checkbox"/> Other (attach schedule)	<b>43</b>	
<b>44</b>	<b>Total tax.</b> Add lines 42 and 43	<b>44</b>	0.
<b>45a</b>	Payments: A 2016 overpayment credited to 2017	<b>45a</b>	
<b>b</b>	2017 estimated tax payments	<b>45b</b>	
<b>c</b>	Tax deposited with Form 8868	<b>45c</b>	
<b>d</b>	Foreign organizations: Tax paid or withheld at source (see instructions)	<b>45d</b>	
<b>e</b>	Backup withholding (see instructions)	<b>45e</b>	
<b>f</b>	Credit for small employer health insurance premiums (Attach Form 8941)	<b>45f</b>	
<b>g</b>	Other credits and payments: <input type="checkbox"/> Form 2439 <input type="checkbox"/> Form 4136 <input type="checkbox"/> Other _____ Total	<b>45g</b>	
<b>46</b>	<b>Total payments.</b> Add lines 45a through 45g	<b>46</b>	
<b>47</b>	Estimated tax penalty (see instructions). Check if Form 2220 is attached <input type="checkbox"/>	<b>47</b>	
<b>48</b>	<b>Tax due.</b> If line 46 is less than the total of lines 44 and 47, enter amount owed	<b>48</b>	0.
<b>49</b>	<b>Overpayment.</b> If line 46 is larger than the total of lines 44 and 47, enter amount overpaid	<b>49</b>	0.
<b>50</b>	Enter the amount of line 49 you want: <b>Credited to 2018 estimated tax</b> <input type="checkbox"/> <b>Refunded</b> <input type="checkbox"/>	<b>50</b>	

**Part V Statements Regarding Certain Activities and Other Information** (see instructions)

<b>51</b>	At any time during the 2017 calendar year, did the organization have an interest in or a signature or other authority over a financial account (bank, securities, or other) in a foreign country? If YES, the organization may have to file FinCEN Form 114, Report of Foreign Bank and Financial Accounts. If YES, enter the name of the foreign country here	Yes	No
<b>52</b>	During the tax year, did the organization receive a distribution from, or was it the grantor of, or transferor to, a foreign trust? If YES, see instructions for other forms the organization may have to file.		X
<b>53</b>	Enter the amount of tax-exempt interest received or accrued during the tax year \$		

Under penalties of perjury, I declare that I have examined this return, including accompanying schedules and statements, and to the best of my knowledge and belief, it is true, correct, and complete. Declaration of preparer (other than taxpayer) is based on all information of which preparer has any knowledge.

**Sign Here**  
 Signature of officer: **Client Copy** Date: \_\_\_\_\_  
 Title: **EXECUTIVE DIRECTOR**  
 May the IRS discuss this return with the preparer shown below (see instructions)?  Yes  No

**Paid Preparer Use Only**  
 Print/Type preparer's name: **GAYLA THORNTON, CPA**  
 Preparer's signature: \_\_\_\_\_ Date: \_\_\_\_\_  
 Check  if self-employed PTIN: **P01272518**  
 Firm's name: **ARMSTRONG, BACKUS & CO., LLP** Firm's EIN: **75-1496876**  
 P. O. BOX 71  
 Firm's address: **SAN ANGELO, TX 76902** Phone no. **325-653-6854**

Name <b>CONCHO VALLEY COMMUNITY ACTION AGENCY</b>	Employer identification number <b>75-1227772</b>
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**Note:** Generally, the corporation isn't required to file Form 2220 (see Part II below for exceptions) because the IRS will figure any penalty owed and bill the corporation. However, the corporation may still use Form 2220 to figure the penalty. If so, enter the amount from page 2, line 38 on the estimated tax penalty line of the corporation's income tax return, but **do not** attach Form 2220.

<b>Part I Required Annual Payment</b>			
1 Total tax (see instructions) .....		<b>1</b>	
2 a Personal holding company tax (Schedule PH (Form 1120), line 26) included on line 1 .....	<b>2a</b>		
b Look-back interest included on line 1 under section 460(b)(2) for completed long-term contracts or section 167(g) for depreciation under the income forecast method .....	<b>2b</b>		
c Credit for federal tax paid on fuels (see instructions) .....	<b>2c</b>		
d <b>Total.</b> Add lines 2a through 2c		<b>2d</b>	
3 Subtract line 2d from line 1. If the result is less than \$500, <b>do not</b> complete or file this form. The corporation doesn't owe the penalty .....		<b>3</b>	
4 Enter the tax shown on the corporation's 2016 income tax return. See instructions. <b>Caution: If the tax is zero or the tax year was for less than 12 months, skip this line and enter the amount from line 3 on line 5</b> .....		<b>4</b>	
5 <b>Required annual payment.</b> Enter the <b>smaller</b> of line 3 or line 4. If the corporation is required to skip line 4, enter the amount from line 3 .....		<b>5</b>	

**Part II Reasons for Filing** - Check the boxes below that apply. If any boxes are checked, the corporation **must** file Form 2220 even if it doesn't owe a penalty. See instructions.

