



**Department of Community Services**

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**St. Charles Parish Council**

**Joan Diaz**

**Monday, June 21, 2021**

# Department Overview

- **Develop and Implement Supportive Services to Residents in Crisis**
- **Resources to build Self Sufficiency**
- **Improve Quality of Life for low-income residents**
- **Provide specialized programs for youth at risk**

# Comprehensive Continuum of Services

- Emergency Assistance to Residents in Crisis
- Homeowner occupied repairs
- Adaptive modifications and ramps for disabled clients.
- Build Self Sufficiency through supportive services and life skills
- Educational and Enrichment Programs for Youth
- Resource and referral to partner agencies



# Leveraging Resources Through Community Partnerships

- St. Charles Social Concerns-emergency services
- Catholic Charities-Money Matters
- St. Charles Borromeo Labor of Love-home repairs
- Volunteers of America- accessibility ramps
- Second Harvest Food Bank (onsite)
- Matthew 25 Food Bank
- Safe Space St. Charles
- St. Charles Parish Library
- Mount Zion Baptist Church
- LA Department of Children & Families
- 2,214 Volunteer hours by community members



# 2020 Major Initiatives

- Utility Assistance through Low Income Home Energy Program regular and supplemental COVID funding
- Safety Net Services-utility bill, rent, medicine, shelter through local funding and donations
- Supplemental resources for clients through CARES ACT
- Community “Lunch and Learn on the Go” series
- Emergency home repairs for elderly and low income
- Community Based Programs for Youth at Risk
- Department Information Management and client tracking.

# Client Data

<b>Applied for Assistance</b>	<b>1,426</b>
Female	1094
Rent	732
Singe Household	768
Single Parent Female Household	437
Fixed: SSI/SSA or Pension	865
Returning Clients	1122

# Programs By the Numbers

Program Area	Funding
Community Services Block Grant (CSBG)	\$112,166
Low Income Home Energy (LIHEAP)	\$383,000
CARES Act (CSBG supplement)	\$143,500
Cares Act (LIHEAP Supplement)	\$101,400
USDA Housing Preservation Grant (HPG)	\$110,000
HUD HOME Annual allocation	\$150,000
Community Services Subgrants/Donations	\$20,000
United Way Ramp Funding	\$100,000

# Community Center Programs

- After School Drop in
- Summer Enrichment
- Lunch and Learn
- Life Skills
- Adult Enrichment Programs
- After School Tutoring
- Youth Symposium
- Tween/Teen Program

St. Rose

Killona

Boutte  
Outreach



# 2020 Community Needs Assessment

- **Emergency Assistance:**
  - Expand resources and increase access to safety net services
- **Emergency Shelter and Support:**
  - Build partnerships to support domestic violence victims and families in transition to improve self-sufficiency
- **Income Management:**
  - Build skills in family financial literacy: budgeting to improve self-sufficiency
- **Nutrition:**
  - Growing need for supplemental food support in the community; increase access to holiday giving programs for elderly and working families
- **Home Repairs:**
  - Expand volunteers, funding and partnerships to accommodate for the growing need to health and safety home repairs

# Client Survey Feedback

**I get treated with the utmost respect**

**Customer service was very pleasant and very comfortable.**

**Very helpful as always and very considerate about my needs.**

**I'm so grateful for all the support that has been given to my family during these hard times**

**The ladies are very, very helpful and courteous.**

**Great attitude and very patient.**