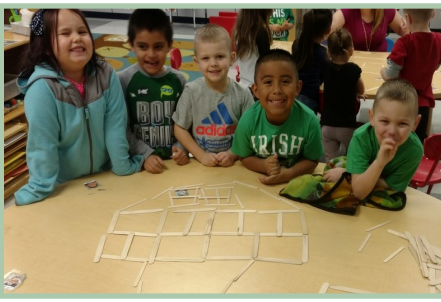


2018 ANNUAL REPORT



Northwestern Ohio Community Action Commission

"Guiding Families Toward Success"

since 1965 in Defiance, Fulton, Henry, Paulding, Van Wert and Paulding Counties

MISSION WITH OVERSIGHT

Northwestern Ohio Community Action Commission (NOCAC) provided a multitude of services and opportunities for personal growth were provided to over 15,000 people in the six-County NOCAC service area in 2018.

NOCAC provided financial education; school readiness programs for preschool children; shelter for the homeless; transitional housing; safer and more energy efficient homes; utility and emergency assistance; free tax preparation; meals at the PATH soup kitchen; and meals for area children during the summer.

We recognize, value and thank our many community partners for the important role they play in collaborating with us provide well integrated programs and services to area consumers in our ongoing effort of "Guiding Families Toward Success."

Deborah A. Gerken, Executive Director

"The Mission of NOCAC is to plan, develop and coordinate programs and services designed to combat conditions related to poverty in Defiance, Fulton, Henry, Paulding, Van Wert and Williams counties. NOCAC provides opportunities to attain the necessary skills, knowledge and motivation to consumers that are necessary to become and remain self-sufficient members of the communities in which they live."



Northwestern Ohio Community Action Commission Board of Trustees

2018 Officers

Mark Holtsberry, President * Robert Hastedt, Vice President * Dennis Miller, Secretary



Defiance County: Gary Plotts, Amy Hoffman & Karen Zeedyck

Fulton County: William Rufenacht, Teresa Haas & Lucia Myers

Henry County: Robert Hastedt, Mary Detmer & Kathleen Sworden

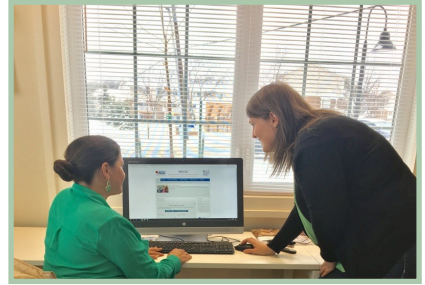
Paulding County: Mark Holtsberry, Shelley Shinnors & Rachelle Durham