6  The corporation is using the adjusted seasonal installment method.

7  The corporation is using the annualized income installment method.

8  The corporation is a "large corporation" figuring its first required installment based on the prior year's tax.

<b>Part III Figuring the Underpayment</b>	(a)	(b)	(c)	(d)
9 <b>Installment due dates.</b> Enter in columns (a) through (d) the 15th day of the 4th ( <b>Form 990-PF filers:</b> Use 5th month), 6th, 9th, and 12th months of the corporation's tax year .....	<b>9</b>			
10 <b>Required installments.</b> If the box on line 6 and/or line 7 above is checked, enter the amounts from Sch A, line 38. If the box on line 8 (but not 6 or 7) is checked, see instructions for the amounts to enter. If none of these boxes are checked, enter 25% (0.25) of line 5 above in each column .....	<b>10</b>			
11 Estimated tax paid or credited for each period. For column (a) only, enter the amount from line 11 on line 15. See instructions .....	<b>11</b>			
<b>Complete lines 12 through 18 of one column before going to the next column.</b>				
12 Enter amount, if any, from line 18 of the preceding column	<b>12</b>			
13 Add lines 11 and 12 .....	<b>13</b>			
14 Add amounts on lines 16 and 17 of the preceding column	<b>14</b>			
15 Subtract line 14 from line 13. If zero or less, enter -0- .....	<b>15</b>			
16 If the amount on line 15 is zero, subtract line 13 from line 14. Otherwise, enter -0- .....	<b>16</b>			
17 <b>Underpayment.</b> If line 15 is less than or equal to line 10, subtract line 15 from line 10. Then go to line 12 of the next column. Otherwise, go to line 18 .....	<b>17</b>			
18 <b>Overpayment.</b> If line 10 is less than line 15, subtract line 10 from line 15. Then go to line 12 of the next column .....	<b>18</b>			

**Go to Part IV on page 2 to figure the penalty. Do not go to Part IV if there are no entries on line 17 - no penalty is owed.**

**Part IV Figuring the Penalty**

	(a)	(b)	(c)	(d)
<b>19</b> Enter the date of payment or the 15th day of the 4th month after the close of the tax year, whichever is earlier. <b>(C Corporations with tax years ending June 30 and S corporations:</b> Use 3rd month instead of 4th month. <b>Form 990-PF and Form 990-T filers:</b> Use 5th month instead of 4th month.) See instructions ..... <b>19</b>				
<b>20</b> Number of days from due date of installment on line 9 to the date shown on line 19 .....	<b>20</b>			
<b>21</b> Number of days on line 20 after 4/15/2017 and before 7/1/2017 .....	<b>21</b>			
<b>22</b> Underpayment on line 17 x $\frac{\text{Number of days on line 21} \times 4\% (0.04)}{365}$ ...	<b>22</b> \$	\$	\$	\$
<b>23</b> Number of days on line 20 after 06/30/2017 and before 10/1/2017 ...	<b>23</b>			
<b>24</b> Underpayment on line 17 x $\frac{\text{Number of days on line 23} \times 4\% (0.04)}{365}$ ...	<b>24</b> \$	\$	\$	\$
<b>25</b> Number of days on line 20 after 9/30/2017 and before 1/1/2018 .....	<b>25</b>			
<b>26</b> Underpayment on line 17 x $\frac{\text{Number of days on line 25} \times 4\% (0.04)}{365}$ ...	<b>26</b> \$	\$	\$	\$
<b>27</b> Number of days on line 20 after 12/31/2017 and before 4/1/2018 ...	<b>27</b>			
<b>28</b> Underpayment on line 17 x $\frac{\text{Number of days on line 27} \times 4\% (0.04)}{365}$ ...	<b>28</b> \$	\$	\$	\$
<b>29</b> Number of days on line 20 after 3/31/2018 and before 7/1/2018 .....	<b>29</b>			
<b>30</b> Underpayment on line 17 x $\frac{\text{Number of days on line 29} \times \%}{365}$ .....	<b>30</b> \$	\$	\$	\$
<b>31</b> Number of days on line 20 after 6/30/2018 and before 10/1/2018 ...	<b>31</b>			
<b>32</b> Underpayment on line 17 x $\frac{\text{Number of days on line 31} \times \%}{365}$ .....	<b>32</b> \$	\$	\$	\$
<b>33</b> Number of days on line 20 after 9/30/2018 and before 1/1/2019 .....	<b>33</b>			
<b>34</b> Underpayment on line 17 x $\frac{\text{Number of days on line 33} \times \%}{365}$ .....	<b>34</b> \$	\$	\$	\$
<b>35</b> Number of days on line 20 after 12/31/2018 and before 3/16/2019 ...	<b>35</b>			
<b>36</b> Underpayment on line 17 x $\frac{\text{Number of days on line 35} \times \%}{365}$ .....	<b>36</b> \$	\$	\$	\$
<b>37</b> Add lines 22, 24, 26, 28, 30, 32, 34, and 36 .....	<b>37</b> \$	\$	\$	\$
<b>38 Penalty.</b> Add columns (a) through (d) of line 37. Enter the total here and on Form 1120, line 33; or the comparable line for other income tax returns .....	<b>38</b> \$			0.

