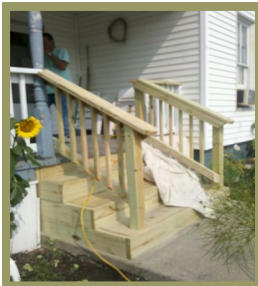


# Northwestern Ohio COMMUNITY ACTION Commission

SERVING DEFIANCE, FULTON, HENRY, PAULDING, VAN WERT & WILLIAMS COUNTIES SINCE 1965



## 2016 ANNUAL REPORT

## 2016 a "Year of Empowerment"

In 2016 NOCAC formalized the "Financial Empowerment" initiative; which provided a graduated approach in working with the participants to help them better understand their own financial circumstances. This important first step assisted them in making the changes needed in order to develop and initiate goals leading to a successful financial future.

We thank our many community partners and the support they have provided both financially and in the form of volunteer time throughout 2016. This collaborative effort continues to support NOCAC in the continued mission of **"Guiding Families Toward Success."**



### The Management Team

Front (l to r)

**Kelly Feeney**

*Housing & Energy Services Director*

**Kim Reed**

*Finance/Community Partnerships Director*

Back (l to r)

**Angie Franklin**

*Community Services Director*

**Deb Gerken**

*Executive Director*

**Janet Yaros**

*Head Start & ECE Director*

### BOARD OF TRUSTEES

#### Defiance County

*Ryan Mack, Amy Hoffman & Karen Zeedyk*

#### Fulton County

*William Rufenacht, Dean Genter, Kristene Clark & Anika S. Fields*

#### Henry County

*Robert Hastedt, Brian Patrick & Kathleen Sworden*

#### Paulding County

*Mark Holtsberry, Shelley Shinnors & Rachelle Durham*

#### Van Wert County

*Stan Owens & Staci Kaufman*

#### Williams County

*Lewis Hilkert, Wendy Jennings & Victoria Schelling*



## 2016 FINANCIAL EXPENDITURES

PROGRAMS	EXPENDITURES	EXPENDITURES
	2016	2015
Head Start Program	\$3,209,109	\$3,159,537
Step Up to Quality	\$40,681	\$18,319
Early Childhood Education	\$338,447	\$247,940
UCLA Health Initiative	\$0	\$568
Child & Adult Food Care Program (CACFP)	\$213,406	\$212,989
Delta Dental	\$0	\$1,813
<b>TOTAL CHILD DEVELOPMENT PROGRAMS</b>	<b>\$3,801,643</b>	<b>\$3,641,166</b>
Child Care-Publicly Funded	\$292,796	\$254,593
Capacity Building	\$9,000	\$5,404
Summer Food (CACFP)	\$59,119	\$59,084
BCI Checks/Training	\$35,361	\$33,774
United Way - OBB & SFSP	\$33,168	\$34,340
<b>TOTAL COMMUNITY PARTNERSHIPS</b>	<b>\$429,444</b>	<b>\$387,195</b>
Community Services Block Grant Program (CSBG)	\$435,893	\$327,524
Home Energy Assistance Program (HEAP)	\$988,165	\$970,528
Emergency Shelter Grant Program	\$63,362	\$69,659
Homeless Prevention and Rapid Re-Housing	\$220,241	\$271,877
Partnership Assistance to the Homeless (PATH)	\$66,991	\$64,477
Community Housing Improvement Program (CHIP)	\$0	\$3,379
Richland Place Single Room Occupancy Units (SRO)	\$28,339	\$58,944
Individual Development Accounts AFIA (IDA)	\$5,326	\$27,745
Emergency Food & Shelter Program	\$4,035	\$12,087
Workforce Barriers (TANF)	\$4,661	\$0
Target of Opportunity (HUD)	\$450	\$0
United Ways/Local Donations Emergency Funds	\$64,120	\$53,930
<b>TOTAL COMMUNITY SERVICES</b>	<b>\$1,881,583</b>	<b>\$1,860,150</b>
Home Weatherization Assistance Program	\$861,849	\$1,103,721
Housing Assistance Grant Program	\$112,095	\$105,282
Elderly Home Repair Program	\$14,733	\$13,892
Community Connections -Toledo Edison, AEP	\$95,716	\$59,365
Housewarming Program	\$2,788	\$11,862
<b>TOTAL HOUSING &amp; ENERGY PROGRAMS</b>	<b>\$1,087,181</b>	<b>\$1,294,122</b>
<b>TOTAL CORPORATE ACCOUNT</b>	<b>\$135,459</b>	<b>\$107,889</b>
<b>TOTAL NOCAC EXPENDITURES</b>	<b>\$7,335,310</b>	<b>\$7,290,522</b>



