

2019 ANNUAL REPORT



Northwestern Ohio Community Action Commission

"Guiding Families Toward Success"

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

MISSION WITH OVERSIGHT

In 2019 NOCAC started providing pregnant women and children ages birth to three, with services in our new Early Head Start program, the OBB tax program transitioned over to the IRS VITA program, and the IDA program ended and a matched savings program started in our portfolio of Financial Empowerment services. In addition, NOCAC continued providing a multitude of services and opportunities for personal growth to over 15,000 people in the six-county NOCAC service area.

The NOCAC management team would like to acknowledge the important role our many community partners played in collaborating with us to provide well-integrated programs and services in our ongoing effort to "Guide Families Toward Success." The resulting outcomes in this report reflect those efforts. Thank you!



Deb Gerken
Executive Director



Kim Reed
Finance Director



Heidi Keweenaw
Human Resource
Director



Angie Franklin
Community Services
Director



Kelly Feeney
Housing & Energy
Services Director



Erica Wehri
Child Development
Director

Board of Trustees

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

"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 for consumers to attain the skills, knowledge and motivation necessary to become and remain self-sufficient members of the communities in which they live."

Public Sector Representatives



Gary Plotts
Defiance County
Commissioner



Bill Rufenacht
Fulton County
Commissioner



Bob Hastedt
Henry County
Commissioner



Mark Holtsberry
Paulding County
Commissioner



Stan Owens
Van Wert County
Commissioner



Lewis Hilkert
Williams County
Commissioner

Private Sector Representatives



Amy Hoffman
State Bank
Finance Representative



Dean Genter
Genter Farms



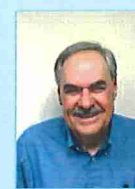
Mary Detmer
Together We Can
Make a Difference



Ron Etzler
Payne Chamber
of Commerce



Rick Turner
Vantage
Career Center



Dennis Miller
Maumee Valley
Planning Organization

Client Sector Representatives



Rebekah Westrick
Head Start
Policy Council

Lucia Myers
Fulton
County



Kathleen Sworden
Henry County
Legal Representative



Karen Zeedyk
Defiance
County

Shelley Shinn
Shinn
ECE Rep.

