

2015 ANNUAL REPORT



50 Years of Service to Northwest Ohio

1965—2015



The Community Action Promise.....

“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.”

“Guiding Families Toward Success”

The 2015 annual report—50th Anniversary

October 6, 2015 marked the 50th anniversary of the incorporation of Northwestern Ohio Community Action Commission. For the past 50 years the Board has directed the vision and the Staff have provided programs and services to the economically disadvantaged in the 6 county service area based on locally identified needs. NOCAC wishes to share the outcomes that have been achieved through the many financial and non-monetary resources received by our organization in 2015. Through community partnerships and the use of available resources, NOCAC continues to guide families to become more successful and self-sufficient members of the communities in which they live.



**Presentation of 50th Anniversary Award by the
Defiance Area Chamber of Commerce.**

(L to R) Janet Yaros, Head Start/ECE Director, Deb Gerken, Executive Director, Kathleen Sworden, NOCAC Board President and the Chamber President.

NOCAC Management Team

Deborah Gerken, Executive Director

**Kim Reed,
Finance & Community Partnerships Director**

**Janet Yaros,
Head Start & Early Childhood Education Director**

**Angie Franklin,
Community Services Director**

**Kelly Feeney,
Housing & Energy Service Director**

NOCAC BOARD OF TRUSTEES

Public Sector

Ryan Mack, Commissioner, Defiance County

William Rufenacht, Commissioner, Fulton County

Robert Hastedt, Commissioner, Henry County

Mark Holtsberry, Commissioner, Paulding County

Stanley Owens, Commissioner, Van Wert County

Lewis Hilkert, Commissioner, Williams County

Client Sector

Karen Zeedyk, Defiance County

Angel Hernandez, Head Start Policy Council

Kristene Clark, Fulton County

Kathleen Sworden, President, Henry County, Legal Rep.

Rachelle Durham, Paulding County

Joy West, Van Wert County

Victoria Schelling, Williams County

Private Sector

Becky Saman, Vice President, Defiance County
Defiance License Bureau

Dean Genter, Secretary, Fulton County, Genter Farms

Kelli Burkhardt, Henry County, TWCMAD

Shelley Shinnors, Paulding County, ECE Representative

Marcia Drake, Van Wert County, Trinity Lutheran Church

Wendy Jennings, Williams County, Bryan Merchant

2015 Financial Expenditures

CHILD DEVELOPMENT PROGRAMS

	2015	2014
Head Start Program	3,159,537	3,217,976
Step Up to Quality	18,319	24,001
Early Childhood Education	247,940	188,226
UCLA Health Initiative	568	977
Child & Adult Food Care Program (CACFP)	272,073	351,173
Delta Dental	1,813	4,864
TOTAL CHILD DEVELOPMENT PROGRAMS	3,702,265	3,789,231



Angel at the Napoleon Head Start is pleased with his building project.

COMMUNITY PARTNERSHIPS

Child Care-Publicly Funded	254,593	236,423
Capacity Building	5,404	12,612
BCI Checks/Training	33,774	35,525
United Way - OBB & SFSP	34,340	30,241
TOTAL COMMUNITY PARTNERSHIPS	328,111	314,801



COMMUNITY SERVICES PROGRAMS

Community Services Block Grant Program (CSBG)	327,524	428,614
Home Energy Assistance Program (HEAP)	970,528	1,419,954
Emergency Shelter Grant Program	69,659	86,460
Homeless Prevention and Rapid Re-Housing	271,877	270,154
Partnership Assistance to the Homeless (PATH)	64,477	76,758
Community Housing Improvement Program (CHIP)	3,379	45,621
Richland Place Single Room Occupancy Units (SRO)	58,944	66,208
Individual Development Accounts AFIA (IDA)	27,745	26,164
Emergency Food & Shelter Program	12,087	9,732
COHHIO SSI Ohio Project	0	38,933
United Ways/Local Donations Emergency Funds	53,930	41,278
TOTAL COMMUNITY SERVICES	1,860,150	2,509,876



