

## May 6, 2022 Questions & Answers

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1. Q: Regarding the budget for the last strategic plan, is that available?  
A: It was completed in-house. No, there is no budget available for that.
2. Q: Is your strategic plan based on your program year, organizational fiscal year, or are they one and the same?  
A: It will be based on our agency fiscal year; we have many different programs with different operating years (i.e. CSBG on FFY, Head Start, some on SFY - State Fiscal Year).
3. Q: What is your ideal completion date?  
A: Current strategic plan goes through 9/30/2022. Need to have the Board approve it and would like it in place by 10/1/2022.
4. Q: Results from your current strategic plan; are they available.  
A: The Strategic Plan and the Year 5 Report are available on our website.
5. Q: Will your organizational reports (i.e. CSBG Annual Report) be available?  
A: We can make that available on the page for bidders that is being loaded to the website. Previous annual reports are available on our website.
6. Q: Will these materials be accessible by way of the website?  
A: Yes.
7. Q: The last strategic plan was 2017-2022; what about previous annual reports?  
A: They are available on our website.
8. Q: Is the process of facilitation going to be hybrid or in person or virtual?  
A: It can be virtual, in-person, or hybrid. Virtual has proven very valuable method for meeting due to work schedules. Any method is available.
9. COMMENT - we have a subscription to Survey Monkey that can be used for the survey process, and we have a list of partners, staff members, volunteers, Board members, and clients email addresses for survey purposes.
10. Q: What programs do you operate?  
A: CSBG, Head Start, Early Head Start, LIHEAP, LIHWAP, Weatherization Assistance Program, SSVF, Coordinated/Centralized Intake, Housing Counseling (DCA HUD pass through), and more.
11. Q: Are there any other management reports that might be available that are developed and sent to the Executive Director, even report made to the Board, with regard to the life of the Strategic Plan?  
A: Strategic Plan reports (2 per year) are available. We can also make available the Board packets from the times the strategic plan reports were provided to the Board.

## CSRA EOA, INC. STRATEGIC PLAN BIDDERS CONFERENCE

12. Q: How did you track expenses for the current strategic plan?

A: We did not track those separately. Activities were written into individual operating budgets for programs.

13. Q: The last community needs assessment was in 2021. Did you include focus groups, community partners, others as well in that?

A: We did, but it was more limited and we did more surveys than anything else due to COVID. Normally we have focus groups in our counties, then surveys and small analysis groups, but it just couldn't be facilitated that way in 2020-21.

14. Q: Probably made a tremendous investment in technology over the past two years; can you address some of the resources you've developed and how they will be used in the next strategic plan?

A: We do a lot of webinars/training now and have some on-demand workshops, but are also doing some in-person. In the process of developing many more informational webinars for our clients. Virtual (phone/Facetime/Skype) when needed/available. We have JotForm for people to use for signing documents. Many of our rural communities don't have access to the Internet; but are using libraries, school hot spots, One-Stops, etc. now, if they can.

15. Q: As it relates to the CSBG Organizational Standards, how does the current strategic plan, and how will we make sure all organizational standards related to the strategic plan in the upcoming process?

A: Whomever we contract with, we will work with them to make sure all of those are met. As things are scheduled, we will make sure all org standards related to the strategic planning process. Planner (Sharon DuBose), will make sure we are meeting those standards.

16. Q: In your community needs assessment, the goals were identified on the family, community, agency level?

A: Yes.

17. Q: In the current strategic plan, the key strategies, are you anticipating strategies identified that are "key" and there will be others as well; how are you envisioning that?

A: The agency leadership will help determine that. There are certain things we must do to take advantage of opportunities to bring together the community to help people achieve their goals and get out of poverty. There will be key activities, including digital, such as going more digital to make things more easily accessible. This makes information, resources available 24 hours per day. There may be major funding changes in the near future that we need to adapt to in order to meet the needs of the communities we serve.

18. REMINDER – Small, minority-owned or women-owned businesses need to include that fact in their proposal.