\* Use the penalty interest rate for each calendar quarter, which the IRS will determine during the first month in the preceding quarter. These rates are published quarterly in an IRS News Release and in a revenue ruling in the Internal Revenue Bulletin. To obtain this information on the Internet, access the IRS website at [www.irs.gov](http://www.irs.gov). You can also call 1-800-829-4933 to get interest rate information.

**Concho Valley Community Action Agency**  
**Statement of Financial Position**  
**October 31, 2018**

	<u>Programs</u>	<u>Unrestricted</u>	<u>Total</u>
<b>Assets</b>			
Current Assets			
First Financial Checking	(1,679.51)	105,973.87	104,294.36
1st Community FCU Savings	-	30.77	30.77
First Financial MMA	-	50,073.41	50,073.41
1st Community FCU CD #20	-	118,154.01	118,154.01
Grants Receivable	263,131.52	-	263,131.52
Security Deposit	-	2,500.00	2,500.00
Total Current Assets	<u>261,452.01</u>	<u>276,732.06</u>	<u>538,184.07</u>
Long-term Assets			
Vehicles	83,684.88	-	83,684.88
Acc Dep - Vehicles	(60,604.00)	-	(60,604.00)
Software	44,495.00	-	44,495.00
Acc Dep - Software	(44,495.00)	-	(44,495.00)
Equipment	11,397.00	-	11,397.00
Acc Dep - Equipment	(11,397.00)	-	(11,397.00)
Total Long-term Assets	<u>23,080.88</u>	<u>-</u>	<u>23,080.88</u>
 Total Assets	 <u>284,532.89</u>	 <u>276,732.06</u>	 <u>561,264.95</u>
<b>Liabilities</b>			
Short-term Liabilities			
Accounts Payable	9,889.11	-	9,889.11
Payroll Liabilities Payable	(1,281.28)	-	(1,281.28)
Accrued Vacation	-	17,474.55	17,474.55
Total Short-term Liabilities	<u>8,607.83</u>	<u>17,474.55</u>	<u>26,082.38</u>
<b>Net Assets</b>			
Unrestricted	-	259,257.51	259,257.51
Temporarily Restricted	252,844.18	-	252,844.18
Permanently Restricted	23,080.88	-	23,080.88
Total Net Assets	<u>275,925.06</u>	<u>259,257.51</u>	<u>535,182.57</u>
 Total Liabilities and Net Assets	 <u>284,532.89</u>	 <u>276,732.06</u>	 <u>561,264.95</u>



**Concho Valley Community Action Agency**  
**Income/Expenses**  
**As of October 31, 2018**

**Grants (83% of 12 Month Period)**

<b>CSBG</b>	<b>October</b>	<b>YTD</b>	<b>Budget</b>	<b>Over/(Under)</b>	<b>% of Budget</b>
<b>Income</b>	<b>21,371.97</b>	<b>216,545.39</b>	<b>280,897.78</b>	<b>(64,352.39)</b>	<b>77.09%</b>
Personnel	10,268.22	111,278.28	159,186.31	(47,908.03)	69.90%
Fringe Benefits	3,015.34	33,184.10	49,156.20	(15,972.10)	67.51%
Travel	1,510.76	19,177.32	25,750.00	(6,572.68)	74.48%
Equipment	-	65.28	65.28	-	100.00%
Supplies	208.94	3,316.43	3,600.00	(283.57)	92.12%
Contractual	-	3,561.25	3,500.00	61.25	101.75%
Other	3,868.71	36,598.57	39,639.99	(3,041.42)	92.33%
<b>Total Expenses</b>	<b>18,871.97</b>	<b>207,181.23</b>	<b>280,897.78</b>	<b>(73,716.55)</b>	<b>73.76%</b>

<b>CEAP</b>	<b>October</b>	<b>YTD</b>	<b>Budget</b>	<b>Over/(Under)</b>	<b>% of Budget</b>
<b>Income</b>	<b>201,524.72</b>	<b>1,301,442.93</b>	<b>1,236,727.64</b>	<b>64,715.29</b>	<b>105.23%</b>
Administration	8,639.42	101,549.82	84,156.00	17,393.82	120.67%
Direct Services	137,394.13	922,557.85	938,275.27	(15,717.42)	98.32%
Program Support	25,491.17	126,262.32	213,096.37	(86,834.05)	59.25%
Training	-	1,200.00	1,200.00	-	100.00%
<b>Total Expenses</b>	<b>171,524.72</b>	<b>1,151,569.99</b>	<b>1,236,727.64</b>	<b>(85,157.65)</b>	<b>93.11%</b>