HOUSING & ENERGY PROGRAMS

Home Weatherization Assistance Program	1,103,721	879,927
Housing Assistance Grant Program	105,282	106,983
Elderly Home Repair Program	13,892	13,971
Community Connections -Toledo Edison, AEP	59,365	70,876
Housewarming Program	11,862	0
TOTAL HOUSING & ENERGY PROGRAMS	1,294,122	1,071,757



CORPORATE ACCOUNT

Total Corporate	107,889	83,904
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TOTAL NOCAC EXPENDITURES FOR 2015	<u>7,292,537</u>	<u>7,769,569</u>
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2015 Human Resources

NOCAC values our employees and strives for excellence in quality service provision to the consumers we serve. This is achieved by providing on-going training programs and capacity building opportunities. We encourage growth and teamwork within our organization. Our employees are the catalyst in making NOCAC a successful organization!



2015 Service Awardees

Front Left to Right: Erica Wehri 10; Becky Michael 25; Amy Thomas, 10; Heidi Brinkman 15.
Back Left to Right: Jenny Grubb 30; Kris Eicher 15; Amy Harding 10; Bobbi Burke 10; Deb Gerken 40; Melissa Altman 10; Heidi Keweenaw 10; Sally Gerken 35; Jill Gentile 15; Julie Hunt 25.



As of 12/31/2015	# of Employees
Head Start/ECE	87
Community Partnerships	7
Community Services	19
Housing &	12
Energy Services	
Administration	5
Total Agency	130



2015 Community Partnerships

SUMMER FOOD SERVICE PROGRAM

Once again, the SFSP was able to expand, thanks to support from the local United Ways, the Ohio CDC, donations from community members and many hours worked by devoted community volunteers who served meals and provided activities for the children who ate lunch at the sites:

- ◆ 13 sites in Bryan, Defiance, Edgerton, Napoleon, Paulding, Pioneer and Wauseon
- ◆ 17,110 Lunches to 2,384 unduplicated children, an increase of 1,608 meals and 475 unduplicated children from 2014
- ◆ 3,481 hours of volunteer time from 926 individuals

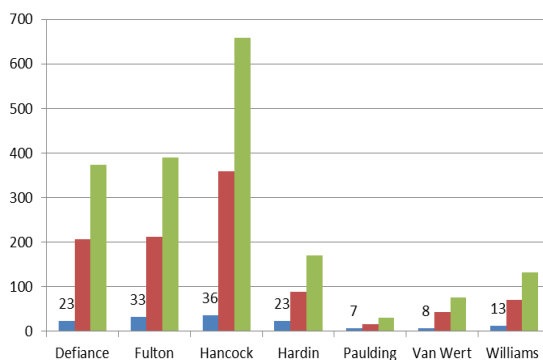


OHIO BENEFIT BANK TAX CLINICS

- ◆ **1,100 tax returns** were filed with assistance from **17 volunteer counselors** who provided **569 hours** of their time. By using OBB there was an estimated **savings of \$220,000 in tax filing fees**.
- ◆ **Refunds of \$1,484,895**, including **\$543,158 in tax credits**. The average age of the consumer using OBB was 51.
- ◆ **95 individuals** were linked to additional benefits through OBB online self service in 2015.
- ◆ **\$86,304 in SNAP (food stamp)** benefits were received.



PUBLICLY FUNDED CHILD CARE PROGRAM - 2015



Licensed Providers Series1
Families Served Series2
Children Cared for Series3

In a contractual partnership with seven (7) County Job & Family Services Offices NOCAC administered their Publicly Funded Child Care Programs in 2015. Services provided:

- * Eligibility Determinations for families in need of childcare while working or attending school.
- * Recruitment, Training and monitoring of Type B Family Childcare homes and Childcare Centers.
- * Licensing of Type B homes.