## HUMAN RESOURCES

We value our employees and offer ongoing training and development opportunities throughout the year. We also recognize team-building and at times.....that employees need time to unwind and just have fun together!

In 2016 we had the good fortune to have a staff of **130 employees**

Head Start/ECE:	88
Community Services :	20
Community Partnerships:	7
Housing & Energy Services:	10
Administration:	5



## COMMUNITY PARTNERSHIPS

### Summer Food Service Program

- ◆ **14 sites** located in Bryan, Defiance, Edgerton, Hicksville, Holgate, Napoleon, Paulding, Pioneer and Wauseon (7 sites were run solely by volunteers)
- ◆ **15,865 Lunches** to **2612 unduplicated children**, a **decrease of 127 meals** and an **increase of 299 unduplicated children** from 2015
- ◆ **3239 hours of volunteer time** from **969 individuals** were provided for the operation of sites and activities.
- ◆ Weekend meal program: **847 bags** were given to **194 households** at **5 summer food sites**.



### Ohio Benefit Bank Free Tax Preparation Program

- ◆ **1334 tax returns** filed, **refunds of \$1,671,093**, including **\$728,563 in tax credits**. **Savings of an estimated \$266,800 in tax filing fees** (based on an average charge of \$200 per filed return). **26 individuals** linked to additional benefits including **\$47,112 in SNAP** (food stamps).
- ◆ **28 volunteers** gave **658 hours** of their time to assist consumers in completion of their tax returns.
- ◆ **121 consumers** used the OBB self serve option online to file their own (for taxes and benefits).

### Publicly Funded Childcare Program

County	# of unduplicated providers used (Type B and Center's who cared for PFCC children)	# of caretakers who utilized the program	# of children cared for by licensed providers
Auglaize	6	86	164
Defiance	27	231	390
Fulton	24	248	438
Hancock	46	365	649
Hardin	25	101	203
Paulding	8	18	36
Williams	15	93	182
Van Wert	8	46	75



## 2016 HEAD START PROGRAM REPORT TO THE PUBLIC

The Financial Audit for year ending 12/31/15 disclosed no reportable conditions in internal controls, no instance of non-compliance that would be material to the financial statements, no findings that were required to be reported and no questioned costs requiring corrective action. NOCAC did not qualify as a low risk auditee.

1/1/16 - 12/31/16

	<u>Budget</u>	<u>Actual</u>
<b>Personnel</b>	\$ 1,784,196	\$ 1,746,489
<b>Fringe Benefits</b>	\$ 638,779	\$ 614,202
<b>Travel</b>	\$ 17,412	\$ 30,963
<b>Equipment</b>	\$ 48,000	\$ 73,807
<b>Supplies</b>	\$ 131,750	\$ 158,665
<b>Contractual</b>	\$ 46,200	\$ 31,362
<b>Other</b>	\$ 522,051	\$ 524,182
<b>Total Federal</b>	\$ 3,188,388	\$ 3,179,670
<b>Program Income</b>	\$ 29,439	\$ 29,439
	\$ 3,217,827	\$ 3,209,109
<b>Non-Federal</b>	\$ 783,184	\$ 948,534
<b>Total</b>	\$ 4,001,011	\$ 4,157,643

### CHILD & ADULT CARE FOOD PROGRAM (CACFP)

Breakfasts served 28,095 = \$45,835

Lunches served 43,320 = \$141,008

Snacks served 25,925 = \$21,195

**Total USDA Reimbursement = \$208,038**



The NOCAC Head Start program experienced three deficiencies during the 2015/2016 school year. Region V acknowledged the completion of the required corrections and issued a letter of full compliance regarding the deficiencies requiring no further corrective actions.