<b>DOE</b>	<b>October</b>	<b>YTD</b>	<b>Budget</b>	<b>Over/(Under)</b>	<b>% of Budget</b>
<b>Income</b>	<b>39,870.67</b>	<b>103,568.39</b>	<b>57,795.00</b>	<b>45,773.39</b>	<b>179.20%</b>
Administration	598.38	2,148.39	-	2,148.39	#DIV/0!
Insurance	-	2,273.28	2,273.28	-	100.00%
Fiscal Audit	-	800.00	-	800.00	#DIV/0!
Materials/Labor	18,714.80	35,695.61	16,980.81	18,714.80	210.21%
Program Support	2,712.49	16,823.79	10,936.27	5,887.52	153.83%
Health & Safety	2,845.00	7,560.00	10,011.00	(2,451.00)	75.52%
Training	-	18,717.64	17,593.64	1,124.00	106.39%
<b>Total Expenses</b>	<b>24,870.67</b>	<b>84,018.71</b>	<b>57,795.00</b>	<b>26,223.71</b>	<b>145.37%</b>

**Concho Valley Community Action Agency**  
**Income/Expenses**  
**As of October 31, 2018**

**Grants (83% of 12 Month Period)**

<b>LIHEAP</b>	<u>October</u>	<u>YTD</u>	<u>Budget</u>	<u>Over/(Under)</u>	<u>% of Budget</u>
<b>Income</b>	-	<b>323,490.07</b>	<b>362,644.53</b>	<b>(39,154.46)</b>	<b>89.20%</b>
Administration	815.93	14,630.72	21,284.00	(6,653.28)	68.74%
Materials/Labor	825.60	158,119.32	177,716.17	(19,596.85)	88.97%
Program Support	10,302.15	78,185.79	84,838.34	(6,652.55)	92.16%
Health & Safety	175.00	57,785.00	75,156.00	(17,371.00)	76.89%
Training	-	954.21	3,650.02	(2,695.81)	26.14%
<b>Total Expenses</b>	<b>12,118.68</b>	<b>309,675.04</b>	<b>362,644.53</b>	<b>(52,969.49)</b>	<b>85.39%</b>

<b>TACAA</b>	<u>October</u>	<u>YTD</u>	<u>Budget</u>	<u>Over/(Under)</u>	<u>% of Budget</u>
<b>Income</b>	<b>23,520.13</b>	<b>85,437.89</b>	<b>87,375.00</b>	<b>(1,937.11)</b>	<b>97.78%</b>
Administration	591.22	4,763.64	5,716.12	(952.48)	83.34%
Materials/Labor	8,013.99	69,432.73	71,007.72	(1,574.99)	97.78%
Program Support	1,833.22	20,458.09	10,651.16	9,806.93	192.07%
<b>Total Expenses</b>	<b>10,438.43</b>	<b>94,654.46</b>	<b>87,375.00</b>	<b>7,279.46</b>	<b>108.33%</b>

**Other**

	<u>Monthly Income</u>	<u>Income YTD</u>	<u>Monthly Expenses</u>	<u>Expenses YTD</u>
CSBG Discretionary	-	12,403.00	-	12,403.00
VITA	-	6,622.00	-	15,116.18
Neighbor to Neighbor	-	16,000.00	2,370.63	13,922.56
TXU Energy Aid	-	11,250.00	2,022.09	12,544.80
Sharing the Warmth	-	721.04	-	-
Reliant CARE	-	-	587.30	2,081.33
Case Management	-	2,500.00	100.00	921.70
Make a Difference	-	-	-	1,000.00
Interest	102.38	1,000.44	-	-
Unrestricted	198.40	5,815.28	370.52	16,557.98

**Concho Valley Community Action Agency**  
**Statement of Financial Position**  
**November 30, 2018**

	<u>Programs</u>	<u>Unrestricted</u>	<u>Total</u>
<b>Assets</b>			
Current Assets			
First Financial Checking	161,301.77	106,163.67	267,465.44
1st Community FCU Savings	-	30.77	30.77
First Financial MMA	-	50,075.60	50,075.60
1st Community FCU CD #20	-	118,251.12	118,251.12
Grants Receivable	263,592.47	-	263,592.47
Security Deposit	-	2,500.00	2,500.00
Total Current Assets	<u>424,894.24</u>	<u>277,021.16</u>	<u>701,915.40</u>
Long-term Assets			
Vehicles	83,684.88	-	83,684.88
Acc Dep - Vehicles	(60,604.00)	-	(60,604.00)
Software	44,495.00	-	44,495.00
Acc Dep - Software	(44,495.00)	-	(44,495.00)
Equipment	11,397.00	-	11,397.00
Acc Dep - Equipment	(11,397.00)	-	(11,397.00)
Total Long-term Assets	<u>23,080.88</u>	<u>-</u>	<u>23,080.88</u>
 Total Assets	 <u>447,975.12</u>	 <u>277,021.16</u>	 <u>724,996.28</u>
<b>Liabilities</b>			
Short-term Liabilities			
Accounts Payable	147,214.35	481.85	147,696.20
Payroll Liabilities Payable	1,031.56	-	1,031.56
Accrued Vacation	-	17,474.55	17,474.55
Total Short-term Liabilities	<u>148,245.91</u>	<u>17,956.40</u>	<u>166,202.31</u>
 Net Assets			
Unrestricted	-	259,064.76	259,064.76
Temporarily Restricted	276,648.33	-	276,648.33
Permanently Restricted	23,080.88	-	23,080.88
Total Net Assets	<u>299,729.21</u>	<u>259,064.76</u>	<u>558,793.97</u>
 Total Liabilities and Net Assets	 <u>447,975.12</u>	 <u>277,021.16</u>	 <u>724,996.28</u>

