

Northwestern Ohio COMMUNITY ACTION Commission

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



2017 ANNUAL REPORT

2017

In 2017 the NOCAC Board and staff worked tirelessly with the help of our many community partners and current consumers to assess the local needs related to the people in the communities we serve. A comprehensive community assessment was completed from which our strategic goals for 2018-2020 will emerge. Expansion of financial empowerment, housing and transportation initiatives will all be part of the bigger plan in

"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

Gary Plotts, Amy Hoffman & Karen Zeedyk

Fulton County

William Rufenacht, Dean Genter, & Lucia Meyers

Henry County

Robert Hastedt, Bart Ankney & Kathleen Sworden

Paulding County

Mark Holtsberry, Shelley Shinnors &, Rachelle Durham

Van Wert County

Stan Owens, Rick Turner & John Basinger

Williams County

Lewis Hilkert, Dennis Miller & Victoria Schelling



2017 FINANCIAL EXPENDITURES

PROGRAMS	2017	2016
Head Start Program	\$3,364,978	\$3,209,109
Step Up to Quality	3,500	40,681
Early Childhood Education	317,655	338,447
Child & Adult Food Care Program (CACFP)	222,384	213,406
Delta Dental	4,943	0
TOTAL CHILD DEVELOPMENT PROGRAMS	\$3,915,477	\$3,801,643
Child Care-Publicly Funded	\$314,485	\$292,796
Capacity Building	9,500	9,000
Summer Food (CACFP)	58,255	59,119
BCI Checks/Training	34,943	35,361
United Way - OBB & SFSP	35,002	33,168
TOTAL COMMUNITY PARTNERSHIPS	\$452,185	\$429,444
Community Services Block Grant Program (CSBG)	\$497,351	\$435,893
Home Energy Assistance Program (HEAP)	1,050,983	988,165
Percentage of Income Payment Plan (PIPP)	24,428	0
Emergency Shelter Grant Program	92,338	63,362
Homeless Prevention and Rapid Re-Housing	296,459	220,241
Partnership Assistance to the Homeless (PATH)	63,951	66,991
Continuum of Care Program (HUD)	15,010	0
Richland Place Single Room Occupancy Units (SRO)	23,047	28,339
Individual Development Accounts AFIA (IDA)	46,200	5,326
Emergency Food & Shelter Program	22,948	4,035
Workforce Barriers (TANF)	4,612	4,661
Target of Opportunity (HUD)	37,950	450
Housing Coordination Services - Fulton County	5,753	0
Housing Support - Tax Credit Projects	6,706	0
United Ways/Local Donations Emergency Funds	65,975	64,120
TOTAL COMMUNITY SERVICES	\$2,253,711	\$1,881,583
Home Weatherization Assistance Program	\$907,445	\$861,849
Housing Assistance Grant Program	68,262	112,095
Elderly Home Repair Program	16,718	14,733
Community Connections -Toledo Edison, AEP	72,018	95,716
Housewarming Program	1,794	2,788
TOTAL HOUSING & ENERGY PROGRAMS	\$1,066,237	\$1,087,181
Total Corporate	\$124,722	\$135,459
TOTAL NOCAC EXPENDITURES FOR 2017	\$7,812,332	\$7,335,310

HUMAN RESOURCES

We value our employees and offer ongoing training and development opportunities throughout the year.

In 2017 NOCAC had **142 employees**

Head Start/ECE:	98
Community Services :	22
Community Partnerships:	7
Housing & Energy Services:	10
Administration:	5



COMMUNITY PARTNERSHIPS

Summer Food Service Program

- ◆ **16 sites** located in Bryan, Defiance, Edgerton, Edon, Fayette, Hicksville, Napoleon, Paulding, Pioneer and Wauseon.
- ◆ **15,713 Lunches to 2,393 unduplicated children**, a decrease of **154 meals** and **219 unduplicated children** from 2016.
- ◆ **2,788 hours of volunteer time** from **790 individuals** were provided for the operation of sites and activities.
- ◆ Weekend meal program: **1,711 bags** were given to **190 households (270 children)** at **13 summer food sites**.



