



Ohio Heartland
Community Action Commission

Annual Report

2010

Our Mission Statement

- To serve in an exclusively charitable and educational capacity, as provided in the Internal Revenue Code of 1954, as amended.
- In furtherance of its charitable and educational purposes, to foster and promote planning services and developmental efforts for the mobilization and utilization of resources, public and private, including, but not limited to, Boards of Education, governmental agencies, and voluntary citizens groups and associations for coordinated remedial attack upon conditions of poverty affecting the inhabitants of the area.
- To stimulate and encourage the provisions of services, assistance, and other activities toward developing employment and economic opportunities, improving human performance, individual and group motivation, productivity and bettering conditions under which people live, learn, and work.
- To solicit, contract for, receive, administer, and disburse any funds, grants, bequests, devises, and other resources for the execution and implementation of specific or general programs in carrying out its purposes, and particularly for participation under the “Economic Opportunity Act of 1964” as amended.

2010 Board of Trustees (As of 12/31/2010)

Community Action Agencies are unique because they are governed by a tri-partite Board of Trustees. Federal law mandates Community Action Agencies to compose a board with an equal number of members representing the Public (PB) sector, the Private (PV) sector and the Low-Income (LI) community.

<u>President</u>	<u>Vice-President</u>	<u>Secretary</u>	<u>Treasurer</u>
Bruce J. Angell Crawford County Low-Income (LI)	Joe Mudra Richland County Public (PB)	Sandra Sparks Crawford County Low-Income (LI)	Staci Thomas Marion County Public (PB)

<u>Marion County</u>	<u>Crawford County</u>	<u>Morrow County</u>	<u>Richland County</u>
Sue Yazel – PB	Michael Jacobs – PB	Phylis Miller – PB	Joe Mudra – PB
Josh Daniels – PB	Mo Ressallat – PB	Vacant – LI	Vanda Hall – LI
Staci Thomas – PB	Sam Buehrer – PB	Floyd Wogan – LI	Vacant – PV
Donald Distel – LI	Bruce Angell – LI	Vacant – PV	
Jill Dykes – LI	Sandra Sparks – LI	Fawn Mollenkopf - PV	
Vacant – PV	Sarah Ard – LI		
Vacant – PV	Doug Greene – PV		
Jan Hulse – PV	Gary Nuss – PV		

A LETTER FROM THE BOARD PRESIDENT

OHCAC's mission statement states that we are to attempt to change the conditions of poverty by providing assistance that helps to improve the standard of living for those whom we serve. In these bleak economic times, never previously has that statement been more apropos. Our dedicated staff have worked tirelessly to provide outstanding service to those in need. This has indeed been a year of award winning accomplishments.

Our United Community Prescription Program, now in its second year funded by Marion United Way and Marion Community Foundation, was honored with both a John Glenn Best Practices Award and an Ohio Association of Non-Profit Organization Award of Excellence. The Award of Excellence was presented to OHCAC at the Ohio Statehouse on May 11. This program is run with the assistance of Smith Clinic, Walgreen's Pharmacy and Pro-Care Pharmaceuticals.

In January, work began on obtaining the Palmer House property on Buehler Street in Galion. This became the new headquarters for OHCAC for Galion programs. An addition for the clothing outlet was built and the parking lot was finished in time for the grand opening on November 21. Karen Wise returned to Marion full time as Deputy Director and Jill Lee was hired to become the new Crawford Center Director. The facility was named The Henry and Betty Egner Memorial Center because of their generosity over the years to the Center.

A number of OHCAC programs have succeeded in helping those in need. The GED program in the new facility has continued to have several new graduates. The ARRA mortgage assistance program has helped a number of people. The Door Bell and House Numbers program was started with home flashing bells for senior citizens and individuals with disabilities. Head Start was able to add 64 children because of ARRA expansion grant funds. Also, Head Start representatives in Chicago were very well satisfied with Jim Lavelle's handling of our finances. A new telephone system was installed for 8 of our locations making it easier for instant contact anywhere within the system. We purchased 4 agency Jeep Patriot vehicles to deliver meals for our Senior Nutrition Program.