**Concho Valley Community Action Agency**  
**Income/Expenses**  
**As of November 30, 2018**

**Grants (92% of 12 Month Period)**

<b>CSBG</b>	<b>November</b>	<b>YTD</b>	<b>Budget</b>	<b>Over/(Under)</b>	<b>% of Budget</b>
<b>Income</b>	<b>13,837.20</b>	<b>230,382.59</b>	<b>275,989.78</b>	<b>(45,607.19)</b>	<b>83.48%</b>
Personnel	13,573.48	124,851.76	154,047.71	(29,195.95)	81.05%
Fringe Benefits	3,005.97	36,190.07	49,156.00	(12,965.93)	73.62%
Travel	420.83	19,598.15	24,000.00	(4,401.85)	81.66%
Equipment	-	65.28	85.00	(19.72)	76.80%
Supplies	333.98	3,650.41	4,100.00	(449.59)	89.03%
Contractual	-	3,561.25	4,150.00	(588.75)	85.81%
Other	1,117.10	37,715.67	40,450.87	(2,735.20)	93.24%
<b>Total Expenses</b>	<b>18,451.36</b>	<b>225,632.59</b>	<b>275,989.58</b>	<b>(50,356.99)</b>	<b>81.75%</b>

<b>CEAP</b>	<b>November</b>	<b>YTD</b>	<b>Budget</b>	<b>Over/(Under)</b>	<b>% of Budget</b>
<b>Income</b>	<b>183,073.87</b>	<b>1,484,516.80</b>	<b>1,836,486.64</b>	<b>(351,969.84)</b>	<b>80.83%</b>
Administration	7,575.97	109,125.79	127,545.00	(18,419.21)	85.56%
Direct Services	136,905.80	1,059,463.65	1,420,703.27	(361,239.62)	74.57%
Program Support	16,592.10	142,854.42	287,038.37	(144,183.95)	49.77%
Training	-	1,200.00	1,200.00	-	100.00%
<b>Total Expenses</b>	<b>161,073.87</b>	<b>1,312,643.86</b>	<b>1,836,486.64</b>	<b>(523,842.78)</b>	<b>71.48%</b>

<b>DOE</b>	<b>November</b>	<b>YTD</b>	<b>Budget</b>	<b>Over/(Under)</b>	<b>% of Budget</b>
<b>Income</b>	<b>-</b>	<b>103,568.39</b>	<b>167,271.00</b>	<b>(63,702.61)</b>	<b>61.92%</b>
Administration	2,744.53	4,892.92	10,948.00	(6,055.08)	44.69%
Insurance	-	2,273.28	5,669.28	(3,396.00)	40.10%
Fiscal Audit	-	800.00	800.00	-	100.00%
Materials/Labor	-	35,695.61	66,946.36	(31,250.75)	53.32%
Program Support	673.86	17,497.65	21,581.72	(4,084.07)	81.08%
Health & Safety	-	7,560.00	20,707.00	(13,147.00)	36.51%
Training	1,823.01	20,540.65	40,618.64	(20,077.99)	50.57%
<b>Total Expenses</b>	<b>5,241.40</b>	<b>89,260.11</b>	<b>167,271.00</b>	<b>(78,010.89)</b>	<b>53.36%</b>

**Concho Valley Community Action Agency**  
**Income/Expenses**  
**As of November 30, 2018**

**Grants (92% of 12 Month Period)**

<b>LIHEAP</b>	<u>November</u>	<u>YTD</u>	<u>Budget</u>	<u>Over/(Under)</u>	<u>% of Budget</u>
<b>Income</b>	<b>57,163.24</b>	<b>380,653.31</b>	<b>489,480.53</b>	<b>(108,827.22)</b>	<b>77.77%</b>
Administration	2,746.92	17,377.64	30,429.00	(13,051.36)	57.11%
Materials/Labor	25,841.35	183,960.67	271,869.17	(87,908.50)	67.67%
Program Support	7,847.29	86,033.08	84,838.34	1,194.74	101.41%
Health & Safety	5,609.00	63,394.00	98,694.00	(35,300.00)	64.23%
Training	-	954.21	3,650.02	(2,695.81)	26.14%
<b>Total Expenses</b>	<b>42,044.56</b>	<b>351,719.60</b>	<b>489,480.53</b>	<b>(137,760.93)</b>	<b>71.86%</b>

