

Connecticut FACS Report Outcome Catalog – version 1.2

Community Action Goal 1 (Family) *Low-Income People Become More Self-Sufficient*

Outcomes Positive benefits and behaviors that result from a program or service intervention.	Indicators # and % of clients/units to achieve each outcome
1) Obtained Employment/Self-Employment for Unemployed Persons.	<ul style="list-style-type: none"> a) # and % unemployed clients obtained part-time employment – less than 25 hours per week, at minimum wage or above (or its equivalent if employment includes tips/etc.), w/o health insurance benefits. b) # and % unemployed clients obtained part-time employment – equal to or greater than 25 hours per week, at minimum wage or above (or its equivalent if employment includes tips/etc.), w/o health insurance benefits. c) # and % unemployed clients obtained full-time employment – number of hours as defined by employer; at least minimum wage, without benefits. d) # and % unemployed clients obtained full-time employment – number of hours defined by employer, above minimum wage and could include benefits. e) # and % unemployed clients became self-employed – and earned the equivalent of at least part-time employment.
2) Obtained Employment/Self-Employment for Employed Persons.	<ul style="list-style-type: none"> a) # and % employed clients obtained part-time employment – less than 25 hours per week, at minimum wage or above (or its equivalent if employment includes tips/etc.), w/o health insurance benefits. b) # and % employed clients obtained part-time employment – equal to or greater than 25 hours per week, at minimum wage or above (or its equivalent if employment includes tips/etc.), w/o health insurance benefits. c) # and % employed clients obtained full-time employment – number of hours as defined by employer; at least minimum wage, without benefits. d) # and % employed clients obtained full-time employment – number of hours defined by employer, above minimum wage and could include benefits. e) # and % employed clients became self-employed – and earned the equivalent of at least part-time employment.
3) Maintained Employment for at Least 90 days.	
4) Increased Earned Income from the Previous Reporting Period.	
5) Increased Total Household Resources from Non-Employment Sources.	<ul style="list-style-type: none"> a) # and % obtained Federal Earned Income Tax Credit. 1) Aggregated dollar amount of credits: \$ _____ b) # and % obtained Federal Child Tax Credit. 1) Aggregated dollar amount of credits: \$ _____ c) # and % homeowners realize an increase in assessed value of their home as a result of rehabilitation. d) Other; please provide outcome, indicator and a description in Narrative Comments below.

Connecticut FACS Report Outcome Catalog – version 1.2

Outcomes Positive benefits and behaviors that result from a program or service intervention.	Indicators # and % of clients/units to achieve each outcome
6) Increased Ability to Manage Income and Use Assets to Achieve Self-Sufficiency.	<ul style="list-style-type: none"> a) # and % demonstrated ability to complete and maintain a budget for over 90 days. b) # and % opened IDA or other savings account and increased savings. <ul style="list-style-type: none"> 1) Aggregated dollar amount of credits: \$_____ c) # and % decreased debt and maintained budget and savings plans for over one year. d) # and % capitalized small business. e) # and % began post-secondary education due to accumulated savings. f) Other; please provide outcome, indicator and a description in Narrative Comments below.
7) Obtained Adequate, Safe, Affordable, Unsubsidized, Permanent Housing	<ul style="list-style-type: none"> a) # and % purchased home, mobile home or condominium. b) # and % obtained permanent rental housing of choice.

Connecticut FACS Report Outcome Catalog – version 1.2

Outcomes Positive benefits and behaviors that result from a program or service intervention.	Indicators # and % of clients/units to achieve each outcome
<p>8) Eliminated/Reduced Barriers to Employment and Self-Sufficiency</p>	<ul style="list-style-type: none"> a) # and % obtained work experience as a non-paid volunteer and developed measurable identified skill(s). b) # and % demonstrated a measurable increase in identified skills/competencies required for employment c) # and % completed training program and received certificate or diploma required for employment. d) # and % completed ABE/GED and obtained certificate or diploma in order to acquire or maintain employment. e) # and % completed post-secondary education program, and obtained certificate or diploma in order to acquire or maintain employment. f) # and % clients enrolled children in “before/after” school program, in order to acquire/maintain employment. g) # and % obtained care for child or other dependant, in order to acquire/maintain employment. (Identify type of care, for example, center-based care, family day care, relative day care, childcare certificate, and others). h) # and % obtained reliable transportation and/or driver’s license in order to acquire/maintain employment. i) # and % obtained identification required for employment. j) # and % youth obtained emancipation. k) # and % moved toward self-sufficiency by “moving up” at least one step on an outcome scale. (Attach a copy of scale used.) l) # and % completed goals on their case management plan in order to move toward self-sufficiency. m) # and % maintained independence, etc. <i>You may define the nature of the increased stability, or identify the specific area of concern, such as “remain drug free”, in narrative comment below. Also, you may break out individuals by age or other characteristics in the Narrative Comments.</i> n) # and % resolved other barrier to employment. Provide outcome, indicator and a description in Narrative Comments below.