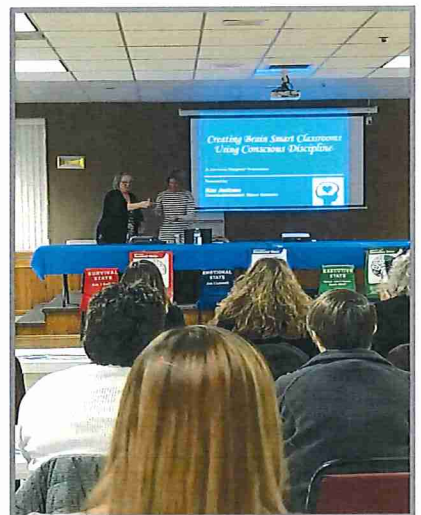
John Basinger
Van Wert
County



David Miller
Williams
County

FINANCIAL EXPENDITURES

PROGRAMS	2019	2018
Head Start Program	3,739,381	3,573,700
Early Head Start Program	103,411	0
Early Childhood Education	296,722	304,868
Child & Adult Food Care Program (CACFP)	221,445	243,981
Ohio Bureau of Workers Compensation	27,589	0
Conscious Discipline	0	4,099
TOTAL CHILD DEVELOPMENT PROGRAMS	\$4,388,548	\$4,122,549
Child Care-Publicly Funded	321,062	325,624
Capacity Building	0	6,500
Summer Food (CACFP)	50,213	59,523
BCI Checks/Training	25,254	29,974
Campbell Soup Foundation	0	4,163
United Way - OBB & SFSP	26,660	32,569
TOTAL COMMUNITY PARTNERSHIPS	\$423,189	\$458,353
Community Services Block Grant Program (CSBG)	555,818	425,272
Home Energy Assistance Program (HEAP)	1,102,172	1,106,746
Percentage of Income Payment Plan (PIPP)	34,173	35,367
Emergency Shelter Grant Program	41,763	113,937
Homeless Prevention and Rapid Re-Housing	123,363	393,337
Partnership Assistance to the Homeless (PATH)	58,000	68,390
Continuum of Care Program (HUD)	332,354	158,761
Supportive Housing Program	22,043	30,557
Richland Place Single Room Occupancy Units (SRO)	23,552	22,842
Individual Development Accounts AFIA (IDA)	36,078	27,109
Emergency Food & Shelter Program	24,288	15,223
Housing Coordination Services	16,027	10,971
Housing Support - Tax Credit Projects	7,282	5,400
JFS-Financial Empowerment CCMEP	14,230	14,343
United Ways/Local/Emergency/FEP Funds	102,256	77,133
TOTAL COMMUNITY SERVICES	\$2,493,399	\$2,505,388
Home Weatherization Assistance Program	930,038	1,066,687
Home Weatherization Enhancement Program	267,196	13,014
Housing Assistance Grant Program	50,644	126,603
Elderly Home Repair Program	26,163	14,075
Community Connections -Toledo Edison, AEP	48,381	54,971
Electric Partnership Program	184,026	10,760
OPAE-Suburban Gas	2,266	0
Housewarming Program	834	1,110
TOTAL HOUSING & ENERGY PROGRAMS	\$1,509,548	\$1,287,220
Total Corporate	\$96,127	\$77,177
TOTAL NOCAC EXPENDITURES FOR 2019	\$8,910,811	\$8,450,687



HUMAN RESOURCES & COMMUNITY PARTNERSHIPS

The Human Resource department plays a major role in planning staffing patterns and needs; in the development of training and in helping all NOCAC team members reach their full potential in a way that is personally fulfilling for maximum effectiveness. It is important to NOCAC that our team members are motivated about the work they do in order to provide the best possible service to the consumers we serve.



Employees participated in: Spring & Fall In-service days, Health & Wellness activities; Agency Cross-trainings; United Way and Salvation Army fund-raising and many other career-development opportunities.

In 2019, 58% of employees had less than 5 years experience; 15% 5-9 years; 13.5% 10-19 years and 13.5% > 20 years tenure.

# of Employees as of 12/31/19	
Head Start/EHS/ECE:	92
Community Services:	24
Community Partnerships:	5
Housing & Energy Services:	11
Administration:	6

Bridge Ride Partnership

Due to the 2019 closure of the Clinton Street bridge in Defiance, "Bridge Ride" provided free rides to Defiance residents who utilized the bridge either on foot or bike to get to work, medical appointments, and/or court appointments. NOCAC assessed eligibility and scheduled rides for this partnership with the City of Defiance.

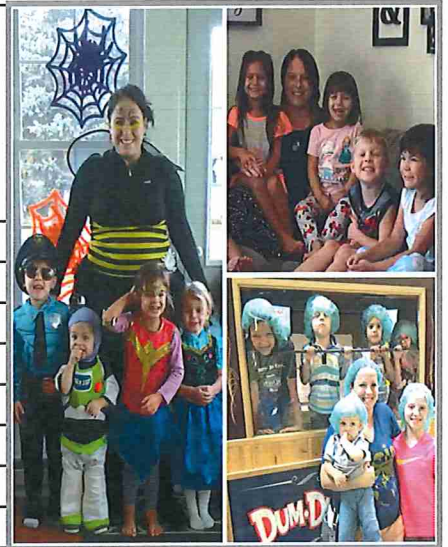
Total One-Way Rides: 3,412

Total Unduplicated Riders: 44

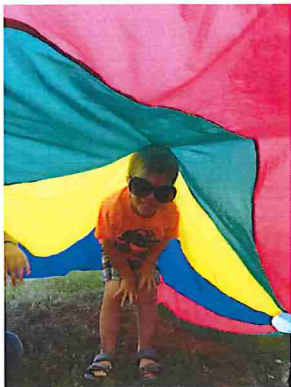


PUBLICLY FUND CHILDCARE PROGRAM

COUNTY	# of Family Child Care Homes & Centers		# of Caretakers Who Utilized the PFCC	# of Children Cared for by Licensed Providers
	In County	Out of County		
Auglaize	5	13	95	177
Defiance	15	1	226	399
Fulton	12	16	138	269
Hancock	21	7	328	610
Hardin	9	2	91	190
Paulding	2	0	18	35
Van Wert	1	2	47	82
Williams	7	1	104	197