Van Wert County: Stan Owens, Rick Turner & John Basinger

Williams County: Lewis Hilkert, Dennis Miller & Victoria Schelling

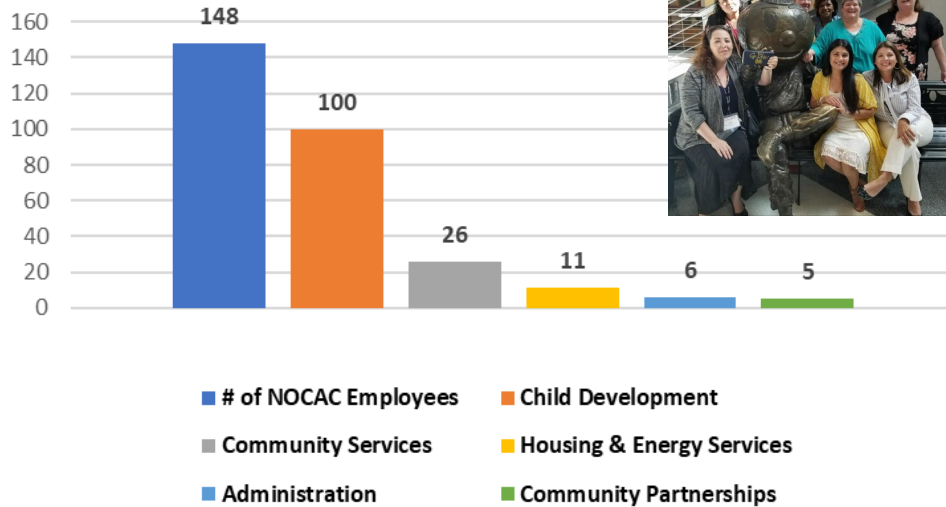
FINANCIAL EXPENDITURES 2018

| PROGRAMS | 2018 | 2017 |
|--|--------------------|--------------------|
| Head Start | 3,573,700 | 3,364,978 |
| Step Up to Quality | 0 | 3,500 |
| Early Childhood Education | 304,868 | 317,655 |
| Child & Adult Food Care Program (CACFP) | 243,981 | 222,384 |
| Delta Dental | 0 | 4,943 |
| Conscious Discipline | 4,099 | 0 |
| TOTAL CHILD DEVELOPMENT PROGRAMS | \$4,122,549 | \$3,915,477 |
| Child Care-Publicly Funded | 325,624 | 314,485 |
| Capacity Building | 6,500 | 9,500 |
| Summer Food (CACFP) | 59,523 | 58,255 |
| BCI Checks/Training | 29,974 | 34,943 |
| Campbell Soup Foundation | 4,163 | 0 |
| United Way - OBB & SFSP | 32,569 | 35,002 |
| TOTAL COMMUNITY PARTNERSHIPS | \$458,353 | \$452,185 |
| Community Services Block Grant (CSBG) | 425,272 | 497,351 |
| Home Energy Assistance Program (HEAP) | 1,106,746 | 1,050,983 |
| Percentage of Income Payment Plan (PIPP) | 35,367 | 24,428 |
| Emergency Shelter Grant Program | 113,937 | 92,338 |
| Homeless Prevention and Rapid Re-Housing | 393,337 | 296,459 |
| Partnership Assistance to the Homeless (PATH) | 68,390 | 63,951 |
| Continuum of Care Program (HUD) | 158,761 | 15,010 |
| Supportive Housing Program | 30,557 | 0 |
| Richland Place Single Room Occupancy Units (SRO) | 22,842 | 23,047 |
| Individual Development Accounts AFIA (IDA) | 27,109 | 46,200 |
| Emergency Food & Shelter Program | 15,223 | 22,948 |
| Workforce Barriers (TANF) | 0 | 4,612 |
| Target of Opportunity (HUD) | 0 | 37,950 |
| Housing Coordination Services - Fulton County | 10,971 | 5,753 |
| Housing Support - Tax Credit Projects | 5,400 | 6,706 |
| JFS-Financial Empowerment CCMEP | 14,343 | 0 |
| United Ways/Local/Emergency/FEP Funds | 77,133 | 65,975 |
| TOTAL COMMUNITY SERVICES | \$2,505,388 | \$2,253,711 |
| Home Weatherization Assistance Program | 1,066,687 | 907,445 |
| Home Weatherization Enhanced Program | 13,014 | 0 |
| Housing Assistance Grant Program | 126,603 | 68,262 |
| Elderly Home Repair Program | 14,075 | 16,718 |
| Community Connections -Toledo Edison, AEP | 54,971 | 72,018 |
| Electric Partnership Program | 10,760 | 0 |
| Housewarming Program | 1,110 | 1,794 |
| TOTAL HOUSING & ENERGY PROGRAMS | \$1,287,220 | \$1,066,237 |
| TOTAL CORPORATE | \$77,177 | \$124,722 |
| TOTAL NOCAC EXPENDITURES | \$8,450,687 | \$7,812,332 |