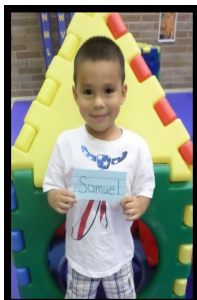
2015 Head Start Annual Report to the Public

The NOCAC Head Start school readiness program

served **465 children age 3-5 years and their families in 2015**. NOCAC provided education, health and nutrition, disabilities and mental health services, social services and family partnership/parent involvement services to promote school readiness for every enrolled child.

Funded enrollment for the NOCAC Head Start program was 465. A total of **539 children were enrolled** throughout the year. As one child left the program another eligible child was enrolled to maintain an enrollment of at least 465 children every month of the school year.

- ◆ **512 (95%)** of the enrolled children were income/categorically eligible (more than 100% federal poverty guidelines) and **27 (5%)** of the enrolled children were from over income households.
- ◆ **421 children** were served in **4 day classrooms**, and **44 children** received services in the **home based** option.



Samuel at the
Wauseon Head
Start

- ◆ **512 (95%)** of enrolled children received medical exams and were up to date on a schedule of age-appropriate preventative and primary health care including immunizations.
- ◆ **489 (90.7%)** of enrolled children received dental exams. Of the **489 children 129** were diagnosed as needing follow-up treatment. Of the **129 children 84 (65%)** received follow-up treatment.
- ◆ **407 children** were transported on the **17 buses** owned by NOCAC to 9 Centers with 26 classrooms.
- ◆ **English** was the primary language in **522** households and **Spanish** was the primary language for **16** households.
- ◆ **28** enrolled children from 28 families were homeless. Of the 28 families experiencing homelessness, **7 acquired housing** during the enrollment year.
- ◆ **26 Local Education Agencies** (School Districts) had formal agreements with NOCAC to provide coordination and services to the **42 children enrolled that had professionally diagnosed disabilities**.
- ◆ **1015 volunteers** provided multiple services to the NOCAC Head Start program. 643 volunteers were current or former Head Start parents.
- ◆ Of the **20 Head Start Classroom Teachers**, **17 (85%)** had baccalaureate degrees and **3** had associate degrees (15%) at the beginning of 2015. **34 of the 113 Head Start staff** were former or current Head Start parents.

Early Childhood Education Program

In July 2015 NOCAC received approval from the Ohio Department of Education to provide ECE services to **20 children** in the Napoleon Area School district and **17 children** in the Paulding Exempted School district; which were added to the existing **32 ECE children** already being served by NOCAC in the Defiance City (21) and Bryan City (11) School districts. NOCAC also served **5 ECE children** in the Montpelier Exempted School district through a contractual agreement. January-May, NOCAC served an additional **20 children** under contract with the NWOESC in Henry County.

Household income can be up to 200% of the federal poverty guidelines. The ECE classrooms followed the Head Start school readiness goals for content and learning. Fees were based on household income.

The 2015 Self-Assessment was conducted in March and resulted in no areas of non-compliance with Head Start regulations. Staff, parents, community partners and Board members participated as team members.

Goals for Program Improvement:

1. To provide bilingual services to families
2. To build better relationships with the Kindergarten teachers in the 26 school districts in the service area.
3. A written procedure to incorporate parent's observations of their own child with the teacher's observations.
4. To have consistent and precise communication with parents on health follow-up.
5. To increase the program's child application waiting list.
6. To update the Financial Procedure Manual.
7. To develop a Succession Plan.



2015 School Readiness Goals

Physical Development & Health

- The children will demonstrate fine-motor strength uses with fingers and hands.

Social & Emotional Development

- The children will take care of their own needs.
- The children will form positive relationships with adults.

Approaches to Learning

- The children will recognize and recall information, people, places and objects.

Language & Literacy

- The children will use expanding expressive vocabulary.
- The children will notice and discriminate rhyme.
- The children will identify and name the letters of the alphabet and identify the sounds of the letters.

Cognition & General Knowledge

- The children will demonstrate knowledge of counting, quantifying and connecting numerals with their quantities.
- The children will work on understanding spatial directions.
- The children will work on understanding shapes.