Ohio Benefit Bank Free Tax Preparation Program

- ◆ **1,495 tax returns** filed, **refunds of \$1,838,564**, including **\$832,182 in tax credits**. **Savings of an estimated \$299,000 in tax filing fees** (based on an average charge of \$200 per filed return).
- ◆ **33 volunteers** gave **745 hours** of their time to assist consumers in completion of their tax returns.
- ◆ **83 consumers** used the OBB self serve option online to file their own taxes and applications for other benefits).

Publicly Funded Child Care Program

County	# of Family Child Care and Center's Caring for PFCC Children		# of caretakers who utilized the program	# of children cared for by licensed providers
	In County	Out of County		
Auglaize	11	16	128	277
Defiance	16	6	200	329
Fulton	12	18	213	381
Hancock	21	6	300	534
Hardin	9	10	78	152
Paulding	2	6	15	31
Van Wert	2	5	35	64
Williams	7	6	84	145

2017 HEAD START PROGRAM REPORT TO THE PUBLIC

The Financial Audit for year ending 12/31/16 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.

1/17 - 12/17

	Budget	Actual
Personnel	\$ 1,898,905	\$ 1,898,905
Fringe Benefits	665,988	\$ 665,988
Travel	28,706	\$ 28,706
Equipment	65,932	\$ 66,807
Supplies	120,542	\$ 126,799
Contractual	35,646	\$ 34,631
Other	590,097	\$ 543,142
Total Federal	\$ 3,405,816	\$ 3,364,978
Program Income	\$ 31,180	\$ 31,180
	\$ 3,436,996	\$ 3,396,158
Non-Federal	\$ 851,454	\$ 954,796
Total	\$ 4,288,450	\$ 4,350,954

CHILD & ADULT CARE FOOD PROGRAM (CACFP)

Breakfasts served 27,404 = \$46,110

Lunches served 33,220 = \$136,507

Snacks served 23,114 = \$19,383

Total USDA Reimbursement = \$202,000



Five parents of the Policy Council attended the Ohio Head Start Associations Head Start 101 and Governance Training in November of 2017. At his training the parents learned about the history, structure, rules, regulations and governance of Head Start. They also learned how important it is to the Head Start Program to have support from their local law makers.

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.



2017 HEAD START PROGRAM REPORT TO THE PUBLIC

The NOCAC Head Start

school readiness program served **397** children age 3-5 years and their families in 2017. 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.

The funded enrollment for the NOCAC Head Start program was **397**. A total of **466** 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.

- ◆ Of the **466** cumulative enrollment **397** (85%) were income/categorically eligible (100% federal poverty guidelines), **35** (8%) had incomes between 100% and 130% and **34** (7%) were from over income households.
- ◆ **374** children were served in **4** day classrooms, and **23** children received services in the **home based** option.
- ◆ **436** (94%) of enrolled children received medical exams and were up to date on a schedule of age-appropriate preventative and primary health care including immunizations.
- ◆ **444** (95%) of enrolled children received dental exams. Of the **444** children **100** were diagnosed as needing follow-up treatment. Of these **100** children **55** (55%) received follow-up treatment.
- ◆ **324** children were transported on **19** buses owned by NOCAC to **10** Centers with **24** classrooms.
- ◆ English was the primary language in **457** households and Spanish was the primary language for **9** (2%) households.
- ◆ **19** enrolled children from 19 families were homeless. Of the 19 families experiencing homelessness, **5** acquired housing during the enrollment year.
- ◆ **26** Local Education Agencies (School Districts) had formal agreements with NOCAC to provide coordination and services to the **50** children enrolled that had professionally diagnosed disabilities.
- ◆ **1,140** volunteers provided multiple services to the NOCAC Head Start program. **1,105** volunteers were current or former Head Start parents.
- ◆ Of the **22** Head Start Classroom Teachers, **one** teacher has a MA Degree in ECE, **14** (64%) had baccalaureate degrees and **6** (27%) had associate degrees at the end of the 2016/17 program year. **41** (34%) of the **122** Head Start staff were former or current Head Start parents.

Early Childhood Education Program

NOCAC served **75** children with grants from the Ohio Department of Education providing ECE services to **20** children in the Napoleon Area School District, **10** 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 2017 Self-Assessment was conducted in

March and resulted in **no areas of non-compliance** with Head Start regulations. Staff, parents, and community partners participated as team members.