Summer Food Service Program



- ♦ 13 Sites served 12,560 meals served to 1,665 unduplicated children.
- ♦ 2,077 hours donated by 664 volunteers.
- ♦ 2,000 shelf-stable weekend meal bags delivered to 120 households providing meals to 333 unduplicated children at 11 food sites.
- ♦ Partners: Local United Ways, Ohio JFS, ODE and Office of Faith Based Initiatives.



HEAD START & EARLY HEAD START REPORT TO THE PUBLIC

1/1/19-12/31/19 FINANCIAL STATEMENT

	Budget	Head Start Actual	Early HS Actual
Personnel	\$ 2,232,072	\$ 2,086,940	\$ 42,157
Fringe Benefits	\$ 848,187	\$ 788,400	\$ 14,160
Travel	\$ 18,885	\$ 20,736	\$ 2,682
Equipment	\$ 41,599	\$ 43,609	\$ -
Supplies	\$ 132,544	\$ 155,225	\$ 28,503
Contractual	\$ 49,583	\$ 41,573	\$ 45
Other	\$ 579,953	\$ 602,898	\$ 15,864
Federal Inc.	\$ 3,902,823	\$ 3,739,381	\$ 103,411
Program Inc.	\$ 16,367	\$ 16,367	\$ -
Total Federal I	\$ 3,919,190	\$ 3,755,748	\$ 103,411
Total Non-Fed.	\$ 975,706	\$ 998,611	\$ 7,608
Total	\$ 4,894,896	\$ 4,754,359	\$ 111,019

The Agency Audit for the year ending December 31, 2018, disclosed no reportable conditions in internal controls, no instance of non-compliance; which were 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.**



Tic-Tac-Toe Fiesta Fun at a Family Fun Night event!



Conscious Discipline for adults teaches I Love You Rituals to families to encourage connection.

Child and Adult Care Food USDA Program provided meals and snacks to Head Start children.

Breakfasts Served:

29,694 \$53,722

Lunches Served:

40,095 \$143,672

Snacks Served:

30,658 \$28,173

Head Start Program Self Assessment 2019

No areas of non-compliance were identified

Goals for Program Improvement :

1. Training will be provided by the Disability / Intervention Specialist to the staff on the Policy and Procedure in regards to the use of translators to assist with the developmental screening process.
2. Increase the knowledge of the education staff on the use of multicultural materials and experiences in the classroom. This will be supported by the Early Childhood Education Specialist from Region V by providing training on the *Multicultural Principals for Head Start Programs serving children Birth to Five*.
3. Staff will be trained on the new Policy and Procedure to ensure that a families insurance is verified at the first home visit and at the last parent teacher conference.
4. Technology will be updated to better support staff in the classrooms. This will be done by getting quotes for Apple iPads.
5. The Human Resource Policies and Procedures will be updated.

Family & Community Engagement

Conscious Discipline for Parents are classes that serve as an opportunity to learn the skills and strategies used in self-regulation. As children continue on their path to school readiness, social and emotional development plays a big role in their success. Classes are offered to all families in the five county service area.

Baby Doll Circle Time is a Conscious Discipline Routine that teaches connection activities to infants and toddlers.



