It certainly has been an interesting winter. Our busses are rested, our snow days for Head Start are exhausted, our snow plowing bills are astronomical, and we have had our share of busted pipes, leaking roofs and backed up sewers. We are definitely having our share of challenges, but we are trying to “roll with the punches” (as my father used to advise me) and make contingency plans for these unplanned, and often unwelcomed, occurrences.

On the positive side, our Head Start program remains at full enrollment with a significant waiting list. Our HEAP program has been able to keep up with the applications, and our new responsibility of doing online applications for our service area has worked out well. Our VITA program started out with record numbers of customers being served, our food pantry and clothing outlet in Galion are well stocked, our expanded EPP program in neighboring counties is doing well, and we have received additional funding for the DAAP program in Morrow County.

Coming attractions for us this year will include the development of a new Agency Strategic Plan, continued work on our agency facilities to attempt to alleviate some of the issues noted in my first paragraph, and additional staff training in various areas.

Many years ago a friend asked me how I liked my new job as a Community Action Executive Director. Without giving it much thought I replied, “I like it, because there is always something new and unexpected to worry about.” Over 35 years later I can still give the same response.
Mission Statement
(Revised May 2015)

The Ohio Heartland Community Action Commission (OHCAC) will foster and promote planning services and developmental efforts for the mobilization and utilization of resources, public and private, for coordinated attack upon conditions of poverty affecting the inhabitants of the area.

OHCAC will continuously support economic self-sufficiency. It will encourage the provisions of services, and other activities toward developing employment and economic opportunities, improving human performance, individual and group motivation, productivity, housing and bettering conditions under which people live, learn, and work.

OHCAC will 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.

OHCAC Services Offered
Laurie and Ann
Administration - Receptionist
740-387-1039 x-814

- Home Energy Assistance Program (HEAP)
- AEP Neighbor to Neighbor Program
- Volunteer Income Tax Assistance (VITA)
- Food Pantries (Galion)
- Personal Needs Pantries (Marion, Morrow)
- Home Weatherization Assistance Program (HWAP)
- WARM CHOICE Program
- Electric Partnership Program (EPP)
- Community Connections Program
- Emergency Food and Shelter Program (ESFP)
- Head Start / Early Head Start
- Community Service Block Grant (CSBG)
- Rapid Rehousing Ohio (Marion and Crawford)
- Drug & Alcohol Awareness Program (Morrow)
- Clothing Outlet in Crawford County (also available to Marion and Morrow County residents)
- United Community Rx Program (Marion)
In our four-county program during the month of January, we served approximately 955 breakfasts, 1,032 lunches and 919 snacks to the Early Head Start children. In our Head Start classes, we served approximately 3,774 breakfasts, 5,083 lunches and 3,928 snacks to the children enrolled in our centers in all four counties. We were at full enrollment for the month of January in all of our program options and we currently have waitlist of 155 children for Head Start and 53 children for Early Head Start.

## WAITLIST

<table>
<thead>
<tr>
<th>County</th>
<th>EHS</th>
<th>HS</th>
<th>HS – Over Income</th>
</tr>
</thead>
<tbody>
<tr>
<td>Richland</td>
<td>16</td>
<td>92</td>
<td>4 - HS</td>
</tr>
<tr>
<td>Marion</td>
<td>16</td>
<td>46</td>
<td>2 - HS 2 - EHS</td>
</tr>
<tr>
<td>Crawford</td>
<td>15</td>
<td>Bucyrus 2 - Bucyrus 11 - Galion</td>
<td>0 - Bucyrus EHS 1 - Galion HS</td>
</tr>
<tr>
<td>Morrow</td>
<td>6</td>
<td>Mt. Gilead 2 - Cardington 2 - Mt. Gilead</td>
<td>3 - Cardington -HS 1 - Mt. Gilead - HS 1 - Mt. Gilead - EHS</td>
</tr>
<tr>
<td>TOTALS</td>
<td>53</td>
<td>155</td>
<td>14</td>
</tr>
</tbody>
</table>

We had a planning video conference on February 1st with the Monitoring Support Lead for our Focus Area 1 federal review that will be taking place during the week of March 18, 2019. Sharon Benson from the DLH Corp., will be the Monitoring Support Lead responsible for gathering the data for the review. Ms. Benson will observe our Policy Council meeting on March 19th via a video conference system and she will then have a dialogue with at least three members of the Policy Council immediately following the meeting. Three members of the Governing Board will also have a dialogue with Ms. Benson after the Policy Council discussion. The guiding questions will be distributed to all the members of Policy Council and the Governing Board in February.
Greetings from the Home Energy Assistance Program (HEAP) department!

