

COMMUNITY SERVICES DIVISION

January 2026

DIRECTOR'S MESSAGE

January launches us into a season of planning, policy review, and renewed focus. With a few staff transitions this month, our team has shown remarkable unity and dedication. Their commitment to our clients has been evident in every program.

This year, I'm highlighting the voices of our case managers. Their stories reflect the heart of our mission and the impact we make every day.

— **Heather H., Family Empowerment Director**

PROGRAM HIGHLIGHTS

TBRA — Tenant Based Rental Assistance

Case Manager: Lauren T.

A long-term TBRA participant reached a major milestone this month: approval for a **Section 8 Housing Choice Voucher**.

Throughout their time in the program, the client consistently met requirements, maintained stable housing, and engaged fully in case management. Their transition to Section 8 reflects:

- Steady progress
- Strong commitment to independence
- Readiness for long-term stability

The client expressed excitement and relief — a powerful example of persistence and support working hand-in-hand.

CEAP — Comprehensive Energy Assistance Program

Case Manager: Teresa F.

We continue to see a high volume of households urgently needing utility assistance. Many applicants arrive behind on bills and facing disconnection.

This month, CEAP and the Stabilization Program helped families:

- Restore disconnected utilities
- Prevent further disconnections
- Receive lump-sum payments toward overdue balances

These interventions keep homes **warm, safe, and connected**, offering immediate relief during critical moments.

FEA — Family Empowerment Assistance (Head Start Campuses)

Coordinator: Kari F.

January brought meaningful improvements and strong engagement with our Head Start families.

Program Enhancements

- Streamlined the **CSBG application**
- Created a **CSBG flyer** for families and outreach
- Developed a **CSBG Q&A sheet** to clarify program benefits

Family Engagement

During multiple parent meetings, we:

- Introduced families to available programs
- Provided a **budgeting crash course**
- Shared money-saving apps for groceries and gas
- Facilitated a collaborative discussion where parents exchanged tips and encouragement

These meetings showcased the power of community — families supporting families, learning together, and building confidence in their financial futures.

CSBG — Community Services Block Grant

Case Manager: David J.

Through the Stabilization Program, we assisted a client whose power had been disconnected. After coordinating the necessary steps, her electricity was restored.

Her emotional response and gratitude underscored the importance of timely, compassionate support. Moments like this highlight the true impact of our work.

LOOKING AHEAD

January set a strong foundation for 2026. With dedicated staff, engaged families, and clients striving toward stability, we are entering the year with momentum and purpose.