

# 2020 ANNUAL REPORT

*Helping People,  
Changing Lives -  
since 1965*

**Fiscal Year Ending:**  
9/30/2020

## OHIO HEARTLAND COMMUNITY ACTION COMMISSION

*Serving Crawford, Marion, Morrow & Richland Counties, Ohio*

*We are a proud member of the National*



### What Is Community Action?

**Community Action Agencies (CAAs)** are nonprofit private and public organizations established under the Economic Opportunity Act of 1964 to fight America's War on Poverty. Community Action Agencies help people to help themselves in achieving self-sufficiency.

Since their inception, CAAs have helped low-income Americans escape poverty and achieve economic security. Through a broad variety of programs such as Head Start, job training, housing, food banks, energy assistance, and financial education, CAAs tailor their services to meet the needs of the individuals and communities they serve. They put a human face on poverty, advocate for those who don't have a voice, and provide

### The Promise of Community Action

Community Action changes people's lives, embodies the spirit of hope, improves communities, and makes America a better place to live. We care about the entire community, and we are dedicated to helping people help themselves and each other.

#### **Corporate Offices:**

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#### OHCAC Brief General Agency Description

OHCAC is a private non-profit corporation providing services to benefit low income people in Crawford, Marion, Morrow and Richland Counties of Ohio. The overall goal of the Commission is to help low income persons break the cycle of poverty and better their economic situation. OHCAC was established in 1965.

Major federal and state funded programs and services include: Head Start preschool (3-5) and Early Head Start (0-3) services, energy/utility assistance, and home weatherization. Many other programs are provided that are unique to each county.



## Our Mission Statement

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 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.

## Pandemic Response

During the last six months of the 2020 Program Year OHCAC staff actively responded to the COVID Pandemic which has engulfed our country. During this unprecedented time our Community Action Agency, with the support of our Governing Board and Policy Council and guidance from our funding sources, continued to provide daily services in our multi-county service area.

In particular:

- Our CSBG/HEAP staff worked every day setting up a new customer service method of drop boxes and telephone appointments to insure that services were continually available to those in need.
- Our Head Start/Early Head Start staff worked remotely continuing to serve parents and families, going the extra mile to deliver food and essentials to Head Start/Early Head Start families.
- Our Energy Programs initiated customer safety precautions to return to the field after a short hiatus. Our full Energy Program was in place once again by July 1, 2020.

I would like to express my appreciation to **all** OHCAC staff for their dedication, their ingenuity, and their resourcefulness to our customers and our agency.

2020 has been a challenging year for OHCAC, perhaps the most challenging that we have seen in our over fifty years of community service. However, our staff have met the challenge and have and are continuing to plan for the future on the best way to deliver services and assist those in need in our four-county service area.

Andrew J. Devany  
Executive Director



## OHCAC Board of Trustees (As of 9/30/2020)

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. The following individuals were seated OHCAC Board members as of September 30, 2020.

<u>President</u>	<u>Vice-President</u>	<u>Secretary</u>	<u>Treasurer</u>
Richard Genzman Crawford County Public (PB)	Kerr Murray Marion County Public (PB)	Darci Hendrickson Morrow County Private (PV)	Doug Court Crawford County Private (PV)

<u>Marion County</u>	<u>Crawford County</u>	<u>Morrow County</u>	<u>Richland County</u>
Marilyn Schraff – PB	Richard Genzman – PB	Fawn Mollenkopf – PB	Teresa Alt – PB
Kerr Murray – PB	Mo Ressallat – PB	Kelsey Lewis – LI	Tamea Jobe – LI
Staci Thomas – PB	Thomas O’Leary – PB	Vacant – LI	Fred Boll – PV
Jan Hulse – LI	Joe Stafford – LI	Darci Hendrickson – PV	
Sherry Russell – LI	Tina Bloomfield – LI	Vacant – PV	
Stephanie Shaffer – PV	Crystal Wilson – LI		
Robert Concepcion – PV	Douglas Court – PV		
Bonnie Metzler – PV	Darrin Harvey – PV		

## Letter from the President of the OHCAC Board of Trustees

April 27, 2021

To say that this past year was an unusual year would be an understatement. As we dealt with the COVID-19 pandemic, all of our lives were affected and we had to adjust to a new way of doing things. This was true of the Ohio Heartland Community Action Commission, as well.

Though all of our sites experienced shutdown due to the virus, we were able to continue offering services to the residents of Marion, Crawford, Morrow and Richland Counties. This was due exclusively to the dedication of OHCAC staff and employees. Because of their commitment to doing their jobs, and for many of them it was done remotely from their homes, we were able to accomplish our program goals. I cannot thank the staff enough for their hard work during such an unusual time.

This year I want to especially commend the staff at our Community Centers in Marion, Crawford and Morrow Counties. Each of these Community Centers work diligently with the local partners to plan for and provide services to fill gaps in local programming. When our Centers shut down in March 2020 and staff were not able to have in-person contact with clients, they figured out a way to continue providing for the needs of the clients they serve, all while satisfying the requirements and regulations of our funding sources. What an accomplishment! Thank you to the Community Centers staff.

