

Category:	CARES	INCA Community Services Agency Policy
Sub Category:	CSBG	
Effective Date:	7/2020	
Revised Date:	3/2021	
Forms:		
Responsible:	Program Staff, Associate Directors, Financial Director and Executive Director	

CSBG CARES Addendum

Policy

INCA Community Services, Inc has developed and implemented this policy in direct correlation to the CSBG - CARES funding and ODOC implementation addendum dealing with COVID-19 pandemic.

Program Design

Needs & Needs Assessment

Because of the urgent and widespread needs affecting all sectors of the community, INCA conducted a Community Assessment update intended to provide some initial information to describe the scope of this crisis in our community and to support the many different responses that will be required to address emerging, evolving needs. It is likely that as needs evolve, some of those needs will not be captured in this update and therefore some necessary community responses may not connect to the needs identified in this document. The community assessed is defined as the following: Atoka, Johnston, Marshall, and Murray Counties. This update to the INCA Community Assessment was conducted from April to June 2020, and completed in June 2020 in response to the COVID-19 global pandemic.

INCA will conduct the next Community Needs Assessment March to June 2021. This will include a full comprehensive assessment including a qualitative demographic and needs survey with a question about COVID related needs, as well as qualitative feedback from local community members that allow them to express the needs they feel are in the community.

Top 5 identified needs based on local COVID-19 Community Needs Assessment Survey Results:

1. Individuals and families with low income are in need of food due to COVID-19 related resources scarcity.
2. Individuals and families with low income are in need of stable household income due to COVID-19 related unemployment/underemployment and/or related resources scarcity.
3. Individuals and families with low income are in need of employment due to COVID-19 related unemployment/underemployment.
4. Individuals and families with low income are in need of personal care items due to COVID-19 related resources scarcity.
5. Individuals and families with low income are in need of access to affordable healthcare resources due to COVID-19.

The leadership team reviewed and collected data concerning the resources available in the community to meet these needs and how to best utilize and connect individuals with needs to resources and prevent

duplications of services. Included in the evaluation was the agency's capacity to safely administer programs and workplace safety that followed the procedures implemented by INCA during the pandemic. Listed below are the programs and activities the agency shows as a need and a priority in which the agency can participate in to meet the community needs during this pandemic with CSBG CARES funding. This took in consideration activities and programs the agency addresses through other CARES funding received from Head Start, ESG-Homeless (HUD) and transportation (FTA) as well as other community resources. We also acknowledge these activities may change as the need and resources changes.

COVID Programs and Activities Implementation

To address the unmet needs and agency capacity the following program and activities will be implemented:

- **Housing needs** exacerbated by the COVID-19 pandemic INCA will hire a Full-Time Housing Navigator to assist with safe and affordable housing placement, advocacy, and community partnerships. Housing needs related to homeless prevention, at risk assistance, and rapid rehousing as a direct result of the pandemic will also support these efforts through ESG Cares funding.
- **Healthcare/medical assistance needs** as a result of the COVID-19 pandemic INCA will offer COVID Related Medical & Expanded Prescription Assistance for COVID related medical expenses, and/or prescription assistance for all counties.
- **Food and personal care item needs** associated with the COVID-19 pandemic INCA will increase our food pantry capacity with more supplies and provide emergency care bags with PPE and related food/personal care items.
- **Increased capacity needs** for virtual and remote working and assistance during the COVID-19 pandemic INCA will purchase tablets to assist with client intake, board meetings, and safer non-paper practices.

New programs and activities will be monitored through the use or agency evaluation tools and ROMA practices. Open feedback and communication will also be sought and encouraged from community members to ensure our efforts can evolve as the needs of the community do as well.

Description of Services

Housing Navigator

The INCA Housing Navigator is an essential component of the resources implemented throughout the CARES funding and will assist in connecting participants to resources that support their goals for economic stability, including safe and affordable housing, employment support, and financial empowerment. This project is in correlation with the community needs that state the housing is limited within the area due to the moratorium in place and disallowing landlords to evict because of COVID19. This measure has rendered housing almost impossible to find in any of the counties we serve. The Housing Navigator will implement a broader communication plan and participation to help shape public opinion of low income housing issues. Work with INCA's ESG, Housing, and other program staff to assist in finding placement for chronically homeless individuals and families into permanent housing. Respond promptly to questions from customers, staff, and community stakeholders to provide in-depth information and support. Problem solve with customers, community members, and staff to assist in finding effective solutions that are beneficial to both community and individuals in need. Advise clients and staff members on the available safe and affordable housing options, and specific projects or initiatives that may be beneficial to them and their long term housing stability, including available community resources and providing referrals.