Sixteen years ago our agency was handling funding between \$3.5 and \$5 million. Today we are over \$14 million and the programs have grown from 12 to 24. This is due in part to our agency's outstanding reputation for properly handling programs and being recognized for diligence and accuracy in work completed.

Another accolade achieved by our staff was Executive Director Andrew Joseph Devany being elected to serve on the National Community Action Partnership Board of Directors representing Region 5. This is one award for which we can well be proud.

I had stated last year that I would have milestones of accomplishments to report and this year's letter attests to that.

Sincerely,

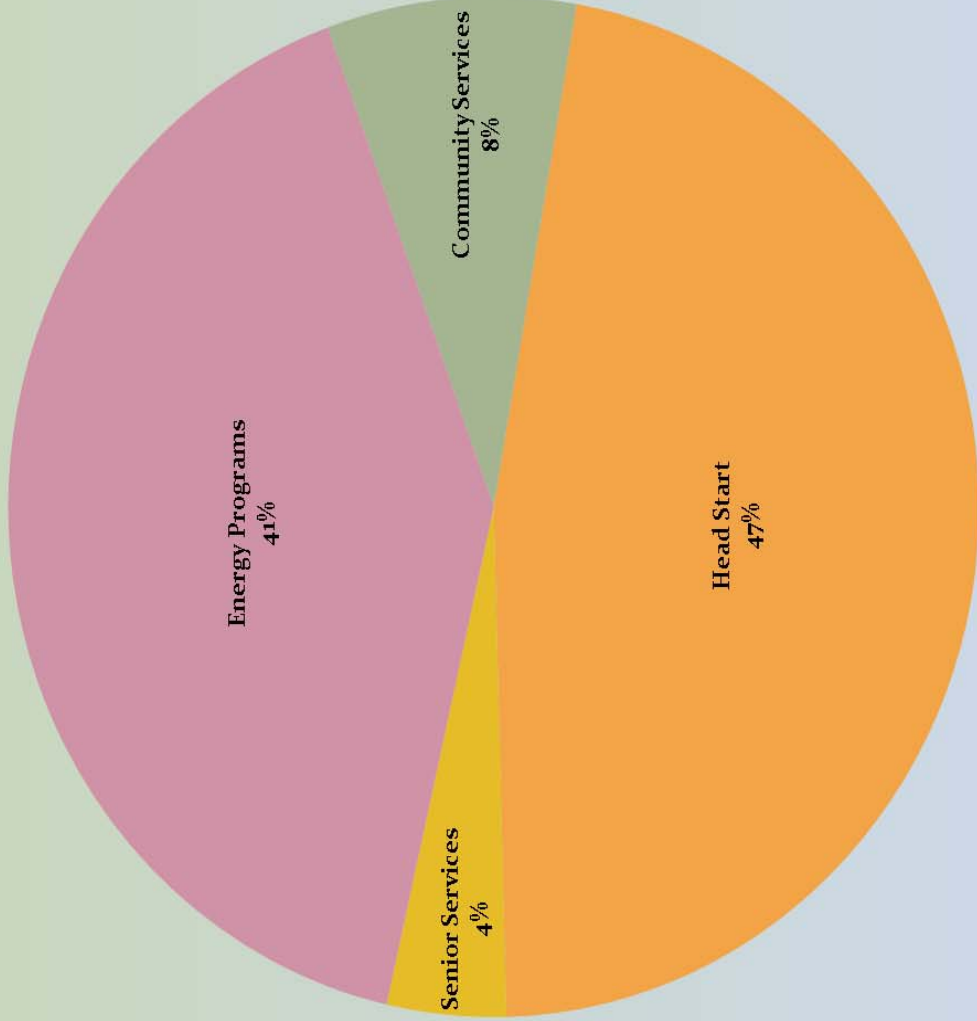


Bruce J. Angell,
Board President

2010 PROGRAM SERVICE AREAS

Program	Marion	Crawford	Morrow	Richland
Head Start / ARRA	✓	✓	✓	✓
HEAP	✓	✓	✓	
HWAP / ARRA	✓	✓		
Electric Partnership	✓	✓		
Community Connections	✓	✓		
Warm Choice	✓	✓		
RSVP	✓	✓	✓	
CSBG / ARRA	✓	✓	✓	
EFSP – FEMA	✓	✓	✓	
Senior Nutrition	✓			
CHORE	✓			
CHIP		✓		
Prescription (Rx)	✓			
Mortgage Assistance	✓	✓	✓	