A major program of the Ohio Heartland Community Action Commission continues to be our Head Start program. Here, too, the COVID-19 pandemic called for flexibility on the part of the staff to safely serve the children and families of Head Start. Our Program Director Debbie Schuster and her entire staff have worked tirelessly this past year. There are some plans in the process to add Early Head Start children to our program. We have had a little more difficulty in maintaining full enrollment in some of our Head Start centers because more of our local schools are offering services to preschool children. Adding more Early Head Start children will give us the opportunity to reach out to underserved children and families.

I continue to be impressed with our Home Energy Assistance Program (HEAP) and Home Weatherization Assistance Program (HWAP). These programs remain a vital way that we serve people in our communities with energy assistance and home weatherization. We are able to provide such assistance through our partnerships with the Department of Energy, the Department of Health and Human Services, the State of Ohio Energy Partnership Program, the Columbia Gas Warm Choice Program, the Ohio Edison Community Connections Program, and the American Electric Power Conservation Program.

This annual report gives many more details about the services the OHCAC provided this past year. As the Board President of the Ohio Heartland Community Action Commission, I am privileged to be President of a dedicated tri-partite Board of Trustees representing the counties of Crawford, Marion, Morrow, and Richland. It is my pleasure to present our Annual Report for public view.

Sincerely,

Richard Genzman  
Board President

## FY-2020 Program Service Areas

## Senior Management Staff

<b>Program</b>	<b>Marion</b>	<b>Crawford</b>	<b>Morrow</b>	<b>Richland</b>
Head Start / Early Head Start and CACFP School Lunch	•	•	•	•
Home Energy Assistance	•	•	•	
AEP Fuel Funds: Neighbor to Neighbor	•	•	•	
PIPP Plus	•	•	•	
Home Weatherization Assistance	•	•	•	
Electric Partnership (Sub-Contract in: Allen, Hancock, Hardin, Putnam and Wyandot Counties)			•	
Community Connections - First Energy	•	•	•	
American Electric Power	•	•	•	
Warm Choice	•	•	•	
CSBG	•	•	•	
EFSP	•	•		
Homeless Program / Rapid Rehousing	•	•		
Prescription (Rx)	•		•	
Income Tax Preparation	•	•	•	

**Andrew Joseph Devany**  
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IT Manager  
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**Robert Foreman**  
HEAP Director  
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**Debbie Schuster**  
Head Start Director  
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**Tracey Rector**  
Marion Center Director  
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**Sara Herrera**  
Morrow Center Director  
(419) 946-2009 Ext. 661

**Tammy Crabtree**  
Crawford Center Director  
(419) 468-5121 Ext. 163

## Organizational Funding

### Grant Programs

Community Services Block Grant	\$	287,256
Prescription Assistance		8,953
Home Energy Assistance Program – Administration		489,290
Home Energy Assistance Program – Winter Crisis		811,081
Home Energy Assistance Program – Summer Crisis		131,343
PIPP Plus		34,797
Home Weatherization Assistance Program – DOE		279,842
Home Weatherization Assistance Program – HHS		342,891
Head Start / Early Head Start		7,353,817
CACFP School Lunch		592,554
Drug and Alcohol Addiction		51,137
Emergency Food & Shelter Program		23,566
Rapid Rehousing		3,124
Other		1,074

### Contract Programs

Columbia Gas Warm Choice		28,581
Community Connections – First Energy		80,979
Community Connections – AEP		58,495
Senior Nutrition		39,852
Universal Service Fund/Electric Partnership Program		256,117
Donations and Other		214,735