COVID-19 Emergency Medical Assistance

(See [**COVID-19 Emergency Medical Assistance Policy and Procedures**](#))

COVID-19 Emergency Medical Assistance is designed to help individuals who have experienced medical emergencies because of COVID-19. This program is established to help address the identified need within INCA's COVID-19 Community Needs Assessment (Approved July 2020): Individuals and families with low income are in need of access to affordable healthcare resources due to COVID-19. Through this program

participants can apply to receive assistance with the prescription medications or the medical bills they have received as a result of COVID-19.

Capacity to meet safety and technology needs during pandemic

The lack of internet resources has created a hindrance for low income individuals seeking employment, education, and application for agency services during the COVID pandemic. INCA has purchased and programmed tablets that will be available in each of INCA's four county offices to be used by low income individuals to do intake, communicate with appropriate staff, complete surveys, apply for employment, and connect to other resources in a safe environment. Utilizing INCA's centralized intake process through the Public Intake Portal (PIP) will ensure client information and verification of eligibility/income is consistent with CSBG requirements, and is cross checked through our CAPTAIN Case Management system. Increasing access to online resources as well as requests for service and opportunities to provide feedback will ensure INCA is able to meet the needs of our community and evaluate program performance and make changes as needed. Use of extended technology will help the agency expand and reinforce ROMA principles more effectively across all levels of staff and services, and help to integrate a more holistic approach to service provision.

Food and personal care items

Food has been a needed resource that was reflected in all surveys gathered by INCA throughout the start of the pandemic. Personal care items were deemed an essential need as well in the community needs assessment. INCA utilized resources to provide emergency care bags to individuals in need throughout the communities. These bags can be used for homeless individuals, individuals with limited resources, and seniors who need additional security during these difficult times. Increasing the availability of these resources will help meet the demand we are seeing in our community and help fill a service gap other service providers aren't able to fulfill or supplement. Providing shorter term and emergency services like the care bags and additional food resources are crucial to supporting the stability of low income individuals and those facing crisis situations, even more so during this pandemic.

Eligibility Guidelines, income verification process and self-sufficiency plans

All CSBG CARES program participants must meet the following guidelines to qualify for the assistance:

- Participants must be below the 200% poverty guidelines.
 - Documentation must be submitted verifying income.
- Participants must complete the forms necessary for the program.
- Participants will complete COVID-19 Assistance Application.

Emergency Medical Assistance

(See [COVID-19 Emergency Medical Assistance Policy and Procedures](#))

Documentation of COVID related situations (e.g. loss of job, etc.)

Applicants will complete the agency's intake form and COVID-19 Assistance Application when requesting CARES Direct Services. The intake form will determine income eligibility and other necessary information concerning applicant's demographics. The COVID-19 Assistance Application will cover eligibility documentation, self declaration of need, and duplication of benefits to determine the overall qualification for each service/program provided.

Frequency and duration of services

CSBG CARES direct services will address the frequency and duration of services in the activities and program guidelines.

(See [COVID-19 Emergency Medical Assistance Policy and Procedures](#))

Maximum dollar amount per household

CSBG CARES direct services will address the maximum amount per household in the activities and program guidelines.

Emergency Medical Assistance

Participants who have qualified for the Emergency Medical Assistance will be allowed the following:

1. One time assistance for up to \$100.00 per person within the household for prescription assistance.
 - a. Each household member can qualify for the assistance including children.
2. One time assistance for up to \$500.00 per person within the household for medical expenses.
 - a. Each household member can qualify for the assistance including children.

How payments for services will be paid to vendors on behalf of clients

All payments will be made directly to vendors for service on behalf of clients will be made directly to vendors with proper documentation. Requirements for payments will include invoice and documentation as outlined in the agency's financial manual procedures.

Forms

- Agency Intake Form
- COVID-19 Assistance Request Form
- Duplication of Benefits Worksheet (when applicable)

Dissemination of Policy

The policy will be made available to all employees through the agency's website. The agency will educate and train employees and supervisors regarding the policy and any conduct that could constitute a violation of the policy.