Early Childhood Education Program

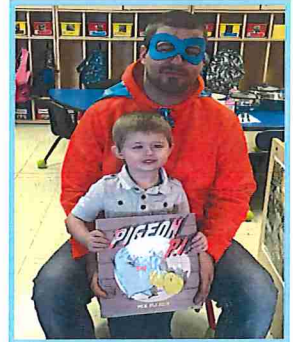
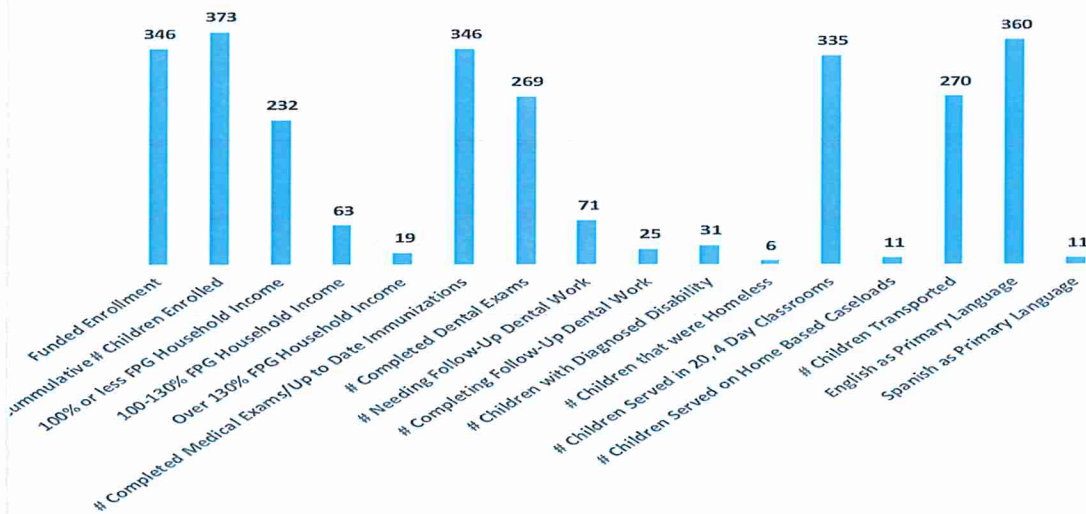
72 Head Start children received wrap-around services by the Ohio Department of Education ECE program. An additional **3 children were funded solely by the ECE program** and received the same early learning experiences as the Head Start program provided.



Family Style Dining is just one way that children enhance their gross motor, fine motor, cognitive, and language skills everyday at NOCAC Head Start!

HEAD START & EARLY HEAD START REPORT TO THE PUBLIC

Head Start Enrollment Characteristics

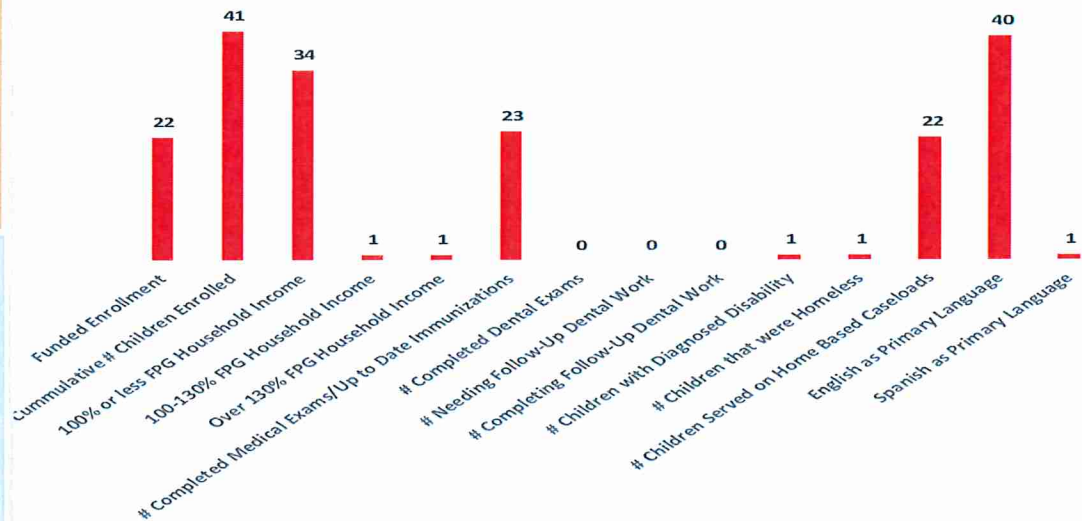


The "Superman Readers" was a fatherhood engagement initiative and invited positive male role models to come in and read to the class.

