

# YWCA's Community Service Navigator Program

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*FY 2017 Buncombe County Community  
Funding*

## ***YWCA of Asheville and Western North Carolina***

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# Application Form

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## Project Name\*

Name of Project

YWCA's Community Service Navigator Program

## Amount Requested\*

Amount Requested

\$25,000.00

## Service Area\*

Which Commissioner Districts are served by this program?

Access a map of Buncombe County Commissioner districts [here](#).

District 1

District 2

District 3

## Which county sustainability goal aligns best with the goals of this project?\*

Based on the Buncombe County Sustainability Plan, select a Category, Goal & Objective that align with the focus of the project and the specific results that will be achieved.

Access the Buncombe County Sustainability Plan [here](#).

Community > Equity in Access > Build an extensive network of social services with locations in each high school district

## If applicable, select a second sustainability goal that aligns with project goals.

**Result 2 is optional** - Select if project aligns with more than one Sustainability Category, Goal & Objective.

## If applicable, select a third sustainability goal that aligns with project goals.

**Result 3 is optional** - Select if project aligns with more than one Sustainability Category, Goal & Objective.

## **Project Description**

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### **Project Description\***

#### **Description of Project**

In spite of abundant service agencies in Buncombe County, individuals can find it difficult to navigate the menu of opportunities. The YWCA's Community Service Navigator (CSN) utilizes the Information and Referral Model to help clients identify needs and services in order to achieve their economic security, educational or wellness goals. The aim is to help individuals navigate the menu of options available to them and successfully access the needed service.

The YWCA's bilingual Community Service Navigator works primarily in our Women's Empowerment programs: MotherLove, Drop In Child Care and Getting Ahead in a Just Gettin' by World. However, she is available to all program participants.

Participants work with staff to identify and set goals, are provided with information and referral services as needed, and staff follow up to ensure services are accessed.

### **How many people will this project serve?\***

State the number of individuals or households in Buncombe County that will be served by this project. Also state the number of people that will experience the desired result. For example, if dropout prevention services are being delivered to 100 students, how many will successfully graduate from high school?

The YWCA Community Service Navigator will provide information and referrals to all participants of the Women's Empowerment programs and other YWCA programs as needed. Any YWCA program participant may utilize the Navigator regardless of program enrollment. Further, because our Navigator is bilingual, we often get requests for information and referral from the Latino community, many of whom are not enrolled in any YWCA program and are referred to us from the network of Buncombe County Community Service Navigators.

Over the course of the year, 120 families will be served and 90 will be successfully linked to a needed service.

### **Describe the people this project will serve.\***

Characterize the demographics of the project's target population in terms such as age, gender, income, race, ethnicity, geographic area, etc. Include information about method of referral/recruitment of the target population.

Program participants range from 14 years of age to their mid 70's. Three quarters of the participants are from communities of color, all are low income, and the majority are women or young women. We serve participants from all over the county.

### **What key steps will you take to achieve the results of this project?\***

Describe the core elements of your implementation plan, including milestones that will take place within the funding timeframe.

The successful participant uses an average of five agencies to achieve their goals. The following steps are taken to help participants navigate the offerings of social services available in Buncombe County.

#### 1. Intake

2. Needs assessment and goal setting
3. Information and referral as needed
4. Follow up and progress check in/ elimination of barriers
5. Achievement of goal and services accessed or restart process at number 2

### **Describe the evidence of success that backs this project's approach.\***

What evidence of success (i.e. evidence-based research, practice model, accreditation, industry standards, and/or other framework) are you using as a basis for your project design?

According to the Alliance of Information and Referral Systems, Information and Referral (I&R) services have been recognized in Federal legislation for more than 35 years. I&R Specialists assess needs in a non-threatening, non-judgmental and confidential manner, and help participants make informed decisions about possible solutions. Our model provides one-on-one I&R to individuals with the aim of helping individuals navigate the menu of options available to them from the abundant service agencies in Buncombe County and ensure they are able to successfully access the needed service. Moreover, cultivating on-going collaborative relationships with partnering agencies and organizations promotes a holistic approach that lessens the chance that participants will get lost in our fragmented, over taxed service system.