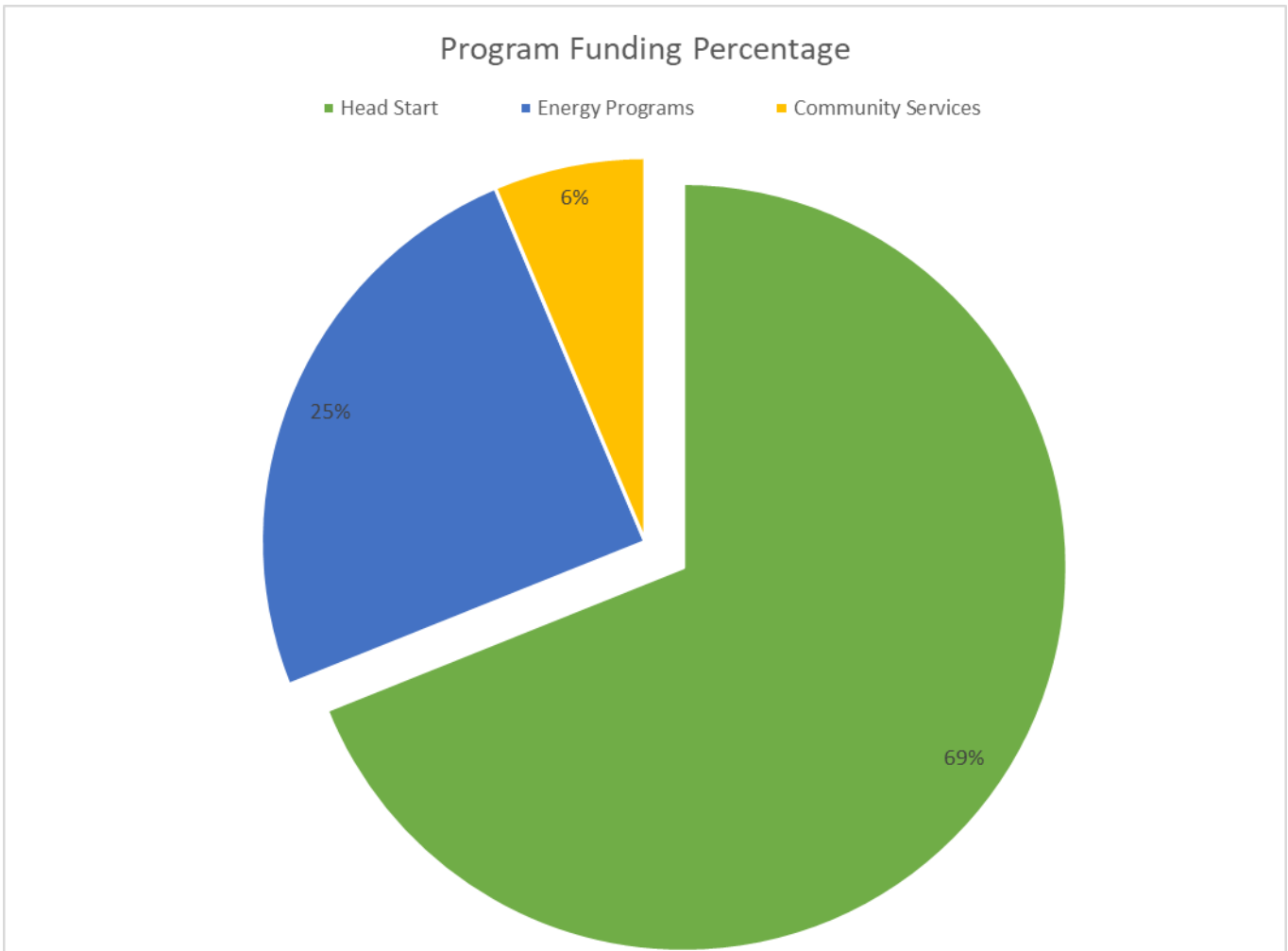
### Organizational Funding Level:

**\$ 11,089,484**

*(As of fiscal year ending 9/30/2020)*

### Program Funding Percentage Chart

<u>PROGRAM</u>	<u>FUNDING</u>	<u>PERCENTAGE</u>
Head Start	7,946,371	69%
Energy Programs	2,513,416	25%
Community Services	629,697	6%
Total Funding	11,089,484	



## Programmatic Data Sheet

### Energy Programs

#### HEAP

Emergency customers Marion	1,381
Emergency customers Crawford	1,034
Emergency customers Morrow	805
Emergency payments Marion	\$193,326.23
Emergency payments Crawford	\$164,184.03
Emergency payments Morrow	\$196,805.25
First Energy customers	176
First Energy payments	\$31,507.47
Columbia Gas customers	154
Columbia Gas payments	\$27,821.13
Regular HEAP customers	4,939
PIPP customers	4,250
AEP Neighbor to Neighbor Fuel Fund customers	15
AEP Neighbor to Neighbor Fuel Fund payments	3,150.00

#### Housing

HWAP units	71
EPP units	217
Community Connections units	94
WarmChoice units	30
AEP units	13

### Community Services

#### Prescription

Customers enrolled	62
Customer achieves performance target	59
Dollars Saved	\$5,888

#### Board Involvement

Number of new Board members	7
Number of Board members receiving training	31
Number of hours of training attended	20
Number of total volunteer hours provided	210

#### Staff Capacity Building

Number of hours of training attended	842.75
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#### Emergency Services

Clothing requested	69
Clothing issued	1,018
Food requested	200
Food issued	544
Fuel/utility payment requested	381
Fuel/utility payment received	381



## Programmatic Data Sheet (Continued)

### Community Services (Continued)

#### Emergency Services (Continued)

Personal Needs Pantry requested -----	520
Personal Needs Pantry issued -----	611
Furniture requested -----	0
Furniture issued -----	0
Medical care requested -----	4
Medical care issued -----	4
Miscellaneous requests-----	844
Miscellaneous issues -----	844
Rent or mortgage assistance requested-----	423
Rent or mortgage assistance issued -----	433
Temporary shelter requested -----	0
Temporary shelter issued -----	0
Transportation assistance requested -----	15
Transportation assistance issued -----	15
Community investment -----	\$95,763
Volunteer hours-----	165
Back Packs requested -----	70
Back Packs issued -----	2,712
Individuals attending Hidden in Plain Sight training -----	20
Pounds of items collected at Drug Take Back Events and in disposal boxes -----	253
Medication Disposal Bags given to the Morrow County Community -----	264
Medication Lock Boxes given to the Morrow County Community -----	184
Deterra Medication Deactivation bags given to the Morrow County Community -----	184

#### Volunteer Income Tax Assistance

Number of returns completed in 2020 -----	485
Amount of Earned Income Credits returned -----	\$106,748
Amount of Federal Tax withholdings returned -----	\$476,388
Amount of State Tax withholdings returned -----	\$73,091
Value of tax prep fees saved (based on an average of \$266 per return)-----	\$129,010

### Head Start

#### Head Start Services

Total funded enrollment -----	635
Total cumulative enrollment -----	800
Total volunteer hours -----	66,976