<b>TACAA</b>	<u>November</u>	<u>YTD</u>	<u>Budget</u>	<u>Over/(Under)</u>	<u>% of Budget</u>
<b>Income</b>	<b>-</b>	<b>85,437.89</b>	<b>94,860.00</b>	<b>(9,422.11)</b>	<b>90.07%</b>
Administration	1.29	4,764.63	6,205.79	(1,441.16)	76.78%
Materials/Labor	7,198.80	76,631.53	77,090.62	(459.09)	99.40%
Program Support	985.53	21,443.62	11,563.59	9,880.03	185.44%
<b>Total Expenses</b>	<b>8,185.62</b>	<b>102,839.78</b>	<b>94,860.00</b>	<b>7,979.78</b>	<b>108.41%</b>

**Other**

	<u>Monthly Income</u>	<u>Income YTD</u>	<u>Monthly Expenses</u>	<u>Expenses YTD</u>
CSBG Discretionary	9,154.00	21,557.00	6,398.01	18,801.01
VITA	5,000.00	11,622.00	-	15,116.18
Neighbor to Neighbor	-	16,000.00	1,242.06	15,066.93
TXU Energy Aid	-	11,250.00	793.52	13,436.01
Sharing the Warmth	95.83	816.87	-	-
Reliant CARE	-	-	649.51	2,730.84
Case Management	-	2,500.00	615.08	1,536.78
Make a Difference	-	-	-	1,000.00
Interest	99.30	1,099.74	-	-
Unrestricted	415.32	6,230.60	707.37	17,265.35

Concho Valley Community Action Agency Walk-Away Policy  
December 2018

Pertaining to all CVCAA programs (home weatherization, utility assistance, income tax preparation, and any other CVCAA program), CVCAA reserves the right to decline services if CVCAA management or staff feel themselves or CVCAA's agents and/or contractors may be placed in harm's way while rendering services. Reasons for declining services may include, but are not limited to: verbal abuse, threat of physical violence, unsafe working conditions, and unsanitary working conditions.

Denied services may be appealed according to CVCAA's CSBG, CEAP AND WEATHERIZATION APPEALS PROCEDURES.

We provide a variety of services, in partnership with community resources, to improve lives and empower people in the Concho Valley

Concho Valley Community Action Agency  
Executive Director's Report  
Wednesday, December 12, 2018

FOUR QUESTIONS OF ENGAGEMENT

1. Does it align with our mission?
2. Is it a need of the community?
3. Do we have the capacity?
4. Is it cost effective?

**CEAP**

The initial 2018 CEAP contract is \$1,166,780. UPDATE (July): Contract was increased to \$1,727,160.

CVCAA rolled approximately \$3,500 direct service dollars into 2018. Although we lost an outreach worker at the end of 2017, we hired three. In order to increase services to the outer counties as well as to elderly or disabled persons who may not be able to visit our facility, we will begin taking applications via mail. We hope to have the system in place by March. UPDATE (February): The flyer announcing mail-in applications is ready. Please help us get the word out.

Due to new reporting requirements originating at the federal level and amplified by the state, it takes our case workers about 2 hours to process each client. Even if the client is only in front of our case worker 30 minutes, another 1 ½ must be allocated. This is the reason that we can't just "slip someone in." Doing so adds 2 hours that must be accounted for somewhere during the week. We book appointments typically 2 weeks out, meaning that if someone calls on the first, we're booking for the week of the 14<sup>th</sup>. We begin booking Monday morning and cease taking appointments after the entire week is book. This usually takes less than an hour. After that time, we'll ask clients to try back next Monday. As you can imagine, this results in much frustration to the clients, but we can't book additional clients at this time and have discovered if we book past 2 weeks, no-shows increase drastically. As for walk-ins, we take a limited number of walk-ins Monday – Wednesday. (Thursday and Friday is reserved for catching up on files.) The number of walk-ins seen during any given days depends on the number of case workers available. For example, one of our case workers was admitted to the hospital last week. That means that the other workers must assume the appointments already made on her behalf while maintaining their workload. Obviously, we saw less walk-ins that week. Walk-ins must have a disconnect notice and are first come, first serve. We do not tell walk-ins when they should arrive, only that they will be seen according to arrival and limited numbers may sign in. They are seen IF an appointment doesn't show up. There are no guarantees, but we help walk-ins that we sign in over 90% of the time. They may have to wait a bit, though.

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We would like to hire two additional CEAP workers. One will take appointments and the other will help with mail-in applications and walk-ins. Once in place, this should reduce the number of persons being sent away without service. UPDATE (JULY): Two CEAP workers were hired. However, we are considering an additional hire. This would allow the Community Services Director greater opportunity to supervise and maintain quality assurances. UPDATE (December): Due to an unexpected mid-year increase of \$476,299 in direct services, we were unable to fully expend our CEAP contract. However, we will be able to roll the remaining funds, approximately \$150,000, into 2019. Also, beginning 2019, we will primarily serve clients via mail-in applications. Through this change, we hope to boost efficiency while increasing service to rural counties.