HUMAN RESOURCES & COMMUNITY PARTNERSHIPS 2018

NOCAC Employees



Ohio Benefit Bank Free Tax Preparation Program

- ◇ 1,267 tax returns filed
- ◇ \$1,768,272 in refunds received, including \$777,846 in tax credits
- ◇ \$253,400 estimated savings in tax preparation fees
- ◇ 29 volunteers provided 723 hours of service
- ◇ 91 consumers used the self-service option in 2018

PUBLICLY FUND CHILDCARE PROGRAM

| COUNTY | # Unduplicated Childcare Providers Used (A, B & Centers Caring for PFCC Children | # of Caretakers Who Utilized the PFCC | # of Children Cared for by Licensed Providers |
|----------|--|---------------------------------------|---|
| Auglaize | 21 | 110 | 233 |
| Defiance | 17 | 229 | 395 |
| Fulton | 30 | 224 | 412 |
| Hancock | 34 | 367 | 661 |
| Hardin | 21 | 105 | 200 |
| Paulding | 3 | 19 | 35 |
| Van Wert | 6 | 47 | 84 |
| Williams | 7 | 81 | 167 |



Summer Food Service Program



- ◆ 19 Sites, 5 operated solely by community volunteers
- ◆ 15,395 meals served to 2,223 unduplicated children
- ◆ 2,398 hours donated by 760 volunteers
- ◆ 2,200 shelf-stable weekend meal bags delivered to 125 households providing meals to 358 unduplicated children
- ◆ **Community Partners:** Local United Ways, Camp Wide Water, and Campbell's Soup (foundation grant), Ohio JFS, ODE and Office of Faith Based Initiatives.



HEAD START REPORT TO THE PUBLIC 2018

Head Start Program March 2018 Self-Assessment

- ◆ No areas of non-compliance were identified

Goals for Program Improvement:

1. Increase involvement of Policy Council members in the planning process.
2. The absence code (reason for child's absence) is too vague. Over 50% of absences are coded with the Family Issue (FI) code. The program needs to produce sub-categories for the FI code to collect more specific data.
3. The number of dental providers available in each County is a challenge. Our communities do not have pediatric dentists within a 50 mile radius. All families must travel more than one hour to receive specialized services. The program needs to continue to search for closer services.
4. The education staff are not utilizing the ChildPlus system to the fullest. More T/TA provision to the staff is needed.



1/1/18-12/31/18 FINANCIAL STATEMENT

| | BUDGET | ACTUAL |
|-----------------------------|--------------------|--------------------|
| Personnel | \$2,107,299 | \$2,095,485 |
| Fringe Benefits | 785,834 | 748,161 |
| Travel | 18,659 | 21,145 |
| Equipment | 0 | 0 |
| Supplies | 103,772 | 104,716 |
| Contractual | 46,000 | 34,891 |
| Other | 547,994 | 569,302 |
| Federal Income | \$3,609,558 | \$3,573,700 |
| Program Income | 29,153 | 29,153 |
| Total Federal Income | \$3,368,711 | \$3,602,853 |
| Total Non-Federal | \$902,390 | \$1,023,755 |
| Total | \$4,541,101 | \$4,626,608 |

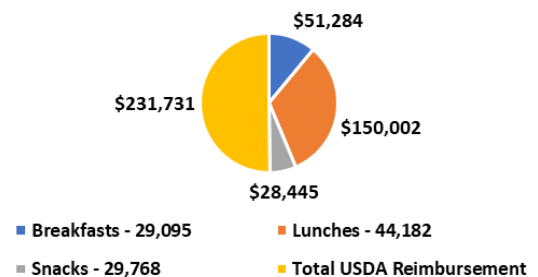
The financial audit for year ending 12/31/17 disclosed no reportable conditions in internal controls, no instance of non-compliance that would be material to the financial statements, no findings that were required to be reported and no questioned costs requiring corrective action. NOCAC qualified as a low risk auditee.