## Programmatic Data Sheet (Continued)

### Head Start (Continued)

#### Regular Head Start Program:

Funded Enrollment-----	555
Total Cumulative Enrollment -----	645
Volunteer hours-----	57,418
Children and Families participated – an on-going waiting list averaged -----	121
Children certified up to date with immunizations -----	81%
Diagnosed with a chronic condition needing medical treatment-----	24
Children received preventative dental care -----	91%
Children with an IEP received special services by itinerate teachers and therapists-----	81
Income below 100% of federal poverty line-----	472
Public assistance such as TANF, SSI, etc. -----	80
Status such as a foster child - # children only -----	34
Status as homeless -----	20
Over income-----	39

#### Early Head Start Program:

Total Funded Enrollment -----	80
Total Cumulative Enrollment -----	135
Volunteer hours-----	9,561
Children and Families participated – an on-going waiting list averaged -----	32
Children certified up to date with immunizations -----	73%
Diagnosed with a chronic condition needing medical treatment-----	3
Children received preventative dental care -----	43%
Children with an IFSP determined eligible to receive intervention services -----	34
Income below 100% of federal poverty line-----	83
Public assistance such as TANF, SSI, etc. -----	12
Status such as a foster child - # children only -----	19
Status as homeless -----	12
Over income-----	9

## Programmatic Summary Sheet

### 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 LED light bulbs, and replacement of qualified refrigerators and/or freezers with energy star rated units.

**Community Connections Program** - Funded by First Energy, Ohio Edison and Ohio Partners for Affordable Energy, FE customers receive help in reducing their electric usage with energy saving LED light bulbs, refrigerators and/or freezers, and electric stoves.

**AEP Community Assistance Program** - Funded by American Electric Power, AEP customers receive help in reducing their electric usage with energy saving LED light bulbs, refrigerators and/or freezers.

**Home Weatherization Assistance Program** - (HWAP) This program 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.

**WarmChoice Program** - (WC) Funded by Columbia Gas or Ohio/NiSource through a rate payer surcharge, WC is designed to increase the energy efficiency of homes owned or occupied by income-eligible Columbia Gas customers in Ohio. Consisting of: an energy inspection to determine which cost effective weatherization services can be installed.; safety inspections on the gas appliances, such as furnaces and water heaters, to verify they are operating safely and efficiently, including tune-ups and replacements where warranted; installation of insulation in the walls, attic, basement, crawl space and floors as appropriate; sealing of major sources of air leakage.

**Home Energy Assistance Program (HEAP) (also called “Regular HEAP”)** - is a federally funded program designed to help income-eligible Ohioans with their winter heating bills. The program runs from July 1 to May 31 this year. Clients at or below 175% of the Federal Poverty Guidelines (FPG) receive a benefit in the form of a direct payment toward their main heating account. HEAP benefits are typically credited directly towards the eligible client’s energy heating bill beginning in the month of January. The benefit amount depends on funding received from the U.S. Department of Health and Human Services, household poverty level, household main heating source, household location, if someone in the home is disabled, if a person in the home is 60 years of age or older, or if the household is enrolled in the Percentage of Income Payment Plan Plus (PIPP).

**Winter Crisis Program (WCP) (also called “Emergency HEAP” or “E-HEAP”)** - is part of HEAP that provides a benefit once per heating season to an income-eligible Ohioan’s main heating and/or electric accounts. Clients must apply in person at the local Energy Assistance Provider (EAP) for WCP. Eligible clients are those at or below 175% of the FPG who are disconnected (or have a pending disconnection notice), need to establish new service, need to pay to transfer service, or have 25% (or less) of a bulk fuel supply remaining. The program can also assist with fuel tank placement, fuel tank testing and heating system repair. As a last resort, electric portable space heaters may be provided. The program operates from November 1 to March 31 each year. Clients with a current medical certificate on file with their utility are ineligible to receive WCP assistance until the medical certificate protection expires.

**Summer Crisis Program (SCP) (also called “Summer Cooling”)** - is part of HEAP that provides a benefit once per cooling season to an income-eligible Ohioan’s electric bill, and/or for the purchase of fans and air conditioners. Clients must have an appointment with the local EAP for SCP. Eligible clients are those at or below 175% of the FPG with a household member over the age of 60 and/or a household member with a documented medical condition, a COVID-19 diagnosis, a disconnect notice, have been shut off, or are trying to establish new service on their electric bill or require air conditioning. This year the program operated July 1 to September 30, 2020.

## Programmatic Summary Sheet

### Energy Assistance (Continued)

**Percentage of Income Payment Plan (PIPP) Plus Program** - helps income-eligible Ohioans manage their energy bills year-round. The program allows income-eligible Ohioans to pay their energy bill each month based on a percentage of their income. To be eligible for the program, a client must receive residential, electric or gas service from a company regulated by the Public Utilities Commission of Ohio (PUCO), have a total household income at or below 150% of the FPG, and must apply for all Ohio Development Services Agency (Development) Energy Assistance Programs for which he or she is eligible. A client's PIPP payment will be set at 10% of the last 30 days of household income for households that heat with electric and 6% for households with a different main heating source. The minimum payment amount is \$10.