### Utility Assistance - November 2018

County	Households	Individuals	Monthly Expenditures	Monthly Average/HH	YTD Expenditures
Coke	22	37	\$4,281.29	\$194.60	\$26,427.32
Concho	28	53	\$6,449.36	\$230.33	\$33,089.54
Crockett	21	37	\$1,850.51	\$88.12	\$15,525.89
Irion	8	13	\$925.55	\$115.69	\$8,857.71
Kimble	14	24	\$2,405.77	\$171.84	\$16,350.05
Menard	29	44	\$7,116.09	\$245.38	\$31,261.80
Reagan	5	13	\$1,667.41	\$333.48	\$5,332.05
Schleicher	18	35	\$3,417.27	\$189.85	\$21,457.51
Sterling	2	3	\$552.88	\$276.44	\$2,889.42
Sutton	22	30	\$2,271.18	\$103.24	\$19,419.77
Tom Green	756	1,788	\$105,968.49	\$140.17	\$878,852.59
Total	925	2,077	\$136,905.80	\$148.01	\$1,059,463.65

### WEATHERIZATION

The initial 2018 LIHEAP WAP contract is \$295,207. Plus some 2017 LIHEAP funds rolled over and 2017 DOE WAP contract is still in effect. We have not received the 2018 TACAA AEP contract. UPDATE (July): LIHEAP was increased to \$422,043. TACAA came in at \$87,375.

Weatherization eligibility is capped at 200% of the Federal Poverty Rate. See attached scale.

2017 monitoring report to be presented at January 1018 Board of Directors' Meeting.

2018 WAP units



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Month	Units	Counties
January	1	Tom Green
February	5	Tom Green
March	5	Tom Green, Crockett ,Irion
April	2	Tom Green
May	5	Tom Green, Runnels, Sutton
June	5	Concho, Tom Green, Menard
July	6	Tom Green
August	2	Tom Green
September	7	Tom Green, Crockett
October	3	Tom Green
November	4	Tom Green
December		

LIHEAP Update (August): Due to changes in the redistribution formula, if we choose to move money from LIHEAP WAP to CEAP (also LIHEAP) we'll have to relinquish a portion of the funds to Central Texas Opportunities. The change is occurring because WAP and CEAP counties do not perfectly overlap.

We were awarded a \$71,718.23 grant from USDA for minor home repairs. The USDA grant will be leveraged with WAP funds.

UPDATE (December): We are very near expending all WAP contracts.

**CSBG**

The initial 2018 CSBG contract is \$238,171 and we have about \$30,000 from 2017 that must be spent before 3/31/2018.

In 2017, 15 individuals transitioned out of poverty. Our goal was 9. There are currently 22 persons on Case Management. One person is being tracked to transition. UPDATE (February): There are currently 20 persons on Case Management, 3 persons being tracked, and 1 person transitioned in January. UPDATE (April): We dropped 2 from Case Management due to lack of participation leaving 18 persons. UPDATE (May/June): For the months of May and June, we have had 1 family of 2 people transition out. We currently are tracking one family of 3, they should transition out in August. We currently have 16 people still on the program. UPDATE (September): Three more persons transitioned out of poverty bringing the 2018 total to 6. Six more are expected to transition by December 31. One family of three was dropped from the program due to failing to meet set goals. The family had been on the program 5 years. It is expected that Case Management clients transition within 2 years. We currently have spots available for 8 households. UPDATE (November): Six persons transitioned out of poverty in October bringing the yearly total to 12. Our goal for 2018 was 9. Eight additional clients were enrolled in Case Management during September and October. Executive Director is looking for

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funds to supplement the program. UPDATE (December): Eleven individuals (4 families) were added to Case Management in November. We believe that we will exceed our TOP goal again in 2019.

The following is an excerpt from an email from TDHCA:

Dear Dr. Bethune:

The Community Affairs Division staff has reviewed the CSBG eligible entity performance related to the number of persons Transitioned Out of Poverty (TOP) in 2017. Concho Valley Community Action Agency (CVCAA) had an assigned target of 9 persons to TOP and reported 15 (167%) persons as TOP in 2017. TAC rule §6.207 describes the requirements related to providing case management and a minimum TOP goal to each eligible entity. *We congratulate you on meeting and exceeding your assigned TOP goal.*

One of the primary purposes of the CSBG grant is to assist persons to achieve self-sufficiency. The State has a legislatively assigned goal of transitioning 1,200 persons statewide and we proportionately assign a target to each eligible entity so that the Department is able to meet the State goal.

CSBG Case Management eligibility is capped at 125% of the Federal Poverty Guideline. See attached scale.

Management is working on a plan to shift administration allocations so that we are able to spend more direct service funds.