2010 Funding



ORGANIZATIONAL FUNDING

GRANT PROGRAMS

Community Services Block Grant	\$ 558,244
Community Services Block Grant – ARRA	475,302
Head Start	5,791,570
Head Start ARRA	420,098
Head Start ARRA	459,008
Home Energy Assistance Program – Administration	510,253
Home Energy Assistance Program – Columbia Gas	82,624
Home Energy Assistance Program – Winter Crisis	1,059,000
Home Energy Assistance Program – Summer Crisis	152,000
Retired & Senior Volunteer Program	79,532
Retired & Senior Volunteer Program – State	4,326
Home Weatherization Assistance Program – DOE ARRA	2,772,099
Home Weatherization Assistance Program – HHS ARRA	48,679
Emergency Food & Shelter Program – Marion	18,314
Emergency Food & Shelter Program – Crawford	19,947
Emergency Food & Shelter Program – Morrow	9,000
Prescription Assistance	100,000

CONTRACT PROGRAMS

Marion CHORE	30,000
Warm Choice	50,000
Community Connections	75,000
Senior Nutrition	450,000
Universal Service Fund/Electronic Partnership Program	1,074,122

ORGANIZATIONAL FUNDING LEVEL:

(As of fiscal year ending 9/30/2010)

\$ 14,239,118

SUMMARY PROGRAMMATIC DATA SHEET

ENERGY PROGRAMS

Energy Assistance – Weatherization Services:

251 Households received EPP assistance

60 Households received First Energy Community Connections assistance

280 Households received Home Weatherization and/or Columbia Gas Warm Choice assistance

591 Total Households served with energy saving programming

Community Housing Improvement Program (CHIP) for City of Galion:

3 Households received emergency or major housing rehabilitation

COMMUNITY SERVICES

Prescription Drug Assistance – Marion County:

621 Prescriptions filled for an initial savings of \$94,854 and a cumulative savings of \$995,505

Emergency Assistance (Food, Clothing, Utility Assistance, Prescriptions, Tutoring)

12,593 Total Customers assisted through Marion, Morrow and Crawford Centers

Summer Reading Program:

48 Children participated

SENIOR SERVICES

Senior Meals Provided Daily – Marion County:

368 Home Delivered Participants

48 Congregate Site Participants

SENIOR CHORE PROGRAM – Marion County:

195 Households assisted

Retired and Senior Volunteer Program (RSVP):

50,625 Volunteer Hours

391 Volunteers

63 Volunteer Sites

HEAD START

Head Start Program:

1,068 Children and Families participated – an on-going waiting list averaged 200 children

1,048 Children certified up to date with immunizations

1,014 Children certified on a schedule of preventive and primary health care with 32 diagnosed with a chronic condition needing medical treatment

982 Children received preventative dental care with 300 diagnosed for additional treatment

229 Children with an IEP received special services by itinerate teachers and therapists

128 Days of comprehensive services provided for 910 funded enrollments

ENERGY ASSISTANCE

Electric Partnership Program

Funded by a contract with the Ohio Department of Development, the *EPP* program provides energy audits to specific service areas, providing customers with energy saving techniques along with energy saving fluorescent light bulbs, replacement of qualified refrigerators and/or freezers with energy star rated units. **For program year 2010, 251 customers received service and consumer energy education.**

Community Connections Program

Funded by First Energy, Ohio Edison and Ohio Partners for Affordable Energy, *CCP* customers received help in reducing their electric usage with energy saving fluorescent light bulbs, refrigerators and/or freezers, and electric stoves. **In 2010, 60 customers received *Community Connections* assistance.**