**Ohio Neighbor 2 Neighbor Program** – The Neighbor 2 Neighbor Program, administered by Dollar Energy Fund, provides eligible customers with a utility assistance grant applied directly to their AEP Ohio bill. This grant helps limited-income customers maintain or restore their basic electric service. The Neighbor 2 Neighbor Program helps those who are experiencing financial hardships and need assistance to help them get back on their feet. The maximum grant amount an applicant may receive is \$300.

### Health and Safety

**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 – to become more self-sufficient. Ohio Heartland CAC Directors, Office Managers, Program Coordinators, Intake Workers and other staff within the Marion-Crawford-Morrow service areas provide the assistance. Customers not directly served were referred to other local service providers.

**United Community Prescription Program** – The Prescription Program is operated by OHCAC in conjunction with the Marion Area Physicians and local pharmacies. 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 the Marion Community Foundation to operate this program.

**Volunteer Income Tax Assistance (VITA)** – The VITA program began in 2013. This program offers free tax assistance to low- to moderate-income people. IRS certified trained volunteers and staff assist with preparing electronic Federal, State, and school district returns. Customers are provided with information about special tax credits such as Earned Income Tax Credit, Child Tax Credit, and Credit for the Elderly or Disabled. Taxes are prepared on Thursdays from 10 am to 6 pm in late January to early April. There is no charge for this program.

**Back Pack Program** – The regular Back Pack Program provides school age children in Galion City Schools with food over the weekend. The regular program operates during the school year. The summer Back Pack Program provides food over the weekend for children ages one through eighteen who participate in the Galion Summer Feeding Program. Both programs provide shelf stable food for Saturday and Sunday.

**Marion Center** – EFSP assistance was provided for 52 households in 2020 for rent/mortgage payments. The Volunteer Income Tax Assistance Program served 483 clients in 2020. The Rapid Rehousing Program assisted 195 households move from unsheltered to sheltered in 2020. The Personal Needs Pantry is designed to service Marion County residents by providing products that help with everyday needs not normally available in a food pantry or provided with SNAP benefits. The Payee Program, which began in 2019, served 5 clients in 2020.

## Programmatic Summary Sheet

### Health and Safety (Continued)

**Crawford Center** – EFSP assistance was provided in 2020 to 9 households for utility payments and to 73 households for rental assistance. A food pantry and clothing outlet are operated within the Center, and a backpack weekend lunch program for school-age children is now being operated. Staff persons also assist with homelessness prevention and holiday assistance.

**Morrow Center** – The staff operate a personal needs program at the Center. The Personal Needs Pantry is designed to service Morrow County residents by providing products that help with everyday needs not normally available in a food pantry or provided with SNAP benefits. For 2020, the Del-Co Water Community Fund assisted 13 households with their water and heating needs. The Morrow Center Director coordinates the Drug & Alcohol Awareness & Prevention (DAAP) of Morrow County Coalition. DAAP's mission is to bring drug and alcohol awareness to the Morrow County community through educational programs, speakers, and organized events. DAAP consists of 50+ community members collaborating on reducing the misuse/abuse of medication and other substances, and reducing underage drinking. DAAP programs include:

**Hidden in Plain Sight** - This workshop brings awareness to parents/guardians in an interactive exhibit of a teenager's bedroom that helps identify signs of risky behaviors in teens. The goal for the presentation informs parents/guardians and other adult participants on how to have a conversation, not a confrontation, with teens regarding substance abuse, signs and symptoms of substance abuse, and local resources for assistance.

**Parents Who Host Lose the Most** - This campaign, developed by Prevention Action Alliance, educates parents about the health and safety risks associated with serving alcohol at teen parties and increases awareness of and the compliance with the state underage drinking laws.

**Medication Disposal Project** - This project increases community education on proper medication disposal and safe medication storage to reduce the misuse/abuse of medication in Morrow County. DAAP provides free lockboxes, disposal bags, and deactivation bags to all Morrow County residents. Educational material is given on how to properly dispose of medication, how to properly store medication, and where local disposal boxes are located in the county. Lockboxes and deactivation bags can be referred to residents through medical facilities and other local businesses working with population in need. Disposal bags can be picked up at Morrow Center or any medical facility or business.

**Drug Take Back Events** - DAAP collaborates with the Sheriff's Office on two Drug Take Back events, which are held in April and October in the Mt. Gilead Kroger parking lot. National Drug Take Back Days and local medication disposal boxes can help prevent drug abuse, contamination of the environment, and accidental poisoning or overdoses. 253 pounds of medication was collected from take back events and local drop boxes in Morrow County in 2020.

### Independent Living

**Rapid Rehousing Program** – Marion and Crawford counties are served by Rapid Rehousing and Homeless prevention through the Emergency Solutions Grant (ESG) and Rapid Rehousing Ohio is through the Continuum of Care HUD grant. These individuals or families are homeless or facing homelessness within 14 days of application. Through the grants we are able to help secure housing, pay the deposit and first months rent, provide additional rental assistance through case management, and assist with job seeking skills, resumes and food assistance. This program began in 2018 assisting families who were homeless to find stable, affordable housing.