Sienna and Estrella, at the Archbold Child Development Center, are using their creativity

2015 Head Start Annual Report to the Public

The A-133 Audit for year ending 12/31/14 disclosed no reportable conditions in internal controls, one instance of non-compliance; which was material to the financial statements, no findings which were required to be reported and no questioned costs requiring corrective action. NOCAC qualified as a low risk auditee.



The last Triennial Federal Review was completed in March 2013. One area of non-compliance resulted in NOCAC replacing all bathroom toilet partitions in one Head Start Center. Region V acknowledged the completion of the required correction and issued a letter of full compliance with all program regulations at the end of 2013.



Wauseon Head Start recently had a feathered visitor.

PARENT ENGAGEMENT AND INVOLVEMENT

♦ **Family Fun Nights were held in the spring and the fall.** They featured a "Family Expo" hour with 12 educational stations covering various topics. The topics included: Dental Health, Financial Literacy, Nutrition, Learning Through Play, and Mental Health/Disabilities. Community members including local police, fire, and health department representatives, doctors, dentists, and school teachers also attended the events. At the end of each evening the children and their families completed fun and educational Make-It-Take-It activities took home a themed family photo as a souvenir.

♦ Twice during the year, parents participated in "Bring a Parent/Special Person to School Week".

♦ Parents also volunteered their participation in **classrooms, at parent meetings, and as elected Policy Council** representatives.

♦ In November 2015 three Policy Council members and the Family and Community Engagement Manager attended the **2015 Head Start Parent Leadership Institute in Columbus.**

♦ A school to home activity called "Bag Tags" helped families practice at home what their children were learning in the classroom. Each Bag Tag has instructions for a specific skill or activity. A new bag tag goes home on the child's backpack each week. Literacy, math, science, large and small motor, social studies, health and nutrition are covered are some of the topics covered on the bag tags. After practicing the skill/activity throughout the week families sign the tags and send them back to the teacher where they are displayed creatively as visual indicating hours of at home parent involvement.



Bag tags creatively displayed in a classroom.

1/15 - 12/15

	<u>Budget</u>	<u>Actual</u>
Personnel	\$ 1,733,055	\$ 1,701,355
Fringe Benefits	\$ 610,471	\$ 586,822
Travel	\$ 17,466	\$ 20,878
Equipment	\$ 95,236	\$ 95,236
Supplies	\$ 116,299	\$ 144,583
Contractual	\$ 44,100	\$ 42,100
Other	\$ 516,109	\$ 539,415
Total Federal	\$ 3,132,736	\$ 3,130,389
Program Income	\$ 29,148	\$ 29,148
	\$ 3,161,884	\$ 3,159,537
Non-Federal	\$ 783,184	\$ 797,671
Total	\$ 3,945,068	\$ 3,957,208



CHILD & ADULT CARE FOOD PROGRAM (CACFP)

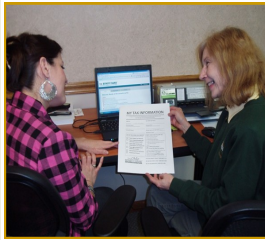
- Breakfasts 24,748 = \$41,081
- Lunches 46,543 = \$138,698
- Snacks 24,333 = \$20,438

Total USDA Reimbursement = \$213,015



2015 Community Services

Emergency Services



The Community Service Block Grant (CSBG) provided funding for one community service worker in each of the NOCAC satellite offices to provide eligibility intake for all sources of emergency funds. This enabled NOCAC to leverage funding sources to meet emergency needs. CSBG funding enabled NOCAC to use 100% of United Way, Emergency Food & Shelter, funds and private donations to provide emergency payments to area vendors on behalf of eligible low-income consumers.

ers.

A total of 816 applications for assistance to needy households in the 6 County service area were processed by NOCAC community service workers in 2015.