Definitions:

Increased Total Household Resources from Non-Employment Sources – this could refer to such things as: a move of a job to one closer to home which reduces travel costs; securing benefits such as tax credits, child support, SSI; or other increases which you may wish to define.

Completed goals on their case management plan in order to move toward self-sufficiency – this should refer specifically to the individual/family movement toward employment and self sufficiency, and not to their increased potential or to strengthen supportive systems.

Maintained independence – this could refer to a range of outcomes for individuals of various ages, characteristics, or circumstances. Outcomes associated with participation in treatment programs, alternatives to incarceration or

Connecticut FACS Report Outcome Catalog – version 1.2

institutionalization, Family Care Giver programs or other programs that enable families/individuals to achieve a measure of self-sufficiency should be reported here. Provide outcome, indicator and description in narrative comments.

Narrative Comments: *Please attach a separate sheet if necessary.*

Community Action Goal 6 (Family) *Low-Income People Especially Vulnerable Populations, Achieve Their Potential by Strengthening Family and Other Supportive Systems*

Outcomes Positive benefits and behaviors that result from a program or service intervention.	Indicators # and % of clients/units to achieve each outcome
1) Increased Education and/or Skills.	<ul style="list-style-type: none"> a) # and % adults improve academic skills, and/or prepare to move on to other educational/training programs. b) # and % adults obtain ABE/GED certificate or diploma. c) # and % adults obtain or improve job skills. d) # and % youth demonstrate improved academic performance. e) # and % youth demonstrate improved behavior at school. f) # and % youth obtain ABE/GED certificate or diploma. g) # and % youth obtain job skills. h) Other; please provide outcome, indicator and a description in Narrative Comments below.
2) Increased Families' Skills and Strengthened Families.	<ul style="list-style-type: none"> a) # and % participants improve their behavior/family functioning as a result of counseling. b) # and % parents/caregivers improve family functioning as a result of classes or supportive services. c) # and % participants maintain family stability by accessing affordable care of minor child or other dependent. d) # and % child(ren) at-risk of DCF placement remain with family due to improved family functioning. e) # and % non-custodial fathers increase time spent with child. f) # and % non-custodial fathers who are behind in child support payments make payments against new payment schedule. g) # and % participants demonstrate increased knowledge of positive parenting skills and techniques h) Other; please provide outcome, indicator and a description in Narrative Comments below.

Prepared by the Connecticut Association For Community Action and the Connecticut Outcomes Work Group -- November 29, 2002. Adapted from the Pennsylvania Department of Community and Economic Development and the Community Action Association of Pennsylvania CAA CSBG FACS Reporting System. Developed in conjunction with The Center for Applied Management Practices, Harrisburg, PA. Used with permission.

Connecticut FACS Report Outcome Catalog – version 1.2

Outcomes Positive benefits and behaviors that result from a program or service intervention.	Indicators # and % of clients/units to achieve each outcome
3) Increased Ability to Manage Income.	<ul style="list-style-type: none"> a) # and % operate within established budget for at least 90 days. b) # and % households/individuals decrease energy usage due to Weatherization services. c) # and % households/individuals decrease debt. d) # and % participants demonstrate increased knowledge of skills to manage income and increase savings. e) # and % demonstrated increased knowledge of energy conservation. f) # and % completed payment plan for matching payment program g) # and % completed payment plan for NUSTART Program h) Other; please provide outcome, indicator and a description in Narrative Comments below.
4) Obtained, Maintained, or Improved Housing Arrangements.	<ul style="list-style-type: none"> a) # and % households/individuals in temporary or transitional housing arrangements obtain safe, stable housing. b) # and % households/individuals maintain safe/stable housing for at least 90 days. c) # and % households have home safety hazards ameliorated. d) # and % households improve home environmental safety thru installation of new heating and/or air conditioning system e) # and % households complete steps toward their first home purchase. f) # and % homeowners realize an increase in assessed value of their home as a result of rehabilitation. g) # and % households obtained safe/stable housing through payment of Security Deposit. h) Other; please provide outcome, indicator and a description in Narrative Comments below.