Home Weatherization Assistance Program

(HWAP) consists of a home inspection to determine the most cost effective energy saving services that could be performed including insulation, air leakage reduction, safety inspection of heating units, and consumer education. **In 2010, 280 customers either received energy saving education, Health & Safety repairs, or Columbia Gas\Warm Choice program referrals.**

Community Housing Improvement Program

(CHIP) provides grants to eligible communities interested in undertaking housing-related activities, including necessary infrastructure improvements. OHCAC works with the City of Galion to provide housing rehabilitation to Galion residents. **In 2010, 3 customers received either private owner rehabilitation, home repair, home ownership/rehabilitation or rental rehabilitation.**

HEALTH and SAFETY

United Community Prescription Program

The Prescription Program is operated by OHCAC in conjunction with the Smith Clinic and Walgreen's Pharmacy, who provide us with an on-site office for our professional staff person to meet with the customer. Its mission is to help customers find the most cost effective way of obtaining prescriptions. The program is open to Marion County residents of any age or income level who are without prescription insurance coverage. We receive funding from Marion County United Way and the Marion Community Foundation to operate this program. **For 2010, 795 application requests were processed, 735 applications were determined to be eligible, and 621 prescriptions were filled for a total of \$94,854 in savings to the customers.**

Emergency Services Program

The Emergency Services program is made available to low-income people who are in need of emergency type services – food, clothing, utility bills assistance, tutoring – to become more self-sufficient. Ohio Heartland staff Directors, Office Managers, Program Coordinators, Intake and Data Entry workers within the Marion-Crawford-Morrow service areas provide the assistance. **In 2010, of the 14,727 customers requesting emergency assistance, 12,593 were assisted.** Customers not directly served were referred to other local service providers.

Marion Center: The H-2-0 program is a partnership between the Ohio-American Water Company, St. Vincent DePaul Society and the Marian Clark Center. Initial funding is granted by the Ohio-American Water Company, with matching funds from St. Vincent DePaul Society. The purpose of this funding is to assist those households in danger of being disconnected. The funds are limited and there is a limit of \$200 per household per year for eligible clients. Gas Cards are made available through the St. Vincent DePaul Society on a limited basis and provide transportation assistance to eligible clients with a doctor's appointment out of town.

Crawford Center: The Center serves as the Galion Unit of the Salvation Army and is able to provide prescription assistance with Salvation Army funding. A food pantry and clothing outlet are operated within the Center. Staff also assists with homelessness prevention and holiday assistance.

Morrow Center: A contract with WSOS Community Action Commission enables the Morrow Center Director to provide mortgage assistance to residents throughout Marion, Crawford and Morrow Counties who were facing foreclosure. Staff operates the food pantry at the Morrow County Community Services building in Mt. Gilead.

Home Energy Assistance Program (HEAP): Formerly known as "Regular HEAP." The Home Energy Assistance Program is a federally funded program designed to help low-income Ohioans with their winter heating bills. The program runs from June 1 to May 31.

Winter Crisis Program (WCP): Formerly known as "Emergency HEAP." The WCP component was created to provide financial assistance to low-income households that: are threatened with disconnection of their heating source; have already had service disconnected; need to establish new service or pay to transfer service; or have 25% or less of the fuel capacity of their tank. The WCP program year runs from November 1 to March 31. CAC's have until April 15 to finish any incomplete or pending applications.

Summer Crisis Program (SCP): Formerly known as the "Summer Cooling Program." The SCP component was created to provide assistance with the electric energy source for applicants determined eligible by the current SCP State Issued Grant Agreement, Exhibit 1, Scope of Work. The SCP runs from July 1 to August 31.

PIPP Plus: PIPP Plus is an extended payment arrangement that requires regulated gas and electric companies to accept payments based on a percentage of the household income for those customers who are at or below 150% of the federal poverty income guidelines.