## Programmatic Summary Sheet



### Family Development

#### Head Start / Early Head Start PY-2020 (July 1, 2019 – June 30, 2020)

The OHCAC Early Head Start program served a total of 135 children totaling 121 families. Of this number served, 73% were up-to-date with immunizations, received all possible for their age or on a schedule of age-appropriate preventive and primary health care according to the state EPSDT schedule for well child care, with 3 being diagnosed with a chronic condition needing medical treatment, 43% of the children received preventative dental care. The number of children enrolled in the program that have an Individualized Family Service Plan (IFSP) indicating that they have been determined eligible by a Part C agency to receive intervention services under the IDEA were 34 children.

The OHCAC Head Start program served a total of 645 children totaling 626 families in program year. Of this number served, 81% were up-to-date with immunizations, received all possible for their age or are on a schedule of age-appropriate preventive and primary health care according to the state EPSDT schedule for well child care with 24 being diagnosed with a chronic condition needing medical treatment, 91% of the children received preventative dental care with 25% diagnosed as needing treatment. The number of children enrolled in the program that 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 itinerant teachers and therapists were 81 children.

The program operates according to applicable EHS/Head Start Performance Standards and Ohio Department of Job and Family Services licensing regulations. We strive to provide an environment where children feel safe and are encouraged to be active and creative explorers trying out their own ideas and thinking their own thoughts in areas that interest them.

We serve 80 Early Head Start children in center-based programs operating 7 hours per day 223 days a year. We offer the center based Early Head Start program for 32 children in Marion County, 32 children in Richland County, 8 children in Crawford County and 8 children in Morrow County.

The Head Start program serves a total of 555 children and their families in the following program options:

- 238 Head Start children – Three and one half hours per day, four days per week, 128 days per year. The half day center option is available for children to attend a preschool classroom either in the morning or afternoon for 3½ hours Monday through Thursday. Children attending the morning session are served an approved USDA breakfast and lunch. The afternoon session children receive an approved USDA lunch and a snack.
- 317 Head Start children in full day classrooms for seven hours per day, four days per week, 146 days per year. The full day classroom option is available for children to attend a preschool classroom from 8:30 am – 3:30 pm and includes an approved USDA breakfast, lunch and afternoon snack.
- In the four county service area not all eligible children are provided with EHS/Head Start services due to the extensive waiting list that averages approximately 190 children.

Our comprehensive program provides services to our families in the areas of Family Partnership, Transition, Education, Health and Nutrition, Intervention, Mental Health and Transportation. Our 23 classrooms enroll 555 children in the cities of Bucyrus, Cardington, Galion, Mansfield, Marion and Mt. Gilead, located in Crawford, Marion, Morrow and Richland counties.

## Programmatic Summary Sheet



### Family Development (Continued)

#### Head Start PY-2020 (July 1, 2019 – June 30, 2020) - Continued

A Family Advocate is assigned to each family with a child in a Head Start center. Family Partnership Agreements are completed and goals are set. Throughout the year, our Family Advocates visit the parents in their homes a minimum of three times to bring needed information, resources and to make necessary referrals to help each family. 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, Safe, Healthy and Ready to Learn activities chart 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 Early Learning Outcomes Framework. Individual Child Transition Information forms are developed for each family to be used when they register their children for kindergarten. A release of information form is also filled out in case the kindergarten needs to request additional information.

To build a foundation for comprehensive school readiness and to support the overall development of each child, OHCAC Head Start implements a research-based curriculum that is fully aligned to the Head Start Early Learning Outcomes Framework: Ages Birth to 5 (HSELOF) and the Ohio Early Learning and Development Standards. It is linked to ongoing assessment with developmental goals and measurable objectives that promote positive outcomes in Early Childhood Programs serving children 6 weeks to 5 years old.

The most important goal of our early childhood curriculum, Creative Curriculum, is to help children become enthusiastic learners by encouraging children to be active and creative explorers who are not afraid to try out their ideas and to think their own thoughts. Our goal is to help children become independent, self-confident, inquisitive learners. We are teaching them how to learn, not just in preschool, but all through their lives. We are allowing them to learn at their own pace and in the ways that are best for them. We are giving children good habits and attitudes, particularly a positive sense of themselves, which will make a difference throughout their lives. Supplemental resources used in our classrooms include the High Five Mathematize Program and Conscious Discipline. Conscious Discipline® is built on the premise of developing discipline within children rather than applying discipline to them.

Education Supervising Managers complete a Creative Curriculum Fidelity checklist in each classroom assisting in determining whether our curriculum is being implemented with fidelity in the classrooms. An overall score of 70% in a Head Start classroom is considered implementing with fidelity. The overall average for the 2019 Fall score for the 23 Head Start classrooms was 90.5%. The scores for an Early Head Start classroom are divided into High Fidelity – 118 or greater, Medium Fidelity- 82 through 117 and Low Fidelity-91 or fewer. The average score for the 10 Early Head Start classrooms was 93.1%.

Teaching Strategies Gold is our assessment tool. The 38 objectives define the skill, knowledge, and behaviors we are helping children acquire in our program. The TSG report gives us an opportunity to look at our program's performance levels.



## Programmatic Summary Sheet

### Family Development (Continued)



#### Head Start PY-2020 (July 1, 2019 – June 30, 2020) - Continued

Classroom teaching staff complete a TSG Interrater Reliability Certification to increase the reliability of judgements using the TSG Gold assessment and improve planning for individual children.