### PARENT ENGAGEMENT AND INVOLVEMENT

**Family Fun Nights were held in the spring and the fall.** A "Family Expo" was the feature for an hour with 12 educational stations covering 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 event the children and their families completed fun and educational Make-It-Take-It activities and took home a family photo.

Three times during the year, parents participated in "Bring a Parent/Special Person to School Week". Parents also volunteered in classrooms, at parent meetings, and as elected **Policy Council** representatives. A **school to home activity** called "Bag Tags" helped families practice at home lessons their children were learning in the classroom. Each "Bag Tag" has instructions for a specific skill or activity. A new "Bag Tag" is sent home in the child's back pack 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.

# 2016 HEAD START PROGRAM REPORT TO THE PUBLIC

## The NOCAC Head Start

school readiness pro-

gram served **397 children age 3-5 years and their families in 2016**. NOCAC provided education, health, nutrition, disabilities, 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 397.** A total of **457 children were enrolled** throughout the year. As one child left the program another eligible child was enrolled to maintain an enrollment of at least 397 children every month of the school year.

- ◆ **427 (92%)** of the enrolled children were income/categorically eligible (100% federal poverty guidelines) and **30 (7%)** of the enrolled children were from over income households.



- ◆ **363 children** were served in **4 day classrooms**, and **34 children** received services in the **home based** option.

- ◆ **456 (99%)** of enrolled children received medical exams and were up to date on a schedule of age-appropriate preventative and primary health care including immunizations.

- ◆ **408 (89%)** of enrolled children received dental exams. Of the **408 children 127** were diagnosed as needing follow-up treatment. Of the 127 children **83(65%)** received follow-up treatment.

- ◆ **312 children** were transported on **19 buses** owned by NOCAC to **9 Centers** with **26 classrooms**.

- ◆ **English** was the primary language in **444 households** and **Spanish** was the primary language for **13 households**.

- ◆ **35 enrolled children** from 32 families were homeless. Of the 35 families experiencing homelessness, **21 acquired housing** during the enrollment year.

- ◆ **26 Local Education Agencies** (School Districts) had formal agreements with NOCAC to provide coordination and services to the **33 children enrolled that had professionally diagnosed disabilities**.

- ◆ **939 volunteers** provided multiple services to the NOCAC Head Start program. **697 volunteers** were current or former Head Start parents.

- ◆ Of the **20 Head Start Classroom Teachers**, **13 (65%)** had baccalaureate degrees and **7** had associate degrees (35%) at the end of the 2015/16 program year. **32 of the 111 Head Start staff** were former or current Head Start parents.

## Early Childhood Education Program

NOCAC served **82 children** with grants from the Ohio Department of Education providing ECE services to **20 children** in the Napoleon Area School District, **17 children** in the Paulding Exempted School district, **21** in the Defiance City School District, and **11 children** in the Bryan City School district. NOCAC also served **13 ECE children** in the Montpelier Exempted School district through a contractual agreement.

Household income for the ECE program 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 using a sliding fee scale.

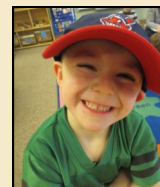
## The 2016 Self-Assessment

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 place fencing around the Paulding Center Playground. (completed summer of 2016)
2. To increase the amount of children with IEP's in the Program.
3. To Update the Eligibility, Recruitment, Selection, Enrollment and Attendance (ERSEA) Service Plan.
4. To provide more interpreters throughout the program.
5. To provide more opportunities for families to receive First Aid and CPR training.
6. To write a volunteer recruitment plan.