Connecticut FACS Report Outcome Catalog – version 1.2

Outcomes Positive benefits and behaviors that result from a program or service intervention.	Indicators # and % of clients/units to achieve each outcome
5) Reduced or Eliminated an Emergency Need.	<ul style="list-style-type: none"> a) # and % receive emergency/supplemental food from food pantry. (Proxy) b) # and % receive clothing. (Proxy) c) # and % receive emergency shelter. d) # and % avoid utility termination or fuel crisis through agency payment. e) # and % avoid eviction (due to rental non-payment or mortgage foreclosure) for at least 120 days through mediation. f) # and % avoid eviction (due to rental non-payment or mortgage foreclosure) through mediation for at least 360 days. g) # and % obtain resolution of problem with fuel vendor. h) # and % receive emergency voucher for food, formula and/or diapers . i) # and % avoid eviction through payment of rent. j) Other; please provide outcome, indicator and a description in Narrative Comments below.
6) Improved or Maintained Nutrition.	<ul style="list-style-type: none"> a) # and % senior congregate meal programs. (Proxy) b) # and % meals on Wheels. (Proxy) c) # and % nutritional risk score declines or stays same after 12 months. d) # and % children congregate meal programs. (Head Start, child care, after school, summer meal programs, etc.) (proxy) e) # and % prevalence of anemia among children in WIC for at least one year does not exceed 10%. f) # and % pregnant women in WIC achieve appropriate weight gain. g) # and % participants demonstrated increased knowledge of nutrition and preparing nutritious meals. h) Other; please provide outcome, indicator and a description in Narrative Comments below.
7) Obtained Access or Links to Services.	<ul style="list-style-type: none"> a) # and % obtained services/benefits due to translation assistance. b) # and % report ability to access services independently. c) # and % obtained or maintained necessary services with assistance. d) # and % received referral to necessary services. e) # and % clients were denied services. f) # and % clients did not apply for services.

Prepared by the Connecticut Association For Community Action and the Connecticut Outcomes Work Group -- November 29, 2002. Adapted from the Pennsylvania Department of Community and Economic Development and the Community Action Association of Pennsylvania CAA CSBG FACS Reporting System. Developed in conjunction with The Center for Applied Management Practices, Harrisburg, PA. Used with permission.

Connecticut FACS Report Outcome Catalog – version 1.2

Outcomes	Indicators
Positive benefits and behaviors that result from a program or service intervention.	# and % of clients/units to achieve each outcome
<p>8) Improved or Maintained Physical or Behavioral Health.</p>	<ul style="list-style-type: none"> a) # and % obtained access to needed health care. b) # and % maintained health, independence and self-sufficiency by utilizing shared-ride transportation. c) # and % improved and/or maintained desired health status behavior for at least three months. d) # and % demonstrated increased knowledge regarding how to avoid at-risk behavior. e) # and % less than 5% of babies of WIC mothers have low birth weight. f) # and % avoided at-risk behavior for at least six months. g) # and % remained drug and alcohol free for at least six months. h) # and % infants whose mothers were pre-natally enrolled in the WIC Program breastfed. i) Other; please provide outcome, indicator and a description in Narrative Comments below.