The agency analyzes the Teaching Strategies Gold Snapshot Report for School Readiness measuring 6 areas of development; Social Emotional, Physical, both gross and fine motor, Language, Cognitive, Literacy and Mathematics. The results showed a range of 67% to 81% of our Head Start and Early Head Start children either met or exceeded expectations for the Birth through Pre-K level in the 33 classrooms through the 1st and 2nd assessment period, pre-Covid.

All nine of our sites have obtained a Five Star rating from Step Up to Quality, which is a voluntary five-star quality rating system administered by the Ohio Department of Job and Family Services (ODJFS) and the Ohio Department of Education (ODE). The program recognizes and promotes learning and development programs that meet benchmarks over and above minimum health and safety licensing standards that lead to improved outcomes for children.

We use the research-based CLASS Pre-K observational tool to assess classroom quality of teacher-student interactions in our classrooms.

The Infant/Toddler Environment Rating Scale is used in all Early Head Start classrooms. The comprehensive, reliable and valid instrument assesses the health and safety of the classroom environment, the language activities and the supportive interactions between the children and classroom staff.

Our program uses a School Readiness Checklist for children who will be kindergarten eligible next school year. The checklist was created using input from our School Readiness Team consisting of Local School District representatives, Head Start staff and parents. The checklist is shared with parents during conferences and home visits.

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.





## 2020 Success Story



Crawford County

DON'T MISS  
THE DEADLINE!

Crawford County Community Action Center had a gentleman that utilized CSBG funding to help him get back on track after his wife passed away. We will call him Frank.

Frank called searching for help with paying for his wife's funeral expense. We worked with a local business and helped him cover the remainder of the cost for the cremation. This was such a relief to Frank during one of the most difficult times in his life.

Frank not only lost his wife, but he also lost income due to her death. Frank called and asked if we had any funding that could help him with rent. We paid one month of Frank's rent with CSBG funds to guarantee he could stay in the home that he and his wife had lived in for years. Frank was very grateful for the assistance. He didn't know what he would have done without Community Action.

While the Intake Worker talked with Frank she realized he was also going to need assistance with his electric bill. So once again, we stepped in and assisted Frank with his electric to guarantee service would not be disconnected.



Frank is on track with his bills and Community Action of Crawford County was thankful to have the funds to assist him. We used CSBG funds to give Frank a "hand-up" during a time that he felt he had nowhere to turn.

It is truly an honor to work at Ohio Heartland Community Action Commission where we can assist our fellow community members live a better life. Community Action truly is "helping people and changing lives."

## 2020 Success Stories



### Volunteer Income Tax Assistance Program - #1

Every year we have an elderly disabled gentleman come to our office to have his taxes done. He does not drive and must take public transportation with his walker, so we try to complete his application while he is at the office so he doesn't have to pay for transportation again. He is very knowledgeable about taxes and calls us frequently throughout the year to ask us questions about topics he hears about on the news.

He called us in December 2020 to ask if we were doing taxes again next year. At that time, we had not made the final determination so we started a wait list. He was so concerned that we would not be able to do his taxes that he started shopping around the various tax preparation agencies in the area. Most of them wanted to charge him on average \$450 for one W-2, one Interest Statement, Unemployment Compensation and his Social Security. That would have cut his refund essentially in half and could have created a possible hardship for him.

He is always very grateful for all the assistance that we provide him at tax time and we enjoy answering his questions throughout the year, the best we can.



### Volunteer Income Tax Assistance Program - #2



We had a single mother come in for the first time this year. She had been referred to us by a friend who had used our services for years. When she came back in to discuss the results of her return she started crying. I asked her if she was okay and she explained to me that these were happy tears.

In years past she always paid to have her taxes done and she never saw her state refund and part of her federal refund because of the tax preparation fees. She said that the refunds that I processed for her were the largest that she had ever received and that she was going to get both refunds because of our free tax preparation. This meant so much to her because she uses her tax refund to pay her rent a year in advance so that she "always has a roof over her children's heads."

She left saying that she looks forward to seeing us again next year and wished that she would have found out about us sooner.



## INDEPENDENT AUDITOR'S REPORT

To the Board of Directors  
Ohio Heartland Community Action  
Commission and Affiliate  
Marion, Ohio

### Report on the Financial Statements

We have audited the accompanying combined financial statements of Ohio Heartland Community Action Commission and Affiliate (a nonprofit organization), which comprise the combined statement of financial position as of September 30, 2018, and the related combined statements of activities, functional expenses and cash flows for the year then ended, and the related notes to the combined financial statements.

### Management's Responsibility for the Financial Statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with accounting principles generally accepted in the United States of America; this includes the design, implementation, and maintenance of internal control relevant to the preparation and the fair presentation of financial statements that are free from material misstatement, whether due to fraud or error.

### Auditor's Responsibility

Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with auditing standards generally accepted in the United States of America and the standards applicable to financial audits contained in *Government Auditing Standards*, issued by the Comptroller General of the United States. Those standards require that we plan and perform the audit to obtain reasonable assurance about whether the combined financial statements are free of material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the combined financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the combined financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the combined financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. Accordingly, we express no such opinion. An audit also includes evaluating the appropriateness of policies used and the reasonableness of significant accounting estimates made by management, as well as evaluating the overall presentation of the combined financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

**INDEPENDENT AUDITOR'S REPORT**  
(Continued)

**Opinion**

In our opinion, the combined financial statements referred to above present fairly, in all material respects, the combined financial position of Ohio Heartland Community Action Commission and Affiliate as of September 30, 2020, and the changes in its combined net assets and its combined cash flows for the year then ended in accordance with accounting principles generally accepted in the United States of America.