Goals for Program Improvement:

1. A system to ensure all playgrounds and sites are safe and well maintained.
2. Increase the bus driver's knowledge of procedures for consistency.
3. No bus will fail the annual inspection due to exhaust issues.



2017 School Readiness Goals

Physical Development & Health

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

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 -Approaches to Learning

The children will manage their actions, words and behaviors with increasing independence.

Language & Literacy -Language Development -English Language Development-Literacy Knowledge & Skills

The children will engage in conversations with adults and other children.

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 -Logic & Reasoning -Mathematics Knowledge & Skills-Science Knowledge & Skills -Social Studies Knowledge & Skills

The children will recognize and recall items from past experiences.

The children will demonstrate knowledge of counting, quantifying and connecting numerals with their quantities.

The children will work on understanding shapes.

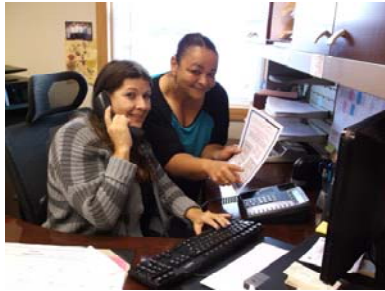
The children will compare and measure amounts of items.



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 1,124 applications for assistance to needy households in the six-County service area were processed by NOCAC community service workers in 2017.



- ◆ **CSBG:** 212 payments for rent and utility deposits.
- ◆ **CSBG Migrant:** 262 emergency payments on behalf of migrant farm-workers.
- ◆ **Emergency Food and Shelter Programs (EFSP):** 56 households were assisted with rent payments to prevent homelessness.
- ◆ **Salvation Army in Bryan and Defiance and Paulding counties:** 75 emergency payments and holiday meals to 125 households. This partnership also provided an affordable opportunity for 40 local children to attend a week long summer camp.
- ◆ **Bryan Good Neighbor Fund:** \$7,655 in local donations provided by this partnership assisted 37 low-income Bryan residents with emergency utility payments.
- ◆ **United Way of Fulton and Van Wert Counties:** Local funding provided resources to assist 101 households with emergency needs related to health, safety or employment.
- ◆ **Emergency Fuel Funds** through partnerships with First Energy and AEP provided utility assistance to 228 low-income households.
- ◆ **Additional local donations from individuals and organizations** provided emergency payment assistance to 113 households.

Permanent Supportive Housing

NOCAC received support from the Balance of State Continuum of Care to apply for and receive a grant from the Department of Housing and Urban Development (HUD) to support 30 units of Permanent Supportive Housing for chronically homeless individuals or families.

Permanent supportive housing is a proven solution to homelessness for the most vulnerable chronically homeless people. It pairs housing with case management and supportive services. The services are designed to build independent living and tenancy skills and connect people with community-based health care, treatment and employment services.

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 six-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.

- ◆ **102 homeless households** were assisted in 2017. Once determined eligible, housing was achieved in an average of 18 days.
- ◆ **\$156,337** was paid to landlords on their behalf for rent, rent arrearages, deposits and/or utility payments to prevent homelessness.
- ◆ **30%** of adults gained or increased their income during program participation. **92%** 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

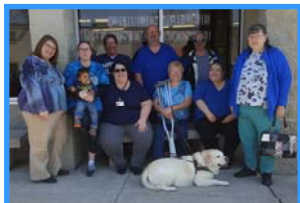
These assistance programs are designed to help low-income residents manage costs related to heating and cooling their homes. Eligibility determination and intake was completed in NOCAC's Community Service offices.

- ◆ **Regular HEAP:** 5,104 applications for benefits were processed providing a one-time benefit to assist with heating costs.
- ◆ **PIPP Plus:** 5,706 applications were processed, resulting in an affordable income based utility payments plan for eligible customers.
- ◆ **Emergency HEAP Winter Crisis Program:** 1,869 vendor payments made on behalf of eligible households.
- ◆ **HEAP Summer Cooling Program:** 1,125 households containing elderly or medically fragile applicants received assistance with payments to assist with keeping their homes cool. 240 Air Conditioners and 196 Fans were distributed to eligible households.
- ◆ **34 households** in Edgerton, Napoleon or Montpelier 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 **364 days in 2017** to serve a meal to the homeless, the disabled and to those in need.