- ◆ **CSBG:** 301 payments for rent and utility deposits.
- ◆ **CSBG Migrant:** 115 emergency payments on behalf of migrant farm-workers.
- ◆ **Emergency Food and Shelter Programs (EFSP) in Defiance, Fulton, Henry, Paulding & Van Wert counties:** 38 households were assisted with rent payments to prevent homelessness.
- ◆ **City of Defiance Community Housing Improvement Program (CHIP):** 9 emergency payments to prevent homelessness.
- ◆ **Salvation Army in Bryan and Defiance and Paulding counties:** 80 emergency payments and holiday meal to 80 households. This partnership also provided an affordable opportunity for 53 local children to attend a week long summer camp.
- ◆ **Bryan Good Neighbor Fund:** \$5,970 in local donations provided by this partnership assisted 53 low-income Bryan residents with emergency utility payments.
- ◆ **Napoleon Cares:** This new partnership with the City of Napoleon provided utility assistance to 19 households.
- ◆ **United Way of Fulton, Paulding and Van Wert Counties:** Local funding provided resources to assist 98 households with emergency needs related to health, safety or employment.
- ◆ **Emergency Fuel Funds** through partnerships with First Energy and AEP provided utility assistance to 71 low-income households.



Defiance County Pilot

NOCAC provided intake and determined eligibility transportation assistance. As of 12/31/15 146 rides for medical, employment or legal needs were provided to Defiance County residents.



Getting Ahead In A Just-Gettin'-By World

A series of weekly "Getting Ahead" classes provided participants an opportunity to develop knowledge, resources and support to end the cycle of generational poverty.

In 2015, NOCAC offered 3 sessions and celebrated 54 graduates.



Homelessness Prevention and Rapid Re-Housing Program

NOCAC continued to be the lead agency for the homelessness service plan in northwest Ohio making us responsible for implementing prevention and re-housing assistance for the 6 County service area. Services were designed to prevent those are risk of being homeless from becoming homeless by rapidly re-housing those who were actively without shelter.

The HPRP coordinated financial assistance and case management services to increase each household's ability to maintain or achieve housing stability.

- ◆ 63 households were assisted
- ◆ \$114,744 was paid to landlords on their behalf for rent, rent arrearages, deposits and/or utility payments to prevent homelessness.
- ◆ 28% of adults gained or increased their income during program participation. 86% of adults received at least one source of non-cash benefits during participation.

Home Energy Assistance Programs

These assistance programs are designed to help low-income residents manage costs related to heating and cooling their homes. Eligibility determination and intake was completed in NOCAC's Community Service offices.

- ◆ **Regular HEAP:** 5,506 applications for benefits were processed providing a one-time benefit to assist with heating costs.
- ◆ **PIPP Plus:** 6,255 applications were processed, resulting in an affordable income based utility payments plan for eligible customers.
- ◆ **Emergency HEAP Winter Crisis Program:** 2,188 vendor payments made on behalf of eligible households.
- ◆ **HEAP Summer Cooling Program:** 746 utility payments assisted with electricity for summer cooling costs for elderly or medically fragile applicants.

2015 Community Services

Individual Development Account (IDA) Program

The IDA program provided educational opportunities and matched the savings of asset account holders towards goals of home-ownership, business development or to further their education.

- ◆ **25 IDA participants** had active accounts open and received financial literacy training and support.



- ◆ **5 workshops** on money management, financial literacy, credit repair and building wealth were provided to the participants in the six county area.
- ◆ **\$10,351 was saved** and deposited into interest bearing accounts by IDA participants. **\$27,275 in matching funds** were distributed to local and world-wide businesses for **11 participant** asset purchases:

6 homes, 3 small business start-ups and 2 post-secondary continued educational opportunities.



PATH Center Services

The Richland Place/PATH Center soup kitchen was **open 360 days in 2015** to serve a meal to the homeless, the disabled and to those in need.