Professional development of staff and parents took place throughout the year. Policy Council met monthly to provide guidance, oversight, and valuable input for program planning.



Early Head Start Enrollment Characteristics



School Readiness Goals

Approaches to Learning: Children will demonstrate a positive approach to learning through self-regulation and persistence.

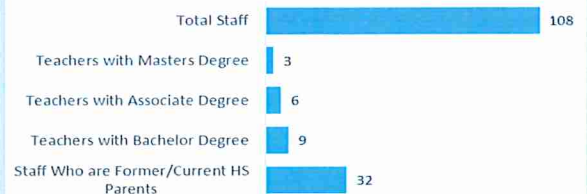
Social and Emotional: Children will show interest in personal relationships and use basic problem solving skills, with other children.

Language and Literacy: Children will attend and demonstrate awareness rhymes.

Cognition: Children will develop their vocabulary and their sense of numbers, quantity, and objects in small sets.

Perceptual, Motor, and Physical Development: Children will use and demonstrate their ability to direct own actions, experiences, interactions by using increased control, strength, and coordination of large muscles.

Head Start/Early Head Start Staff Characteristics



Exploring the parts of a sunflower. This was experience was done in collaboration with the Snap-Ed program.

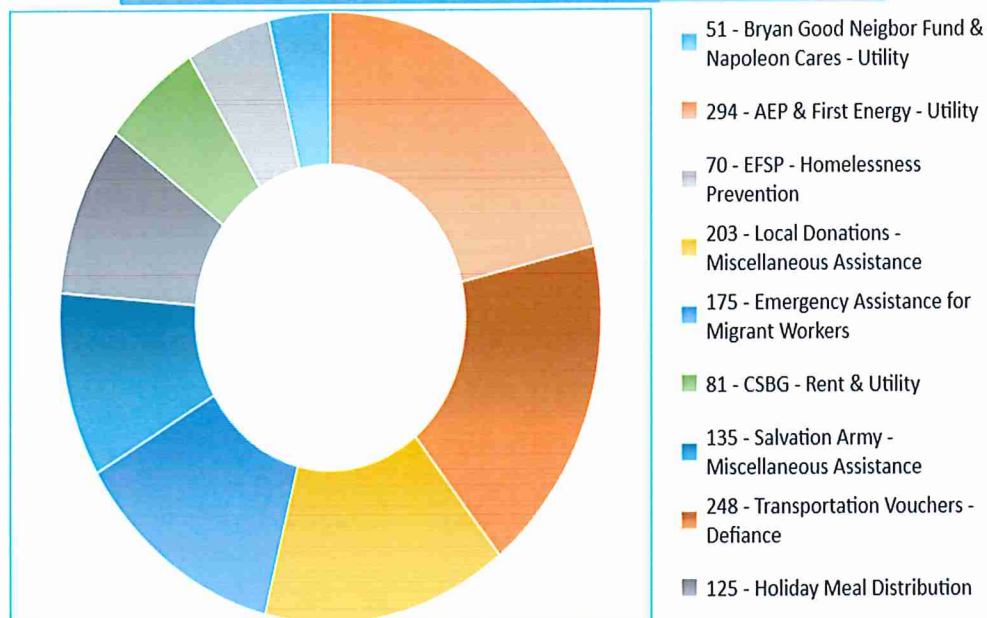


COMMUNITY SERVICES

The Community Service Block Grant (CSBG) funded Community Service Specialists to provide eligibility and 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.