The **2019 Winter Crisis Program** (2019WCP November 1 - March 31) will be ending on March 29 with finishing any pending/incomplete applications by April 15. At the time of this printing staff have assisted 1,852 households with the 2019WCP and processed over 3,000 PIPP Plus (July 1 to present) applications and over 3,000 State HEAP applications (July 1 to present). We have also had the opportunity to assist with 65 households with the Columbia Gas fuel funds (Columbia Gas Fuel Funds were delayed about 45 days) and 2 households with the AEP Neighbor-to-Neighbor funds.

As some of you know, the Ohio Development Services Agency (ODSA) rolled out a new software program in July 2018 that we enter all HEAP/WCP/SCP/PIPP Plus applications in called Salesforce. However, because it is not fully completed we also use the current software called OCEAN. This means staff are utilizing two different programs to enter all HEAP/WCP/SCP/PIPP Plus applications. While the process takes a bit longer currently, staff have been amazing with all these changes and the changes with the current Energy Assistance Guidelines. Well done staff … you have done a wonderful job!

ODSA is no longer processing any Regular HEAP applications. This gave us the opportunity to hire a full-time staff person, Sara Herrera as the Application Queue Processor and Intake Worker. This position is responsible for completing the applications that are in the Queue and the HEAP paper applications that come directly in the mail. Sara has completed 421 paper applications and 14 online Queue applications. In addition, this position also helps with the Winter and Summer Crisis programs.

If you know of someone who is still in need of utility assistance, please refer them to our HEAP department. Have them call the automated appointment hotline at **1.866.861.6421** or one of our local county CAC offices for further information.

Please continue to utilize our website at [www.ohcac.org](http://www.ohcac.org). The HEAP department has a drop-down menu with all the updated information and applications needed for an appointment.
**From the Safety Committee**

**Time to Change the Clocks:** Daylight Saving Time begins every year on the second Sunday in March. Clocks are set forward one hour. Daylight saving time begins Sunday, March 10, 2019. It's also a good time to review the following spring safety checklist:

**Smoke Alarms:** Three out of every five home fire deaths result from fires in homes with no smoke alarms, according to the National Fire Protection Association. Test your smoke alarms every month and replace the battery at least once a year. If the alarm makes a "chirping" sound, replace it immediately. Smoke alarms should be in every bedroom and in the common areas on each floor of a home. Mount them at least 10 feet from the stove to reduce false alarms, less than 12 inches from the ceiling and away from windows, doors and ducts. Smoke alarms can be interconnected wirelessly. That means, when one sounds, they all sound. A Consumer Product Safety Commission survey found this is the best way to notify everyone in a home if there is a fire. Be sure to purchase smoke alarms with the label of a reputable testing agency, like Underwriters Laboratories (UL).

**Carbon Monoxide Detectors:** Anything that burns fuel can potentially become a source of carbon monoxide, an invisible, odorless gas that can kill. CO alarms should be installed in a central location outside each bedroom and on every level of the home. The safety tips for CO detectors mirror those of smoke alarms: change the batteries, test them and interconnect them, if possible. Also, make sure vents for your gas appliances (fireplace, dryer, stove and furnace) are free and clear of snow or debris.

**Family Emergency Plan:** The National Safety Council recommends every family have an emergency plan in place in the event of a natural disaster or other catastrophic event. Spring is a great time to review that plan with family members. Have a home and car emergency kit. The Federal Emergency Management Agency says an emergency kit should include one gallon of water per day for each person, at least a three-day supply of food, flashlight and batteries, first aid kit, filter mask, plastic sheeting and duct tape, and medicines. Visit the FEMA website for a complete list. The emergency plan also should include: 1) A communications plan to outline how your family members will contact one another and where to meet if it's safe to go outside. 2) A shelter-in-place plan if outside air is contaminated; FEMA recommends sealing windows, doors and air vents with plastic sheeting. 3) A getaway plan including various routes and destinations in different directions. Also, make sure your first aid kit is updated.

**Get Rid of Unwanted Medicines:** National Take Back Day is April 28, 2019. Watch your community for announcements on where your Take Back Day will be.

**Getting the Urge to Clean?** With the warm weather comes a desire to shine and polish your home. But when warning labels are ignored or chemicals fall into the wrong hands, disaster can occur. Learn what you can do to keep your family safe around poisons in the home.

**Window Safety** With warmer temperatures arriving, it's important to practice window safety - especially in homes with young children. Find more infor-
The Crawford Office sadly said good-bye to Sue Williams. We know our clients will miss her and her British accent. It was a pleasure to work with Sue and she will be greatly missed.