Connecticut FACS Report Outcome Catalog – version 1.2

Outcomes Positive benefits and behaviors that result from a program or service intervention.	Indicators # and % of clients/units to achieve each outcome
9) Children and Youth Participate in Services that Support Their Growth and Development.	<ul style="list-style-type: none"> a) # and % youth improve physical health and development. b) # and % youth improve social/emotional development. c) # and % youth avoid at-risk behavior for at least three months. d) # and % youth have reduced involvement with criminal justice system. e) # and % youth increase academic, athletic or social skills for school success by participating in before/after school activities. f) # and % children (ages 0-5) obtain age appropriate immunizations and medical care. g) # and % children (ages 0-5) obtain age appropriate dental care. h) # and % children (ages 0-5) participate in pre-school activities that develop school readiness skills. i) # and % children (ages 0-5) who participate in pre-school activities demonstrate improvement in school readiness skills. j) # and % children (ages 0-5) who participate in pre-school activities acquire competency according to CT State Benchmarks. k) # and % children (ages 0-5) who participate in pre-school activities and diagnosed as needing special education/remedial services, receive appropriate services. (Proxy). l) Other; please provide outcome, indicator and a description in Narrative Comments below.
10) Seniors Participate in Services that Support Independent Living.	<ul style="list-style-type: none"> a) # and % Senior Citizens remain active in their communities by participating in community-oriented programs (include Senior Centers, RSVP, Senior Employment, Foster Grandparent etc.) b) # and % Senior Citizens maintain independent living status for 90 days through support services (including home delivered meals, home health or homemaker services, etc.). c) # and % Senior Citizens avoid institutionalization through support services for at least six months after receiving services. d) Other; please provide outcome, indicator and a description in Narrative Comments below.
11) Increased Other Supports to Eliminate Causes of Poverty.	<ul style="list-style-type: none"> a) Other; please provide outcome, indicator and a description in Narrative Comments below.

Connecticut FACS Report Outcome Catalog – version 1.2

Community Action Goal 2 (Agency) *The Conditions in Which Low-income People Live are Improved*

Outcomes	Indicators
<p>1) Low-Income People Have Improved Access to Employment, Housing, Capital, and Essential Services Due to Expanded Capacity.</p>	<ul style="list-style-type: none"> a) # people who had improved access to jobs or employment. b) # people who had improved access to adequate and affordable housing. c) # people who had improved access to services . d) # people who had improved access to services available in languages other than English to low-income residents in the community. e) Other; please provide outcome, indicator and description.
<p>2) The Supply of Jobs, Adequate and Affordable Housing, Community Facilities, Capital and Lending Programs or Essential Services Is Increased.</p>	<ul style="list-style-type: none"> a) # jobs available to low income people has increased due CAA's efforts. b) # accessible "living wage jobs" has increased due to CAA's efforts. c) # accessible educational and training opportunities for low-income people has increased due to CAA's efforts. d) # housing units available to low income people has increased due to CAA's efforts. e) # childcare slots available to low-income families has increased due to CAA's efforts. f) # before and after school slots has increased due to CAA's efforts. g) Bank loans are available to low-income people, aggregate amount of \$_____ h) Public/Private financing to support economic development in communities of low-income people has increased in the aggregate amount of \$_____ i) Federal Earned Income and Child Tax Credit receipts into the state have increased in the aggregate amount of \$_____ j) Investment in community resources and facilities has increased in the aggregated amount of \$_____

Connecticut FACS Report Outcome Catalog – version 1.2

<p>3) CAA Resources Expand Capacity of Other Agencies to Serve Low-Income People.</p>	<p>a) CAA staff provide in-kind services to agencies serving low-income people valued at \$_____.</p> <p>b) CAA provides in-kind office space and other resources to agencies serving low-income people valued at \$_____.</p>
<p>4) The Quality of Life in Low-Income Neighborhoods is Improved.</p>	<p>a) The assessed value of homes in the community has increased as a result of rehabilitation projects in the aggregate amount of \$_____.</p> <p>b) # homes in the community were improved by weatherizing for increased fuel efficiency.</p> <p>c) # additional homes or rental units in the community that meet building codes or standards of quality.</p> <p>d) # people had improved access to community facilities (schools, libraries, community centers) is increased through expanded hours and programming.</p> <p>e) # Early Childhood and childcare centers that are available to low-income residents received accreditation.</p> <p>f) # Community assets have increased as a result of a change in law, regulation or policy.</p> <p>g) Other, please provide outcome, indicator and description.</p>

Connecticut FACS Report Outcome Catalog – version 1.2

Community Action Goal 3 *Low-Income People Own a Stake in Their Community*

Outcomes	Indicators
1) Low-Income People Participate in Formal Community Organizations, Government, Boards or Councils that Provide Input to Decision-Making and Policy Setting Through CAA Efforts.	<ul style="list-style-type: none"> a) # low-income people serve on the CAA Board of Directors. b) # low-income people serve on Head Start Policy Councils. c) # low-income people serve on Family Center/ Parent Councils. d) # low-income people serve on senior citizen councils. e) # low-income people serve on school boards. f) # low-income people serve on housing tenant groups. g) # low-income people serve on non-profit agency and/or community organization boards. h) # low-income people serve on other local governmental Boards and Commissions (such as Planning and Zoning, Economic Development, Enterprise Zones, etc.). i) Other, please provide description.
2) Low-Income People Participate in Advocacy Activities.	<ul style="list-style-type: none"> a) # low-income people attended meetings of governmental policy makers and made their views known. b) # low-income people participated in the establishment or maintenance of “grass-roots” or community led organizations.
3) Low-Income People Participate in Social or Volunteer Activities.	<ul style="list-style-type: none"> a) # low-income people participated in recreational, cultural, or socialization activities. b) # low-income people volunteered their services to help others through community agencies or community-oriented activities. c) # low-income seniors volunteered their services to help others through community-oriented programs. d) Other, please provide description.