### **Describe your data collection, tracking, and reporting procedures.\***

Explain your methods for documenting project, service and client information. Include a description of any software or other tools utilized.

To track referrals, goals, and clients linked with services, we are currently using an excel spreadsheet. This tool has been tweaked during the past year and is successful in meeting our needs at this time.

### **Explain your technological resources and capacity.\***

Explain your current technological strengths and barriers and how this impacts your ability to track data and report outcomes. Who is responsible for adaptation and use of technology within your organization?

Two years ago the YWCA purchased new Daxco software to replace older, expensive and clunky systems used by various programs. This has greatly streamlined our processes especially in terms of enrollment and billing in our fitness and youth programs. This program is used successfully by Club W, Child Care and School Age programs, therefore no one person holds all the knowledge reducing risk to the agency overall. We also have a part time IT Coordinator who has an extensive background in systems and is responsible for general support for all IT needs; phones, computers, printers/copiers, and database management.

We have explored various outcomes tracking software but have not yet found one that meets the various needs of all of our programs. Further, our budget does not allow for such an expense at this time.

## **Organizational Profile**

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### **How does the proposed project support your mission and strategic plan?\***

State your mission and the date of your most recent strategic plan, and explain how the proposed project helps advance your organizational goals.

The YWCA is dedicated to eliminating racism, empowering women, and promoting peace, justice, freedom, and dignity for all. Our mission-driven programs bridge gaps in earning power, education, health and wellness, and child care for low-income and underrepresented members of our community. The YWCA's five year strategic plan, passed by the board in May of 2014, re-committed the agency to empowering women in the areas of finance, education, and health and eliminating health disparities that exist in our community along racial and income lines. We plan to achieve these goals by increasing access, breaking down program silos, and working towards encouraging every participant in every program to utilize all YWCA services. The Community Service Navigators will play an integral role in these activities.

## **What expertise/accomplishments do you have that are relevant to the proposed project?\***

List your organization's strengths as well as accomplishments from the past 3 years that position the organization to be successful with the proposed project.

In the past three years, the YWCA has invested in business plans for our Club W gym and child care programs. We have also completed a strategic plan. All three of these plans direct us to break down silos through re-structuring, cross training and sharing program staff, creating pathways for participants to easily flow from one program to the next and streamlining marketing and communications.

The Community Service Navigator program at the YWCA works to ensure participants understand all the services available to them in the YW building but also those outside of the YW. This program compliments our current trusted programs, reaching high need participants where they are already seeking services and resulting in participants learning how to access services, meet basic needs and obtain or maintain benefits.

Last year the YW CSN program served 197 people; helping them access job training, legal services, address health care needs, access transportation, child care and basic needs.

## **Describe partners that are critical to the success of your organization.\***

List any external partners, intermediaries or advisors important to your success, and describe their role and evidence of their commitment. Describe successful collaborations with these people or groups.

In order to meet the needs of our participants we regularly provide case assistance and information and referral (I&R) to various partner agencies. These agencies are crucial to the success of our participants. We refer to Health and Human Services for Medicaid, child care vouchers, emergency assistance, and SNAP. We refer to the Council on Aging, Land of Sky, WNCCHS and mental health services. These partner agencies provide a variety of services which directly or indirectly impact the economic security, wellness and education of our participants.

Other partnerships include the Family Justice Center with whom we are partnering to provide no cost child care onsite at the FJC and here at the YW. These clients have the option of meeting with our CSN as needed. Finally, our Health Equity partnership links the community of CSN's to our Preventative Health Program as well as the programs and offerings of our partners, ABIPA, Buncombe County Health and Human Services, and Land of Sky.

## **Financial Information**

### **Nonprofit financial assurance requirements:**

Financial statements, prepared using a recognizable basis of accounting (i.e., modified accrual) and IRS Form 990s must be submitted to Buncombe County annually.

- Organizations with annual revenues of \$300,000 or greater must submit financial statements audited in accordance with generally accepted auditing standards.
- Those with revenues between \$100,000 and \$300,000 must submit financial statements reviewed in accordance with SSARS 19.
- Those with revenues of less than \$100,000 must submit non-disclosure financial statements compiled in accordance with SSARS 19.

All financial statements must be reported on by a certified public accountant and include a full balance sheet, income statement, and cash flow statement.