## 2016 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 (Creative Arts Expression)

- 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.





## 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.



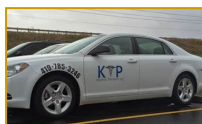
A total of **1,159** applications for assistance to needy households in the 6 County service area were processed by NOCAC community service workers in 2016.

- ◆ **CSBG:** 123 payments for rent and utility deposits.
- ◆ **CSBG Migrant:** 414 emergency payments on behalf of migrant farm-workers.
- ◆ **Emergency Food and Shelter Programs (EFSP) in Fulton, Henry, & Van Wert counties:** 15 households were assisted with rent payments to prevent homelessness.
- ◆ **Salvation Army in Bryan and Defiance and Paulding counties:** 101 emergency payments and holiday meals to 100 households. This partnership also provided an affordable opportunity for 38 local children to attend a week long summer camp.
- ◆ **Bryan Good Neighbor Fund:** \$6,075 in local donations provided by this partnership assisted 56 low-income Bryan residents with emergency utility payments.
- ◆ **Napoleon Cares:** This partnership with the City of Napoleon provided opportunities for 18 households to receive utility assistance.
- ◆ **United Way of Fulton, Paulding and Van Wert Counties:** Local funding provided resources to assist 96 households with emergency needs related to health, safety or employment.
- ◆ **Emergency Fuel Funds** through partnerships with First Energy and AEP provided utility assistance to 96 low-income households.
- ◆ **Additional local donations from individuals and organizations** provided emergency payment assistance to 79 households.

## flexRIDE

NOCAC partnered with The United Way of Defiance County by providing intake and eligibility determination for a transportation assistance program.

482 rides for medical, employment or legal needs were scheduled for Defiance County residents in 2016.



## COMMUNITY SERVICES

### 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 at 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.

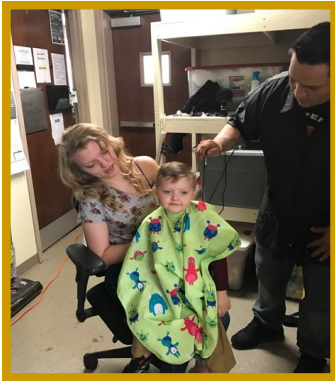
- ◆ **57 homeless households** were assisted. Once determined eligible, housing was achieved in an average of 8 days.
- ◆ **\$88,718** was paid to landlords on their behalf for rent, rent arrearages, deposits and/or utility payments to prevent homelessness.
- ◆ **51%** of adults gained or increased their income during program participation. **96%** of adults became eligible for at least one source of non-cash benefits during participation. The average length of participation in the program was 5 months.

### 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:** 5,176 applications for benefits were processed providing a one-time benefit to assist with heating costs.
- ◆ **PIPP Plus:** 6,024 applications were processed, resulting in an affordable income based utility payments plan for eligible customers.
- ◆ **Emergency HEAP Winter Crisis Program:** 1,999 vendor payments made on behalf of eligible households.
- ◆ **HEAP Summer Cooling Program:** 850 households containing elderly or medically fragile applicants received assistance with payments to assist with keeping their homes cool. 319 Air Conditioners were distributed to eligible households.
- ◆ **143 households** in Edgerton and Napoleon received free energy efficiency kits through a partnership with the Efficiency Smart Program

## COMMUNITY SERVICES



### PATH Center Services

The Richland Place/PATH Center soup kitchen was **open 363 days in 2016** to serve a meal to the homeless, the disabled and to those in need.