Early Childhood Education Program

46 children enrolled in Head Start received wrap-around extended day services funded by the Ohio Department of Education ECE program. An additional **29 children were funded solely by the ECE program** and received the same early learning experiences as the Head Start program provided.

Child & Adult Care Food Program

USDA

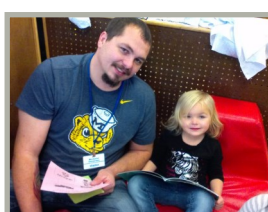


Family & Community Engagement

In the spring of 2018 Preschool Soccer Camp was held at the Pulaski Head Start Center. Family members participated with the children learning teamwork, cooperation,



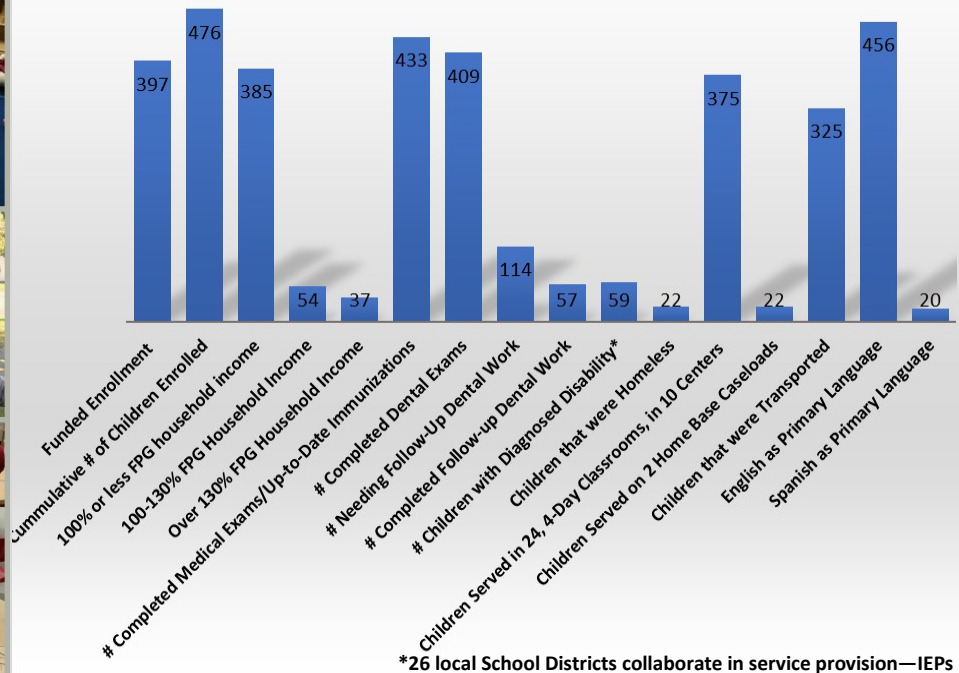
taking turns, good sportsmanship, kicking, rules, and just getting along! Several Mom & Me and Dad & Me events were enjoyed as well!



HEAD START REPORT TO THE PUBLIC 2018



Enrollment Characteristics



2018 School Readiness Goals

Approaches to Learning:

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

The children will show interest in and curiosity about the world around them.

Social & Emotional Development:

The children will engage in prosocial and cooperative behavior with adults.

Language & Literacy:

children will understand and use a wide variety of words for a variety of purposes.

children will identify and name the letters of the alphabet and identify the sounds of the letters.

Cognition & General Knowledge:

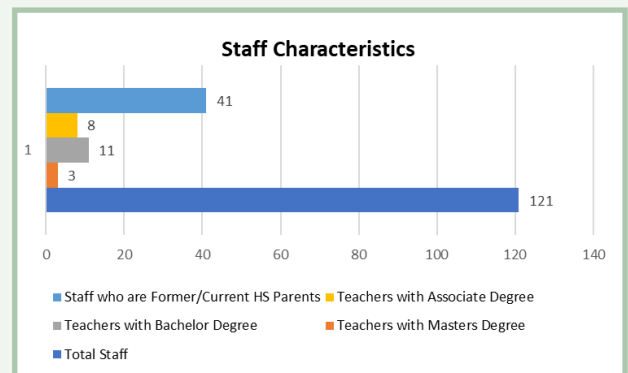
The children will associate a quantity with written numerals up to 5 and will begin to write numbers.

