

I. CHESTER COUNTY COMMUNITY FOUNDATION
GRANT PROPOSAL SUMMARY SHEET

Date: 9/10/18

Contact Information

Organization Name: Oxford Area Neighborhood Services (NSC) Executive Director Name*: Linda Staffieri
Address: 35 North Third Street, Oxford, PA 19363 Executive Director E-mail: LStaffieri@kviscoe.com
Phone: 610-932-8557 Board of Directors Chair Name: Rudy Allen
Website: www.oxfordnsc.org Primary Contact Name: Linda Staffieri
Year Incorporated: 1971 Primary Contact E-mail: LStaffieri@kviscoe.com

*Linda Staffieri is Board Vice Chair serving in the executive leadership capacity until a new executive director is appointed.

Has your nonprofit ever applied to the Community Foundation? Yes XX No__ Not Sure

Has your nonprofit ever received funding from the Community Foundation? Yes XX No__ Not Sure

XX Donor Advised Fund(s) XX Fund for Chester County ___ Don't know/Not sure

Field/s of Interest:

___ Arts, Culture & Humanities ___ Environment/Animal Welfare ___ Education
___ Health XX Human Services ___ Religion

Organization Information:

Geographic Area Served (If not all of Chester County, specify primary Chester County regions served):

Oxford and surrounding area including some of Avon Grove and Octorara school districts

Describe Population Served and Annual Number of People Served: The majority of clients served by NSC are low-income persons, those on public assistance or disability, the elderly, and a rapidly growing Hispanic-speaking population. Above all else, the multi-faceted agency is providing income-eligible individuals and families with the safety-net services to meet their most basic needs, averaging 800 households each month. 12,315 requests for general assistance; 1,399 unduplicated persons received Information and Referral help; 1,270 people from 389 households received food assistance; 140 households received emergency financial assistance, & more.

Mission: Your generous support allows Oxford Area Neighborhood Services Center to:

Provide basic needs assistance - food, clothing, housing and utilities; Link people in need with Information and Referral services; Advocate on behalf of our clients; Connect community needs with community resources; Effect positive change in the community. Vision Statement – Oxford Area Neighborhood Services Center strives to end poverty, hunger and homelessness in our community.

Proposal Summary: NSC seeks funding to review its expiring strategic plan, last updated in 2015. Now is a critical time for the board to undertake this as local community needs, funders, and providers are changing, as their executive leadership changes, and as they need to keep an active and engaged board. They need to look thoughtfully and creatively at the next 1 to 3 years with oversight and input from experienced consultants. A proposal from Sylvia & Carter & Associates is attached.

If Capacity Building Proposal, the focus is:

XX Mission, Vision & Strategy ___ Governance & Leadership ___ Strategic Relationships
___ Fundraising & Development Other: _____

Annual Budget \$606,200 ___ # of Full-Time Equivalent Paid Staff
___ 76% ___ % of budget for program expenses ___ 10 ___ # of Board Volunteers
___ 21% ___ % of budget for administrative expenses ___ 40 ___ # of Active Non-Board Volunteers
___ 3% ___ % of budget for fundraising expenses ___ 4,000+ ___ # of Volunteer Hours
100 %

Top 3-5 funding sources: United Way of Southern Chester County (\$90,440); Chester County Department of Human Services(\$45,000); James S. Herr Foundation (\$20,000); Oxford Area Foundation (\$20,000); Health & Welfare Fdtn SCC (\$13,000); Oxford Area Civic Association (\$9,000).

Grant Amount Requested from the Community Foundation: \$3,000 _____



September 10, 2018

Beth Harper Briglia
Chester County Community Foundation
via e-mail: grants@chesco.org

Dear Ms. Briglia,

Oxford Area Neighborhood Services Center (NSC) respectfully requests funding from CCCF's fall capacity building grant cycle. We seek \$3,000 specifically to fund the review and updating of our strategic plan that expires in Fall 2018. This is especially important now as local community needs, funders, and providers are changing, as NSC's executive leadership changes, and as NSC needs to keep an active and engaged board. NSC needs to look thoughtfully and creatively at the next 1 to 3 years with oversight and input from experienced consultants. A proposal from Sylvia & Carter & Associates (SCA) is included with this grant application. They worked with the board to create our last strategic plan, updated in 2015, a copy of which is attached.

Organization's history, goals, key achievements and distinctiveness

NSC provides essential services to those in need in the greater Oxford area, offering income-eligible individuals and families with the **safety-net services to meet their most basic needs**. The delivery of these essential services help families address the obstacles they encounter when faced with situations of unemployment or under-employment, homelessness, health crises, substance abuse and mental health issues, and emergencies that affect their ability to provide for their families. Clients represent all economic groups with the majority being low-income persons, those on public assistance, the disabled, the elderly, or Hispanic.

The staff of Oxford Area Neighborhood Services Center sees the impacts of the agency's services every day and knows that individuals and families who receive food, utility or rent assistance are able to achieve the following outcomes:

- Develop more secure household finances by receiving assistance from staff with bill paying and household budgeting;
- Improve and secure their living conditions by being connected with community resources that enable them to improve the physical conditions of their homes;
- Meet nutritional needs through regular access to food and meal planning resources.

Objectives for the 2018-2019 fiscal year include:

- 1,500 unduplicated clients will receive one or more services from the agency's staff;
- 450 individuals (145 unduplicated households) will receive services to meet their emergency needs including utility and/or rental payments, and/or healthcare assistance;
- 1,410 individuals (445 unduplicated households) will have their basic needs of food met; and,
- 10 individuals will have their emergency housing needs met via emergency sheltering.