These requirements are considered minimum requirements. Organizations may submit a higher level of assurance than is required.

### **IRS Form 990 - Upload Here**

Click Choose File to upload a copy of the 990 form you most recently completed.

990 Tax Return FY 2014-151.pdf

### **If your organization does not have a 990, briefly state the reason.**

Include a statement of intent to comply with nonprofit financial assurance requirements as listed above.

*[Unanswered]*

### **Financial Statements - Upload here**

Click Choose File to upload a copy of the most recently completed financial statements (audit, compilation or review).

Audited Financial Statements FY 2015-2015.pdf

### **If your organization does not have financial statements, briefly state the reason.**

Include a statement of intent to comply with nonprofit financial assurance requirements as listed above.

*[Unanswered]*

## Complete Budget Worksheet - Upload Here\*

Download the budget form [Here](#).

Complete the budget form for this project/program and the overall agency. Save it to your computer, then upload it by clicking Choose File.

County Budget Request - Navigator (2).xlsx

## Budget Narrative\*

Describe all differences between current year and proposed year. List all pending funding sources with expected date of notification. Please detail any other information that may help clarify the budget.

The budget reflects no significant changes in the current and proposed year for the Community Service Navigator Program. All funds are used to pay the salary of the Navigator. Funds are leveraged from all three of our Women's Empowerment programs to fully fund the full time position.

Unfortunately the agency ended the year in a deficit largely as a result of unanticipated cuts by the state legislature to child care vouchers; resulting in a loss in our School Age Program, a program that had previously turned a profit. We are transitioning into a new business model in this program that will allow us to continue serving our target population but reduces costs and decreases our reliance on the voucher subsidy. The losses in this program as well as the adjustments to the expenses made thus far are reflected in the organizational budget which has been trimmed to reflect the loss in revenue.

## What (if any) portion of requested funds will be used to support capital expenses?\*

Capital projects are defined as those used to acquire or upgrade physical assets such as property, buildings, or equipment. Please detail.

None.

## Employee Wages

Please provide information about the wage breakdowns of your employees. Living wage for Buncombe County has been identified as \$11.00 per hour for employees with employer-provided health insurance and \$12.50 per hour for employees without.

## Employees with employer-provided health insurance\*

List the number of employees in your organization with employer-provided health insurance in each wage category. For salaried employees, use hourly wage equivalents.

\$7.25 - \$10.99 per hour

\$11.00 - \$14.99 per hour

\$15.00 - \$19.99 per hour

\$20.00 - \$24.99 per hour

\$25.00 - \$29.99 per hour

\$30.00 - \$34.99 per hour

\$35.00 - \$39.99 per hour

\$40.00+ per hour

- \$7.25 - \$10.99 per hour- 14
- \$11.00 - \$14.99 per hour- 14
- \$15.00 - \$19.99 per hour- 7
- \$20.00 - \$24.99 per hour- 1
- \$25.00 - \$29.99 per hour- 2
- \$30.00 - \$34.99 per hour-1

**Employees without employer-provided health insurance\***

List the number of employees in your organization without employer-provided health insurance in each wage category. For salaried employees, use hourly wage equivalents.

- \$7.25 - \$12.49 per hour
- \$12.50 - \$14.99 per hour
- \$15.00 - \$19.99 per hour
- \$20.00 - \$24.99 per hour
- \$25.00 - \$29.99 per hour
- \$30.00 - \$34.99 per hour
- \$35.00 - \$39.99 per hour
- \$40.00+ per hour

In accordance to our strategic plan, last year the YWCA raised all employees starting wage to 9.00/hour (up from \$7.50). While we are unable to offer a living wage at this time we do offer generous benefits including 10.5% retirement to everyone who works 1,000 hours/year, a free fitness membership, a 33% discount for our full time child care program and afterschool and summer care for children 5-12.

- \$7.25 - \$12.49 per hour- 54
- \$12.50 - \$14.99 per hour- 4
- \$15.00 - \$19.99 per hour- 1

As we implement our new comprehensive business model for our three child care programs we hope to become profitable once again, and be able to raise wages again for our front line staff-especially those in our Child Care, School Age and Drop In programs.