We are very excited that Kim Ball from the Morrow County Office has joined our team. Welcome to the Crawford Office Kim! We look forward to working with you.

Spring cleaning is around the corner. Don’t forget to donate your “treasures” to our Clothing Outlet. Our Clothing Outlet serves Crawford, Marion, Morrow, and Richland Counties. Clients must be at or below 125% poverty ratio to shop the Clothing Outlet. We can assist an individual in need of a wheel chair, walker, or cane. Please contact us if you know someone in need: 419-468-5121

Success means
WE GO TO SLEEP AT NIGHT KNOWING THAT OUR
talents & abilities
WERE USED IN A WAY THAT
Served others.

BIRTHDAYS

June

Riley Vanderkooi 4
Natalie Basilone 7
Sierra Thompson 7
Teddy Sherman 11
Ciarra Zeger 15
Sharon Thomas 17
Bev Kuenzli 19
Laurie Hoffman 20
Jennifer Young 20
Jamie Baumberger 21
Amy Davis 26
Cheyanne Nickum 27
Kathi Edler 30

ANNUAL ORIENTATION REMINDER:

Just a reminder for all employees that August 1, 2019 will be the date for OHCAC’s Annual Orientation/In Service. The location will be Dayspring Wesleyan Church, 2431 Marion-Mount Gilead Road, Marion.

I will be sending out more information in the next few months.

Please do not schedule vacation or personal days for August 1, 2019. All employees are required to attend.

Thank You!

Benefits Bev
The EPP is making progress in completing program goals in all counties. Auditors continue to work with the AEP and Community Connection programs. Utility programs have different ending dates so service to the various programs is prioritized. HVAC work must be completed and approved before weatherization measures can begin on a unit. Due to waiting on HVAC work to be completed by licensed contractors, we are behind in our unit goals. To assist in alleviating this problem, two inspectors are scheduled to attend Heat Tech Training and will then be able to perform clean and tunes on furnaces.

The Marian Clark staff enjoy hearing the children playing in the gym now that winter is here and they cannot go outside as often. Their laughter is good for the soul.

Winter brought us income tax return season as well. A usually quiet back room turns into number crunching, tapping on keyboards, and hoping positive numbers come out of the computer. Many taxpayers noticed more money in each paycheck in 2018, but are seeing smaller returns and even owe an unexpected tax. The new withholding tables were designed to produce the right amount of withholdings after the law was enacted in December 2017. Many questions can be answered at IRS.gov.

March wraps up the Winter Crisis Program and we say good-bye to two awesome Intake Workers: Ryan and Erma. These two work late October to the end of March every year and then enjoy some much needed time off. We thank them for their dedication and look forward to seeing them again in the fall. These five month positions are difficult to fill and we are lucky to have found two individuals that enjoy the balance.
During the holiday season, The Morrow County office received many donations from residents and agencies such as Edison United Methodist Church and Wayne Grange #262. The Candlewood Lake Auxiliary donated $165 to The Personal Needs Pantry.

Mr. and Mrs. Buchanan - monthly donors to The Personal Needs Pantry and members of the Candlewood Lake Auxiliary, Nicole Schreck - Receptionist, and Kimberly Ball - Intake Worker

The Personal Needs Pantry serves residents of Morrow County with items such as cleaning products, personal hygienic products, diapers, etc. The Mt. Gilead Pizza Hut is also a collaborative partner with OHCAC. The pantry is available to Morrow County residents every Wednesday from 1:00 pm to 3:30 pm on a limited walk in basis. Each year in January, individuals will need to re-verify their income if it has not changed from the last time they received services. Individuals must be at or below 125% of the Federal Poverty Guidelines and provide required documents.

Drug and Alcohol Awareness and Prevention (DAAP) of Morrow County received implementation funds from the Community Collective Impact Model for Change grant for transportation services and a data hub for Morrow County. The data hub will assist agencies, businesses and schools with evidenced based strategies and trending data. DAAP will participate in the Collective Impact Summit on March 20th, 2019 in Columbus. The Summit will inform individuals on the process of collective impact in the community and answer questions on how to start the model.

With Prom and graduation around the corner, DAAP is collaborating with the Ohio Investigative Unit to educate local businesses on the sales of Alcohol and Tobacco by providing an Alcohol Server Knowledge training. The Ohio Investigative Unit will also hold a Sober Truth class for high schoolers at each of the schools regarding underage drinking.

Please contact Ashley Glass at 419-946-2009, Ext. 661, for more information.

Ashley Glass, Center Director