35 North Third Street Oxford, PA 19363* Phone: 610-932-8557, Fax: 610-932-8270, www.oxfordnsc.org

A United Way Agency



United Way of
Southern Chester County

Mission Statement - Your generous support allows Oxford Area Neighborhood Services Center to:

Provide basic needs assistance - food, clothing, housing and utilities;

Link people in need with Information and Referral services;

Advocate on behalf of our clients;

Connect community needs with community resources;

Effect positive change in the community.

Vision Statement – Oxford Area Neighborhood Services Center strives to end poverty, hunger and homelessness in our community.

Current programs, activities and service statistics

When the agency began in 1972, services included addressing inquiries concerning transportation, inadequate income, family counseling, legal problems, education, health care, social security, tax information, day care, consumer protection, and employment. Today, the Oxford Area Neighborhood Services Center fulfills its mission by providing the following carefully developed programs and services:

- **Information/Referral:** Services include assessment of the person/family's situation; provision of information on and referral to resources; follow-up on all referrals to determine outcomes.
- **Food, Clothing, Utility and Shelter Assistance Program:** meets the basic needs of individuals and families by providing access to the food cupboard; clothing through the Neighborhood Thrift Shop; direct payment arrangements to vendors for help with heat, housing, utility, transportation & health needs.
- **Neighborhood Thrift Shop:** staffed by a manager and volunteers, the shop sells donations including clothing, household items and furniture with proceeds helping to fund agency programs. Clients are eligible to receive items from the thrift shop free of charge.
- **Access to Health/Social Services Agencies and Programs:** Lack of effective public transportation to areas in Chester County is a major barrier for area residents in accessing services. Since its inception, ONSC has provided a centralized location in Southern Chester County from which county health and social service agencies can deliver services directly to the community. Agencies that rent below-market rate office space are: *Family Service of Chester County, Domestic Violence Center of Chester County, Maternal & Child Health Consortium of Chester County, and Crime Victims Assistance Center of Chester County*. The agency also houses two for-profit companies – *Ce Ja Counseling* and *Superior Workforce Solutions*, a temporary employment service.
- **American Cancer Society Wigs for Cancer Patients Program:** the agency serves as the local distribution site for this program that provides wigs free of charge to residents going through cancer treatments.
- **Christmas Room Program:** this program provides an opportunity for businesses, individuals and organizations to provide unwrapped presents to our Christmas Room. In the Christmas Room, families served by the organization can “shop” for gifts for their children for the holiday season.

The majority of individuals seeking assistance are low-income; receiving public assistance; the elderly. Ethnically, our clients are 60% Caucasian, 38% Hispanic and 2% African American and Other. Ninety-eight percent of households receiving food are at or below 150% of the poverty level.

In addition to the agencies housed in our building, we work every day with local non-profits to provide the best support for our clients. We have working relationships with SILO, The Lighthouse Youth Center, Oxford Mainstreet, Inc., La Comunidad Hispana (LCH), and Kennett Area Community Service.

Since executive director of nearly 14 years took early retirement in May, 2018, the Board is playing a major role in working with staff to make sure all services are delivered efficiently and operations continue smoothly. Currently the Program Director, three case managers, and a receptionist staff the Neighborhood Services Center. Two of the case managers are bilingual, as is the receptionist, which enables us to better serve the Hispanic community.

Funding request

NSC seeks \$3,000 to engage Sylvia & Carter & Associates (SCA) consulting firm to review NSC's expiring strategic plan with particular emphasis on assessing current internal practices and reviewing its mission, vision, conducting an analysis of NSC's strengths, weaknesses, opportunities, and threats. Over a period of three to four months the consultants will work with the NSC board and staff to identify and strengthen such areas as finance and administration, programs, fundraising and outreach, human resources, and collaborative opportunities in the southern Chester County region. We have extensive experience with SCA as they helped us with our previous strategic plan and guided us through a feasibility study funded by the Philadelphia Foundation.

How impact and results will be demonstrated

As part of the strategic plan, NSC & SCA will develop a detailed tactical plan of how each goal is to be accomplished; each step includes person/group responsible, start and completion dates, and budget required, if any. This tactical plan makes it extremely easy to develop a budget and work plan to accomplish the plan, and to monitor the plan's progress. SCA will also provide an Excel version of the tactical plan which enables NSC to sort the tactical plan by person/group responsible, start date, etc. and thus easily assign tasks. After the plan is completed, SCA also will check in with NSC at 6 and at 12 months to discuss progress with the plan's implementation, identify roadblocks, and if needed, provide additional consulting to ensure the plan is progressing as originally intended.

It is especially crucial that Neighborhood Services Center undertake this planning initiative as soon as funding is available since the needs and demographics of NSC's constituent base are changing rapidly and because the funding opportunities and collaborative human service provider opportunities are changing rapidly in the Oxford area. It is also important as NSC's executive leadership changes, and as NSC needs to keep an active and engaged board. NSC needs to look thoughtfully and creatively at the next 1 to 3 years with oversight and input from experienced consultants.

We have enclosed the following:

- Neighborhood Services Center's IRS 501(c)(3) Determination Letter
- Neighborhood Services Center's current Board of Directors List
- Neighborhood Services Center's operating budget for 2018-19 with 2017-2018 actuals
- Neighborhood Services Center's most recent audit. (NSC does not produce an annual report)
- Strategic planning proposal from consultants Sylvia & Carter & Associates with budget included
- Current Strategic Plan last updated in 2015.

I also would like to invite you to visit Neighborhood Services Center to see firsthand our food cupboard operation and the impact NSC makes in the Oxford community. Please contact me directly at (484) 883-6441 or by e-mail at LStaffieri@kviscoe.com if you have any questions or if you need additional information.

Thank you for considering our request.

Sincerely,



Linda A. Staffieri
Board Vice Chair