1,382 applications for emergency assistance and 12,164 applications related to Home Energy Assistance were processed in 2019.

Households Receiving Emergency Assistance - 2019



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.

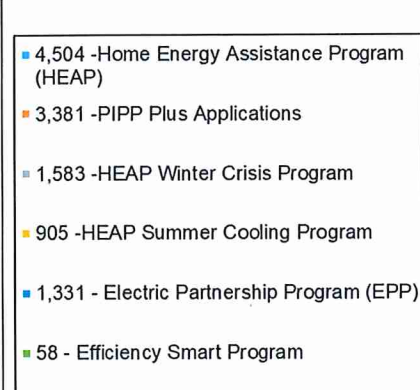
A grant received from the Department of Housing and Urban Development (HUD) through the Balance of State Continuum of Care supported **permanent housing for 32 chronically homeless individuals or families.**

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 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.

Home Energy Assistance Programs 2019



- ◆ 80 homeless households consisting of 98 adults and 55 children were assisted in 2019. Once determined eligible, housing was achieved in an average of 15 days.
- ◆ \$98,801 was paid to landlords on their behalf for rent, rent arrearages, deposits and/or utility payments to prevent homelessness.
- ◆ 50% of adults gained or increased their income during program participation. 68% of adults became eligible for at least one source of non-cash benefits during participation. The average length of participation in the program was 147 days.

COMMUNITY SERVICES

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 a matched savings program.



- ◆ In 2019, **93 individuals** from six counties participated in our **10-week life skills training course**, *Getting Ahead in a Just Gettin' by World*.
- ◆ **87 clients** benefited from **218 hours of financial coaching services** to receive individual support in achieving financial goals.
- ◆ **191 people** attended **financial literacy classes** to increase their knowledge in topics including money management, basic banking, credit repair and building wealth. **72 classes** were offered throughout our service area.
- ◆ In 2019, **13 individuals** participated in a **matched savings program** and were working towards asset development. Of those that completed the program, 4 participants pursued secondary education and 3 participants supported 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.
- ◆ **989 tax returns** were filed free of charge utilizing the Ohio Benefit Bank program



PATH Center Services

The Richland Place/PATH Center soup kitchen was **open 363 days in 2019** to serve a meal to the homeless, the disabled and to those in need.

- ◆ In 2019, **11,283 meals** were served, averaging 31 meals per day.
- ◆ **560 food donations** valued at approximately **\$51,536** were received.
- ◆ PATH vehicles provided **609 trips** that resulted in **3,887 units of transportation** to consumers and to pick-ups local donations of food.
- ◆ **3,269 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.
- ◆ **270 Defiance County households** received USDA commodity foods packages.
- ◆ **185 participants** benefited from **social and educational activities** that were presented by staff and community volunteers.



Emergency Shelter Program

- ◆ In 2019, **201 homeless individuals** (166 households including **26 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.
- ◆ **5,540 nights of emergency shelter** were provided, averaging 15 persons sheltered per night. The average shelter stay was 24 nights.
- ◆ **11%** of persons receiving shelter services **were children**.
- ◆ **6%** of adults receiving shelter services **were veterans**.
- ◆ **12%** of persons receiving shelter reported a **history of chronic mental illness**.
- ◆ **26%** of persons receiving shelter were identified as **chronically homeless**.
- ◆ **82%** of emergency shelter clients were connected to **supportive services and entitlement benefits**. **15%** of adult clients **gained or increased income** before exiting shelter.
- ◆ **52%** of persons receiving shelter **exited into a positive permanent housing outcome**.



HOUSING & ENERGY SERVICES



"I lost my husband 2 years ago and it has been hard, but I keep going and doing things on this house, but some things I cannot do. Because of you I now feel like getting rid of stuff and cleaned my house. Your contractors and workers have been so nice and polite and cleaned up so nicely. NOCAC helped me to get motivated and get out of my depression. Thank you so much and God Bless you all."