- ◆ In 2017, **8,854 meals** were served, averaging 24 meals per day.
- ◆ **620 food donations** valued at approximately **\$80,461** were received.
- ◆ PATH vehicles provided **465 trips** that resulted in **1,983 units of transportation** to consumers and to pick-ups local donations of food.
- ◆ Local churches and organizations supported an evening meal program. In 2017, **1,455 evening meals** were provided.
- ◆ **3,618 volunteer hours** were provided throughout the Richland Place/PATH Center. Volunteers prepared and served food, bagged commodities, cleaned, completed repairs and provided educational programs for the consumers.
- ◆ **121 Defiance County households** received USDA commodity foods packages.
- ◆ **164 participants** benefited from **social and educational activities** that were presented by staff and community volunteers.

Advocacy

NOCAC partnered with the Social Work Macro class at The Defiance College to present “**A Night Without A Home**” on a chilly night in October. This unique event provided an opportunity to discuss,



think, and learn about homelessness through a variety of opportunities ranging from listening to speakers to

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 Individual Development Account (IDA) Program.

- ◆ In 2017, **102 individuals** from six counties participated in our **12-week life skills training course**, *Getting Ahead in a Just Gettin' by World*.
- ◆ **55 clients** benefited from **133 hours of financial coaching services** to receive individual support in achieving financial goals.
- ◆ **138 people** attended **money management classes** to increase their knowledge in topics including money management, basic banking, credit repair and building wealth. **17 classes** were offered throughout our service area.
- ◆ In 2017, **24 IDA program participants** had active savings accounts and were working towards asset development. Of those that completed the program, 5 participants utilized the support to subsidize the cost of education, 3 participants started or expanded a small business and 2 participants achieved their goal of becoming a home owner.



Emergency Shelter Program

- ◆ In 2017, **183 homeless individuals** (143 households including **30 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.
- ◆ **4,953 nights of emergency shelter** were provided, averaging 14 persons sheltered per night. The average shelter stay was 26 nights.
- ◆ **16%** of persons receiving shelter services **were children**.
- ◆ **5%** of persons receiving shelter services **were veterans**.
- ◆ **28%** of persons receiving shelter reported a **history of mental illness**.
- ◆ **32%** of persons receiving shelter were identified as **chronically homeless**.
- ◆ **85%** of emergency shelter clients were connected to **supportive services and entitlement benefits**. **18%** of adult clients gained **employment** before exiting shelter.
- ◆ **54%** 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.

- **103 homes** occupied by **61 elderly** and **41 disabled individuals** were completed in Defiance, Fulton, Henry, Paulding, Van Wert and Williams counties in 2017.
- **Work completed:** **69** furnaces/hot water heaters; **103** attic/sidewall/floor insulation; **56** ASHRAE fan or electrical repairs; **13** baseload and **103** 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.



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

20 households received services funded by the Housing Assistance Handicap Modifications Home Repair Program in 2017.



- **14 households** received a water heater, furnace, or AC unit replacement or repair.
- **6 households** received an electrical upgrade or roof replacement.
- **1 household** received a handicap shower installation for safety issues.
- **6 households** received an exhaust fan, duct work or floor repair.

5 households received home repairs funded by the Area Office on Aging Home Repair Program in 2017.

- **1 household** received a furnace replacement.
- **1 household** received floor repairs, a high rise toilet and grab bars.
- **3 households** benefited from a roof replacement or structural repairs.

Community Connections– Toledo Edison & AEP Low-Income Programs and Housewarming-Dominion East Ohio

- **52 households** received energy efficiency measures funded by Toledo Edison Community Connections in 2017.
- **26 households** received energy efficiency measures funded by AEP in 2017.
- **6 households** received a furnace or water heater replacement utilizing Housewarming funded by Dominion East Ohio (CHN) in 2017.
- **79** non-efficient refrigerators, cook stoves or hot water heaters were replaced with energy star appliances.
- **49** installations of energy efficient bulbs and bath exhaust fans were completed.
- **1** home was weatherized using utility and HWAP funding.
- **All homes** received consumer education upon



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