Connecticut FACS Report Outcome Catalog – version 1.2

<p>4) Low-Income People Own Businesses or Homes in Their Communities.</p>	<p>a) Business ownership increased from previous period: # businesses capitalized.</p> <p>b) Home ownership increased from previous period: # homes purchased.</p> <p>c) Other, please provide description.</p>
--	---

Community Action Goal 4 (Agency)

Partnerships Among Supporters and Providers of Services to Low-Income People are Achieved

<i>For Each Partnership, Write # of Efforts Maintained from Previous Reporting Period, Efforts New this Reporting Period and the Type of Partnership or Collaboration.</i>	
<p>1. Partnerships to Coordinate Service Delivery, Improve Program Efficiency, Streamline Administration and/or Eliminate the Duplication of Services are Achieved.</p>	<p>a) # partnerships with non-profit orgs.</p> <p>b) # partnerships with Faith-based orgs.</p> <p>c) # partnerships with Local Government.</p> <p>d) # partnerships with State Government Entities.</p> <p>e) # partnerships with Federal Government Entities.</p> <p>f) # partnerships with For-Profit Businesses or Corporations.</p> <p>g) # partnerships with Coalitions or collaboratives (3 or more groups).</p>
<p>2. Partnerships to Improve Community Planning are Achieved.</p>	<p>a) # partnerships with non-profit orgs.</p> <p>b) # partnerships with Faith-based orgs.</p> <p>c) # partnerships with Local Government.</p> <p>d) # partnerships with State Government Entities.</p> <p>e) # partnerships with Federal Government Entities.</p> <p>f) # partnerships with For-Profit Businesses or Corporations.</p> <p>g) # partnerships with Coalitions or collaboratives (3 or more groups).</p>
<p>3. Partnerships to Accomplish Specific Family Outcomes are Achieved.</p>	<p>a) # partnerships with non-profit orgs.</p> <p>b) # partnerships with Faith-based orgs.</p> <p>c) # with Local Government.</p> <p>d) # partnerships with State Government Entities.</p> <p>e) # partnerships with Federal Government Entities.</p> <p>f) # partnerships with For-Profit Businesses or Corporations.</p> <p>g) # partnerships w/Coalitions or collaboratives (3 or more groups).</p>

Connecticut FACS Report Outcome Catalog – version 1.2

4. Other Types of Partnerships or Collaborations.	<ul style="list-style-type: none">a) # partnerships with non-profit orgs.b) # partnerships with Faith-based orgs.c) # partnerships with Local Government.d) # partnerships with State Government Entities.e) # partnerships with Federal Government Entities.f) # partnerships with For-Profit Businesses or Corporations.g) # partnerships with Coalitions or collaboratives (3 or more groups).
--	---

Connecticut FACS Report Outcome Catalog – version 1.2

Community Action Goal 5 (Agency) Agencies Increase their Capacity to Achieve Results

Table 1: Agencies Leverage External Resources to Increase their Capacity to Serve Low-Income People.	
	a) Amount of funding from CSBG: \$ _____ b) Amount of Federal Government (non-CSBG) funding: \$ _____ c) Amount of State Government funding (includes non-CSBG federal dollars passed through a state agency): \$ _____ d) Amount of Local Government entity funding: \$ _____ e) Amount of other local funding: \$ _____ f) Amount of private funding: \$ _____ g) Amount of funding from cash donors: \$ _____ h) Other.
Table 2: Agencies Leverage External In-Kind and Donated Resources to Increase their Capacity to Serve Low-Income People.	
1. Volunteer or Donated Staff Hours	a) # volunteer hours from the <i>general public</i> . b) # volunteer hours from agency <i>clients</i> . c) # volunteer hours from agency <i>board members</i> . d) # volunteer or donated staff hours from <i>other non-profit or government agencies</i> . e) # volunteer or donated staff hours from the <i>business community</i> . f) Other (please identify).
2. Donated or In-Kind Space	a) The amount of donated or in-kind space in the community used for CAA supported programs, services or activities: \$ _____ b) Other (please identify).
3. Other Non-Cash Donations	a) The amount of donated equipment: \$ _____ b) The amount of donated materials and supplies: \$ _____ c) The amount of donated food: \$ _____ d) Other (please identify).