INDEPENDENT LIVING

Senior Hot Meals

The Hot Meals program was established to assist homebound Marion County seniors in receiving a hot and nutritionally balanced lunch Monday through Friday. This allows the senior to remain independent longer and serves as reassurance to them and their family that someone is contacting them on a regular basis. **In 2010, 368 seniors benefited from this program as part of the collaboration with Passport, AAA-5 Home Delivered Meals and the Marion County Senior Levy Hot Meals.**

Senior Nutrition Program

Nutritious noontime meals are made available to Marion County senior citizens age 60 and older at the Marion Center. Once a month a nutrition professional from the County Extension Office provides diet and other health information. **In 2010, 48 senior citizens participated in the luncheon meal program five days a week.**

Senior Chore Program

The CHORE Program assists Marion County seniors age 60 and older with minor repairs and household chores needed around the home, specifically focusing on safety and accessibility. This program is funded by the Marion County Council on Aging. Although there are no income guidelines for this service, donations are accepted. **In 2010, 195 households received assistance.**

Retired and Senior Volunteer Program

(RSVP) is a volunteer placement program for retired and senior persons age 55+. Placements enable senior volunteers in Crawford, Marion and Morrow Counties to participate more fully in their life through significant volunteer service. RSVP is also an advocate for Senior Citizens.

Ohio Heartland Community Action Commission has physically and financially supported RSVP since 1974. RSVP provides benefits to volunteers who enroll and serve in one of the three counties. **In 2010, RSVP had 391 active volunteers serving in 63 locations. The combined volunteer hours reported to RSVP was 50,625.**

Summer Reading Program

The *Summer Reading Program* serves children in Marion County, enabling them to improve reading skills in a positive learning environment. Referred by the local school districts, the six week instruction is designed to improve the students reading skills by one or two grade levels. We receive in-kind donations from Marion City Schools and local businesses, as well as over 100 hours donated by volunteers. **In 2010, 48 children participated in this program.**

Adult Education Tutoring

Adult education tutoring classes for all residents of Crawford County are held in the Center. Volunteer teachers work with students two days per week. **In 2010, 12 students successfully obtained their GED.**

FAMILY DEVELOPMENT

Head Start 2009 - 2010

The OHCAC Head Start program served a total of 1,068 children and their families in program year 2009-2010. Of this number served, 1,048 were up-to-date with immunizations, 1,014 were up-to-date on a schedule of age-appropriate preventive and primary health care according to the state EPSDT schedule for well child care with 32 being diagnosed with a chronic condition needing medical treatment, 982 children received preventative dental care with 300 diagnosed as needing treatment . The number of children enrolled in the program who have an Individualized Education Program (IEP) indicating that they have been determined eligible by the LEA to receive special education and related services provided in the Head Start centers by itinerate teachers and therapists is 229 children.

The children are provided with comprehensive Head Start services in a center-based program four days per week for a total of 128 days per year. In the four-county service area not all eligible children are provided with *Head Start* services due to the extensive waiting list that averages approximately 200 children. In the 2009 - 2010 Program Year full enrollment was maintained throughout the year. The program was funded for 910 children and was consistently over-enrolled by an average of 16 children and families.

Families are served by Family Advocates who visit in the homes with families and facilitate Family Partnership Agreements and goal setting. Family Activities include monthly Family Connection meetings for each county and the monthly Policy Council meeting. Policy Council members serve as an advisory group and also approve certain activities of the program including the development of the annual federal grant application. Policy Council members also serve on the Governing Board and Board members serve on Policy Council. Other family activities include the home Literacy program, home dental program, and home curriculum activities which support the Creative Curriculum and the Teaching Strategies Assessment tool used in the centers. Family members volunteer in the centers and on field trips when possible.

The children are prepared for kindergarten through the use of the Creative Curriculum which supports the State of Ohio Early Learning Standards and the Head Start Outcomes. Transition files are developed for each family to be used when they register their children for kindergarten.

Children enjoy their pre-school years at *Head Start* and gain social skills necessary for a successful K-12 school experience. They learn how to work in groups, be responsible for their actions, to practice good health and hygiene habits in addition to receiving nutritious meals and gaining pre-literacy and pre-math skills. Families are encouraged to become advocates for their children's education starting at this level and continuing through the college years. We are proud of the success stories of our *Head Start* children and families.