- ◆ In 2016, **8,520 meals** were served, averaging 23 meals per day.
- ◆ **437 food donations** valued at approximately **\$41,559** were received.
- ◆ PATH vehicles provided 471 trips that resulted in 2,788 units of transportation to consumers and to pick-ups local donations of food.
- ◆ Local churches and organizations supported an evening meal program. In 2016, **1,167 evening meals** were provided.
- ◆ **3,562 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.
- ◆ **199 Defiance County households** received USDA commodity foods packages.
- ◆ **394 participants** benefited from **social and educational activities** that were presented by staff and community volunteers.



### Financial Empowerment Program

The Financial Empowerment Program is a continuum of services designed to increase the financial health and stability of low-income individuals and families. The continuum includes Getting Ahead, financial coaching, financial literacy courses and the IDA Program.

- ◆ In 2016, **67 individuals** from 6 counties participated in our 12-week life skills training course, *Getting Ahead in a Just Gettin' by World*. 83% of participants graduated, well above the national average of 75%.
- ◆ Between April and December, **61 clients** took advantage of our new financial coaching services to receive individual support in achieving financial goals.
- ◆ **177 people** attended money management classes to increase their knowledge in topics including money management, basic banking, credit repair and building wealth.
- ◆ In 2016, 17 IDA program participants had active savings accounts and were working towards asset development. 3 participants utilized program support to subsidize the cost of education and 2 participants achieved their goal of becoming a home owner.



### Emergency Shelter Program

- ◆ In 2016, **181 homeless individuals** (136 households including **17 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.
- ◆ **4,494 nights of emergency shelter** were provided, averaging 12 persons sheltered per night. The average shelter stay was 25 nights.
- ◆ **9% of persons receiving shelter services were children.**
- ◆ **6% of persons receiving shelter services were veterans.**
- ◆ **26% of persons receiving shelter had a diagnosed mental illness.**
- ◆ **26% of persons receiving shelter were identified as chronically homeless.**
- ◆ **95% of emergency shelter clients were connected to supportive services and entitlement benefits.** 47% of adult clients gained employment before exiting shelter.
- ◆ **63% of persons receiving shelter exited into a positive permanent housing outcome.**





## HOUSING & ENERGY SERVICES

### Home Weatherization Assistance Program

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

- **108 homes** occupied by **54 elderly** and **44 disabled individuals** were completed in Defiance, Fulton, Henry, Paulding, Van Wert and Williams counties in 2016.
- **Work completed:** **73** furnaces/hot water heaters; **92** attic/sidewall/floor insulation; **3** doors; **14** baseload and **108** health & safety measures.

*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.*

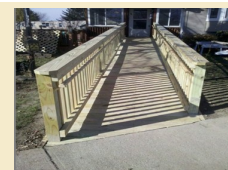
### Community Connections—Toledo Edison & AEP Low-Income Utility Programs

- **57 households** received energy efficiency measures funded by Toledo Edison Community Connections in 2016.
- **49 households** received energy efficiency measures funded by AEP in 2016.
- **67** non-efficient refrigerators, cook stoves or hot water heaters were replaced with energy star appliances.
- **64** installations of energy efficient bulbs, fixtures and bath exhaust fans were completed.
- **5** homes received sump pump or central air replacements.
- **7** homes were weatherized using utility and HWAP funding.
- **All homes** received consumer education upon the completion of work.



### Housing Assistance Handicap Modification and Area Office on Aging Home Repair Programs

**32 households** received services funded by the Housing Assistance Handicap Modifications Home Repair Program in 2016.



- **20 households** received a water heater, furnace, or AC unit replacement or repair.
- **5 households** received an electrical upgrade or repair.
- **1 household** received plumbing repairs for safety issues.
- **7 households** had a roof replacement /repair.
- **2 households** received an entry door replacement or entry steps and railings.

**5 households** received home repairs funded by the Area Office on Aging Home Repair Program.

- **3 households** received a furnace replacement or new well.
- **1 household** received plumbing repairs and high rise toilet and grab bars.
- **2 households** had electrical upgrades or re-