**Other Matters****Other Information**

Our audit was conducted for the purpose of forming an opinion on the combined financial statements as a whole. The schedule of indirect costs on page 16 is presented for purposes of additional analysis and is not a required part of the combined financial statements. The accompanying schedule of expenditures of federal awards on page 14 is presented for purposes of additional analysis as required by Title 2 U.S. Code of Federal Regulations Part 200, *Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards*, and is also not a required part of the combined financial statements. Such information is the responsibility of management and was derived from and relates directly to the underlying accounting and other records used to prepare the combined financial statements. The information has been subjected to the auditing procedures applied in the audit of the combined financial statements and certain additional procedures, including comparing and reconciling such information directly to the underlying accounting and other records used to prepare the combined financial statements or to the combined financial statements themselves, and other additional procedures in accordance with auditing standards generally accepted in the United States of America. In our opinion, the information is fairly stated in all material respects, in relation to the combined financial statements as a whole.

**Other Reporting Required by Government Auditing Standards**

In accordance with *Government Auditing Standards*, we have also issued a report dated April 2, 2021 on our consideration of Ohio Heartland Community Action Commission and Affiliate's internal control over financial reporting and our tests of its compliance with certain provisions of laws, regulations, contracts and grant agreements and other matters. The purpose of that report is to describe the scope of our testing of internal control over financial reporting and compliance and the results of that testing, and not to provide an opinion on the effectiveness of Ohio Heartland Community Action Commission and Affiliate's internal control over financial reporting or on compliance.

That report is an integral part of an audit performed in accordance with *Government Auditing Standards* in considering Ohio Heartland Community Action Commission and Affiliate's internal control over financial reporting and compliance.



BHM CPA Group, Inc.  
Piketon, Ohio  
April 2, 2021

**INDEPENDENT AUDITOR'S REPORT**  
(Continued)

**OHIO HEARTLAND COMMUNITY ACTION  
COMMISSION AND AFFILIATE**

**SCHEDULE OF FINDINGS AND QUESTIONED COSTS**

**FOR THE YEAR ENDED SEPTEMBER 30, 2018**

**A. SUMMARY OF AUDITOR'S RESULTS**

1. We have issued an unmodified opinion on the financial statements of Ohio Heartland Community Action Commission and Affiliate.
2. The audit did not disclose any internal control related reportable conditions.
3. The audit did not disclose any instances of noncompliance which were material to the financial statements.
4. There were no reportable conditions in internal controls over major programs.
5. We have issued an unmodified opinion on compliance for major programs.
6. The audit did not disclose any findings relative to the major federal awards programs.
7. The major programs selected for compliance testing included:
  - Head Start, CFDA #93.600
  - Community Services Block Grant, CFDA #93.569
8. The dollar threshold used to distinguish the Type A program was \$750,000.
9. The auditee did qualify as a low risk auditee.

**B. FINDINGS RELATED TO THE FINANCIAL STATEMENTS IN ACCORANCE  
WITH GENERALLY ACCEPTED GOVERNMENTAL AUDITING STANDARDS**

None noted in current year.

**C. FINDINGS AND QUESTIONED COSTS RELATED TO FEDERAL AWARDS**

None noted in current year.

OHCAC Offices and Center Locations

Administration Office  
372 E. Center St.  
Marion, OH 43302



Marian Clark Center – Marion County CAC  
1183 Bellefontaine Ave.  
Marion, OH 43302



Energy Office  
125 Fairview Ave.  
Marion, OH 43302



MARCA Head Start Facility (Marion Co. DD building)  
2387 Harding Highway E.  
Marion, OH 43302



The Sam Buehrer Head Start Center  
180 Fairfax Rd.  
Marion, OH 43302



North Main Street Head Start Center  
910 N. Main St.  
Marion, OH 43302



Egner Center – Crawford County CAC  
124 Buehler St.  
Gallon, OH 44833



Dawsett Center – Crawford County Head Start Center  
525 Dawsett St.  
Gallon, OH 44833



## OHCAC Offices and Center Locations

Bucyrus Center for Head Start (Holy Trinity Church)  
740 Tiffin Street  
Bucyrus, OH 44820



Morrow Center – Morrow County CAC  
28 W. High St.  
Mt. Gilead, OH 43338



Mt. Gilead Head Start Center (Whetstone Building)  
406 Banks St.  
Mt. Gilead, OH 43338



Cardington Head Start Center (Tomorrow Center)  
3300 County Road 168  
Cardington, OH 43315



Grace St. Head Start Center  
1035 Grace St.  
Mansfield, OH 44903



Old Neff's Market  
196 Buehler St.  
Galion, OH 44833



Haxton Head Start Center  
255 Hedges St.  
Mansfield, OH 44902



**We're on the web!**  
**Check us out at:**  
**[www.ohcac.org](http://www.ohcac.org)**