- ◆ In 2015, **10,920 meals** were served, averaging 30 meals per day.
- ◆ **479 food donations** valued at approximately **\$86,944** were received.
- ◆ PATH vehicles provided 722 trips that resulted in 2,544 units of transportation to consumers and to pick-ups local donations of food.
- ◆ Local churches and organizations supported an evening meal program. In 2015, **1,677 evening meals** were provided.
- ◆ **4,466 volunteer hours** were provided throughout the Richland Place/PATH Center. Volunteer prepared and served food, bagged commodities, cleaned, completed repairs and provided educational programs for the consumers.
- ◆ **226 Defiance County households** received USDA commodity foods packages.
- ◆ **360 participants** benefited from **social and educational activities** that were presented by staff and community volunteers.

Emergency Shelter Program

- ◆ In 2015, **190 homeless individuals** (154 households **including 25 children**) were provided shelter in 1 of 4 shelter rooms located in the Richland Place/PATH Center. Each was provided with case management services focusing on establishing adequate income, housing search and attainment and advocacy and referral.
- ◆ **4,485 nights of emergency shelter** were provided, averaging 12 persons sheltered per night. The average shelter stay was 23 nights.
- ◆ **13% of persons receiving shelter services were children.**
- ◆ **4% of persons receiving shelter services were veterans.**
- ◆ **34% of persons receiving shelter had a diagnosed mental illness.**
- ◆ **22% of persons receiving shelter were identified as chronically homeless.**
- ◆ **82% of emergency shelter clients were connected to supportive services and entitlement benefits. 37% of adult clients gained employment before exiting shelter.**
- ◆ **46% of persons receiving shelter exited into a positive permanent housing outcome.**



The 2015 Hunger Banquet

Community awareness event regarding hunger and homelessness in Northwest Ohio.



2015 Housing & Energy Services

Home Weatherization Assistance Program

The Home Weatherization Assistance Program (HWAP) made improvements to homes, increasing energy efficiency and lowering utility costs for low-income families.

- ◆ **114 homes** occupied by **61** elderly and **58** disabled individuals were completed in Defiance, Fulton, Henry, Paulding, Van Wert and Williams Counties in 2015. Measures completed:

42 furnaces/hot water heaters; **88** attic/sidewall/floor insulation; **15** doors; **83** baseload and **91** health and safety.

In order to provide our customers with all necessary energy efficiency improvements and repairs identified during the initial inspection of the home, NOCAC combines multiple funding sources whenever possible.



Crawlspace prior to work Crawlspace after weatherization

Housing Assistance Handicap Modification & AOoA Home Repair Programs

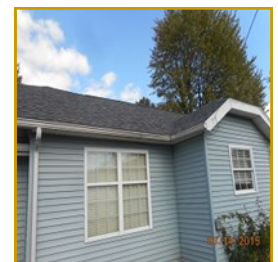
- ◆ **29 Households** received services funded by the **Housing Assistance Handicap Modifications Home Repair Program**.
- ◆ **10** a water heater, furnace or air conditioner unit replacements.
- ◆ **2** electrical upgrades.
- ◆ **2** Plumbing repairs.
- ◆ **3** Floor/wall repairs.
- ◆ **6** Roof replacements.
- ◆ **2** Entry door replacements.
- ◆ **6** Bathroom repairs to include handicap shower and toilet installation with grab bars.
- ◆ **6 Elderly Individuals** received home repairs funded by the **Area Office on Aging Elderly Home Repair Program**.
- ◆ **5** furnace, water heater or AC unit replacement/repairs.
- ◆ **1** bathroom repaired including handicap shower and toilet installations with grab bars.
- ◆ **2** door/window replacements.

Toledo Edison - Community Connections & AEP Low-Income Utility Programs

- ◆ **34** Households received energy efficiency measures funded by the Toledo Edison Community Connections program.
- ◆ **26** Households received energy efficiency measures funded by the AEP program.
- ◆ **59** non-efficient refrigerators or a hot water heaters were replaced with energy star appliances.
- ◆ **53** installations of energy efficient bulbs, fixtures and bath exhaust fans were completed.



- ◆ **4** homes received a sump pump or dehumidifier.
- ◆ **2** homes were weatherized utilizing both HWAP and Utility program funds.
- ◆ Consumer education was provided to each household.



Roof Prior to Replacement

Roof After Replacement