## **VITA**

We will begin processing and filing federal tax returns on February 5. This is a free, IRS sponsored and monitored service. This is our only program that is not income based. Clients may call after 1/22 to set up appointments. We'll be in the Adult Literacy Council building this year. UPDATE (February): In 1 ½ weeks, we've prepared and filed 266 returns. We're already booked until March 5. UPDATE (April): As of April 13, 1545 returns had been accepted by the IRS. UPDATE (July): We have applied for two grants: HEB \$5000; BBVA Compass \$5000

## **FUND RAISING**

The Crazy Desert Trail Race will be Saturday, March 10<sup>th</sup> at the San Angelo State Park. TXU is sponsoring the event on our behalf. UPDATE (April): The race was up a bit this year with 390 participants. The goal for 2019 is 500.

San Angelo Gives will be Tuesday, May 1. Please consider contributing to CVCAA during this 24 hour event. All gifts are amplified through the San Angelo Area Foundation. UPDATE (May): We received \$400 in gifts.

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On Monday, January 15, 10% of food sales from Texas Roadhouse will be donated to CVCAA. Coupon must be presented. UPDATE (February): We received \$50 from this event.

### **UNITED WAY**

An application was submitted to United Way for funding to the tune of \$5,000 representing unreimbursed costs associated with the weatherization program. UPDATE (April): Our request was not funded.

### **TENANT BASED RENTAL ASSISTANCE**

We are currently compiling a waiting list for rental assistance. The assistance can last up to 2 years and includes the entire CVCAA service delivery area except the City of San Angelo. Our contract will support about 4 households. However, we also have access to the Reservation System which would allow service to additional households. TBRA clients must reside outside of San Angelo city limits. UPDATE (July): Due to staff turnover, we are placing this program on hold.

### **ORGANIZATIONAL STANDARDS**

CVCAA submitted required documents for the Organizational Standards as mandated by the Office of Community Services (OCS). UPDATE (February): We received feedback on our Organizational Standards submission. There are a few areas that require our attention, most will be cleared up at the submission of the next Community Needs Assessment and Strategic Plan (see below). UPDATE (October): All documents were submitted to TDHCA. We were first agency to submit and receive 100% approval.

### **COMMUNITY NEEDS ASSESSMENT**

Every 3 years, entities administering Community Services Block Grants must complete a comprehensive Community Needs Assessment (CNA). The next is due June 1, 2018. The CNA requires Board involvement, input from low-income persons covering the entire CVCAA Service Delivery Area, staff participation, and contributions from keys members in the community (community leaders, non-profit organizations, schools, local governments, etc.). The CNA will be presented to CVCAA's Board of Directors during the May meeting. UPDATE (July): The CNA was submitted prior to the deadline and is now being reviewed by TDHCA.

### **STRATEGIC PLAN**

Every 5 years, entities administering Community Services Block Grants must complete a Strategic Plan. Although our next Strategic Plan is not due until 2020, we've decided to link it to the completion of the CNA since the CNA is the basis of the Strategic Plan. We will begin working on the Strategic Plan in June. Much like the CNA, the Strategic Plan requires input from varied sources. UPDATE (April): We will have a Strategic Planning retreat Friday June 1 and Saturday June 2. The retreat will be held at NNNN ranch. CVCAA staff will stay over Friday night. Board members are invited to join us on Saturday. Meals and mileage reimbursement will be

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provided. UPDATE (July): The Executive Director hope to submit a new Strategic Plan to the BOD in September. UPDATE (August): TDHCA recently announced that Strategic Planning guidance would be forthcoming. We will delay further work until guidance is received.

**WAGE STUDY**

The Texas Association of Community Action Agencies performs a wage study for its members every three years. The 2018 wage study was published in March. After evaluating wages across the state, I made the appropriate adjustment to our salaries within the average wage bands.

Strategic Priorities

- Establish low cost, branded office space
- Fully expend all grants
- Implement effective marketing strategy
- Secure adequate, qualified weatherization applications
- Maintain equitable distribution of services
- Implement new management information system for weatherization assistance program
- Foster a climate of innovation

**2018 Income Guideline effective 2/1/18**

Family Size	50%	75%	100%	125%	150%	200%
1	6,070	9,105	12,140	15,175	18,210	24,280
2	8,230	12,345	16,460	20,575	24,690	32,920
3	10,390	15,585	20,780	25,975	31,170	41,560
4	12,550	18,825	25,100	31,375	37,650	50,200
5	14,710	22,065	29,420	36,775	44,130	58,840
6	16,870	25,305	33,740	42,175	50,610	67,480
7	19,030	28,545	38,060	47,575	57,090	76,120
8	21,190	31,785	42,380	52,975	63,570	84,760
Each Additional Family Member	2,160	3,240	4,320	5,400	6,480	8,640

Utility Assistance max = 150%

Weatherization max = 200%

Case Management max = 125%

Low-Income Board Nominations  
December 12, 2018

From Monday, November 26 to Wednesday, December 12, low-income persons seeking assistance at the Concho Valley Community Action Agency (CVCAA) voted for a representative to serve on CVCAA's Board of Directors. The following 3 persons received the most votes:

Rebecca Trojcek, San Angelo

Noemi Samaniego, Sonora

Bernadette Coffee, San Angelo

Ballots kept on file.