The children will identify, describe, compare and compose shapes.

The children will analyze results, draw conclusions and communicate results.

Perceptual, Motor and Physical Development: Fine Motor:

The children will demonstrate increasing control, strength and coordination of small muscles.



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COMMUNITY SERVICES 2018

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

1,520 applications for emergency assistance 12,080 applications related to Home Energy Assistance were processed in 2018.

Households Receiving Emergency Assistance 2018



Permanent Supportive Housing

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.

A grant received from the Department of Housing and Urban Development (HUD) through the Balance of State Continuum of Care supported **permanent housing for 27 chronically homeless individuals or families.**

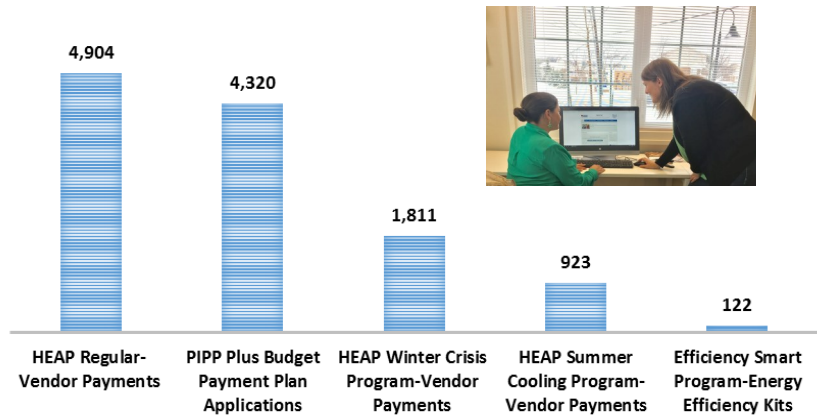
Homelessness Prevention and Rapid Re-Housing Program

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 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.

- ◆ **138 homeless households** were assisted in 2018. Once determined eligible, housing was achieved in an average of 18 days.
- ◆ **\$240,602** 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. **63%** of adults became eligible for at least one source of non-cash benefits during participation. The average length of participation in the program was 128 days.

HOME ENERGY ASSISTANCE PROGRAMS 2018



COMMUNITY SERVICES 2018

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 2018, **122 individuals** from six counties participated in our **8-week life skills training course**, *Getting Ahead in a Just Gettin' by World*.
- ◆ **76 clients** benefited from **163 hours of financial coaching services** to receive individual support in achieving financial goals.
- ◆ **322 people** attended **money management classes** to increase their knowledge in topics including money management, basic banking, credit repair and building wealth. **82 classes** were offered throughout our service area.
- ◆ In 2018, **15 IDA program participants** had active savings accounts and were working towards asset development. Of those that completed the program, 7 participants utilized the support to subsidize the cost of education, 3 participants pursued secondary education and 4 participants achieved their goal of becoming a home owner.
- ◆ **86 Community members** attended **Bridges Out of Poverty** training to learn about the hidden rules of class and develop tools to address issues of poverty in our communities.



PATH Center Services

The Richland Place/PATH Center soup kitchen was **open 363 days in 2018** to serve a meal to the homeless, the disabled and to those in need.

- ◆ In 2018, **11,001 meals** were served, averaging 30 meals per day.
- ◆ **708 food donations** valued at approximately **\$65,476** were received.
- ◆ PATH vehicles provided **761 trips** that resulted in **1,820 units of transportation** to consumers and to pick-ups local donations of food.
- ◆ **3,830 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.
- ◆ **218 Defiance County households** received USDA commodity foods packages.
- ◆ **251 participants** benefited from **social and educational activities** that were presented by staff and community volunteers.