Connecticut FACS Report Outcome Catalog – version 1.2

Table 3: Agency Organizes and Operates its Programs, Services, and Activities Toward Accomplishing Family and Community Outcomes.

<p>1. Agency has the Capacity to Measure Client/Customer Progress Towards Self-Sufficiency.</p>	<p>a) CAAs are organized in different ways depending on their configuration of programs and services. Please identify the one statement below that best describes how your CAA is organized.</p> <p>1.1a A common in-take process and common ID# is used for <u>all</u> clients of the CAA.</p> <p>1.2a A common in-take process and common ID# is used for <u>some</u> clients of the CAA.</p> <p>1.3a A separate in-take process and/or separate ID# is used for <u>each</u> program administered by the CAA.</p> <p>b) CAAs are organized in different ways depending on their configuration of programs and services. Please identify the one statement below that best describes how your CAA is organized.</p> <p>1.1b Agency utilizes a regional database for <u>all</u> clients of the agency for use in intake and assessment and provision of services.</p> <p>1.2b Agency utilizes a regional database for <u>some</u> clients of the agency for use in intake and assessment and provision of services.</p> <p>1.3b Agency utilizes a regional database for <u>all</u> clients of the agency for use in intake, assessment, provision of services and measurement of outcomes.</p> <p>1.4b Agency utilizes a regional database for <u>some</u> clients of the agency for use in intake, assessment, provision of services and measurement of outcomes</p>
--	---

Table 4: Agency Organizes and Operates its Programs, Services, and Activities Toward Accomplishing Family and Community Outcomes.

<p>1. Agency has the Capacity to Report Client/Customer Progress Towards Self-Sufficiency. (Choose all that apply.)</p>	<p>a) Agency can report outcomes that measure progress towards self-sufficiency without use of an outcome scale.</p> <p>b) Agency utilizes outcome scales to measure customer movement toward self-sufficiency.</p> <p>c) Agency has capacity to derive unit cost statistics for efficiency: cost per service delivered or cost of service per client.</p> <p>d) Agency has capacity to derive unit cost statistics for effectiveness: cost per outcome delivered.</p>
<p>2. Agency has Provided Results-Oriented Management and Accountability Training. (Choose all that apply.)</p>	<p>a) Agency Board has received Introduction to ROMA training.</p> <p>b) Agency management staff has received Introduction to ROMA training.</p> <p>c) Agency supervisory staff has received Introduction to ROMA training.</p> <p>d) Agency line staff has received Introduction to ROMA training.</p>
<p>3. Agency Programs Achieved Accreditation Demonstrating That Program Meets or Exceeds Nationally Recognized Standards.</p>	<p>a) # and % of early childhood care and education sites that have NAEYC or other recognized form of accreditation.</p> <p>b) # and % of agency programs that have achieved a recognized form of accreditation.</p>

Connecticut FACS Report Outcome Catalog – version 1.2

<p>4. Agency Demonstrates a Level of Excellence in Organizational Quality. (Please Describe in Narrative Comments.)</p>	<ul style="list-style-type: none"> a) Board and Governance b) Operational Management & Organizational Structure c) Planning, Marketing, Fundraising, Community Investment d) Information Technology e) Human Resources f) Finance and Budget
--	--

Table 5: Agency Staff Obtained Credentials That Improve Their Capacity to Achieve Results.	
<p>1. Agency Staff Obtained Credentials That Improve Their Capacity to Achieve Results.</p>	<ul style="list-style-type: none"> a) # staff who work with families obtained the Family Development Specialist credential. b) # staff who work with children obtained the Child Development Associate credential, or higher form of credential/degree. c) # staff obtained G.E.D. d) # staff received CCAP credential. e) # staff received Associates Degree. f) # staff received Bachelors Degree. g) # staff received Masters Degree. h) # staff received Doctorate Degree. i) # agency staff obtained other credentials that increase their capacity to achieve results.