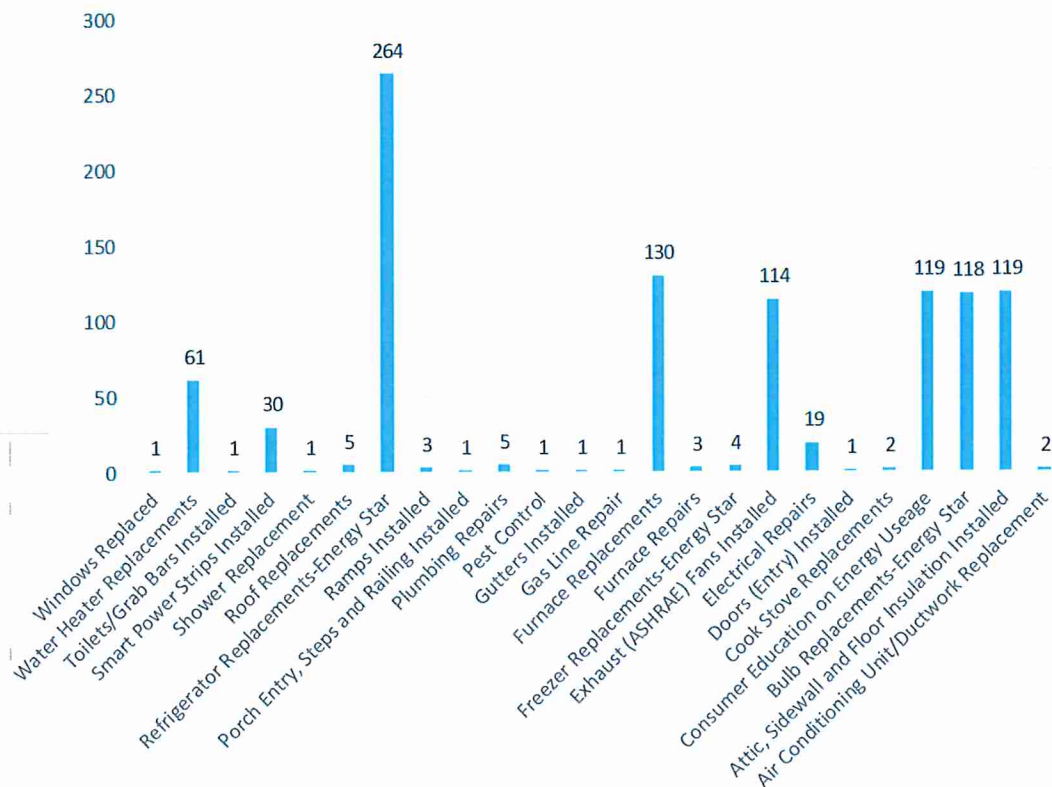
Van Wert County Consumer

NOCAC Housing & Energy Services weatherized, repaired, and installed energy efficiency and safety measures in 426 homes throughout the six-county service area in 2019.

A combination of funding sources were used to increase energy efficiency, to lower fuel costs to consumers, to make homes more environmentally-friendly and safer for families. Services were made possible through the following programs.

- Home Weatherization Assistance Program (HWAP) and the HWAP Enhancement Program, funded by the Ohio Development Services Agency (ODSA).
- Housing Assistance Home Repair & Handicap Modification Program, funded by ODSA.
- Community Connections and Electric Partnership Programs, funded by the Ohio Partners for Affordable Energy—Toledo Edison and AEP utilities.
- Housewarming Program, funded by the Cleveland Housing Network—Dominion Gas and Suburban Propane utilities.
- Elderly Home Repair Program, funded by the Area Office on Aging of Northwestern Ohio.

2019 MEASURES COMPLETED USING ALL FUNDING SOURCES



"A huge thanks to the Community Action Commission. We would like to thank all those that contributed in making our home more efficient with a new furnace, refrigerator, all the insulation, seals around the doors and all else they did. Everyone worked so hard to make it better for us. Again, thank you so much!"

Defiance County Consumer