Emergency Shelter Program

- ◆ In 2018, **161 homeless individuals** (134 households including **17 children**) were provided shelter in 1 of 4 shelter rooms located in the Richland Place/PATH Center. Each was provided with **housing navigation services** focusing on establishing adequate income, housing search and attainment and advocacy and referral.
- ◆ **5,302 nights of emergency shelter** were provided, averaging 15 persons sheltered per night. The average shelter stay was 29 nights.
- ◆ **11% of persons** receiving shelter services **were children**.
- ◆ **3% of persons** receiving shelter services **were veterans**.
- ◆ **17% of persons** receiving shelter reported a **history of mental illness**.
- ◆ **25% of persons** receiving shelter were identified as **chronically homeless**.
- ◆ **85% of emergency shelter clients** were connected to **supportive services and entitlement benefits**. **15% of adult clients** gained or increased income before exiting shelter.
- ◆ **55% of persons** receiving shelter **exited into a positive permanent housing outcome**.



HOUSING & ENERGY SERVICES 2018

Home Weatherization Assistance Program

- ◆ 125 homes were weatherized in 2018 in the six-county service area
- ◆ 125 attic, sidewall, and/or floor insulation installations
- ◆ 110 furnace, hot water heater replacements or repairs
- ◆ 70 electrical and plumbing repairs and exhaust fan installations
- ◆ 33 base load measures

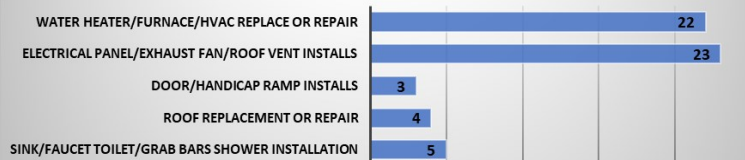


"Thank you, thank you, thank you....I cannot express my appreciation enough for all the great work and great workers that completely corrected all the out-of-date projects that had not been taken care of. I have lived here since 1953 and thanks to this great program all have been taken care of so very efficiently and professionally....."

Paulding County Consumer



Housing Assistance Handicap Modification Program



"Raving about the HWAP program and crew. Looked at my billing history from prior, after HWAP was performed, what a huge difference, haven't gone through propane and don't need emergency fill-up. TE fill has also drastically gone down; very happy and wanted to share."

Williams County Consumer

Area Office on Aging Home Repair Program



- FURNACE REPLACEMENTS
- WINDOW REPLACEMENTS
- SHOWER/TOILET/GRAB BARS INSTALLED
- WATER HEATER REPLACEMENT
- STEP REPAIR/RAMPS



Toledo Edison, American Electric Power & Dominion East Ohio Utility Programs

58 households used the Toledo Edison Community Connections Program in Defiance, Fulton, Henry and Williams counties.

27 households used the AEP Community Connections Program in Defiance, Paulding and Van Wert counties.

7 households used the Dominion East Ohio Program in Van Wert County.

- ◆ 63 refrigerators, freezers, hot water heaters, sump pumps and cook stoves replaced with Energy Star appliances.
- ◆ 48 energy efficient bulbs and smart strips were installed.
- ◆ 92 households were provided with consumer educa-

"Crew workers did a superb job on our home. They were extremely polite and courteous at all times. They did an extremely good job. Kept me informed at all times. They cleaned up after every aspect of teach job they performed. We are appreciative and thankful for all their hard work. It will help our situation in life due to me being disabled. Their work will save us money for many years to come. All gentlemen did a terrific job and I would recommend to anyone. Also the heating contractor did a great job installing our bathroom exhaust fan, they were also very informative and professional at their jobs. In my opinion you have a very good group of employees that are very rare and hard to find these days."

Van Wert Consumer