



Guiding Families Toward Success

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

NorthWe stern Ohio
COMMUNITY
Are in this TOGETHER


ACTION
Commission

2020
ANNUAL REPORT

WE ARE IN THIS TOGETHER

2020 was a year like no other – it will be remembered for a number of challenges and just as many successes. Literally overnight, we had to change the way we delivered services to best meet the needs of our community during a global pandemic.

We adapted and thrived while quickly responding to emergency needs and supporting our customers effectively and efficiently. We celebrate our ability to come together and provide a positive impact on our community and the families and individuals that we serve. I continue to be humbled by the dedication and resilience of NOCAC staff. Each had their own challenges and families to be concerned about. But they stepped up with amazing determination, supported each other and got the job done. **That is Community Action! That is Caring! And It Matters!**

2020 also found us preparing to say goodbye to two dedicated members of our management team (Deb Gerken, Executive Director – 45 years and Kim Reed, Finance Director – 31 years). We appreciate their important contributions to the success of NOCAC and wish them well in their retirement. I know they join us is hoping for a stronger, safer future.

- Angie Franklin, Executive Director



Deb Gerken
Executive
Director



Angie Franklin
Incoming Executive
Director



Kim Reed
Finance
Director



Heidi Keweenaw
Human Resource
Director



Susan Cheeseman
Homeless Programs
Director



Amber Simmons
Community
Services Director



Kelly Feeney
Housing Energy
Services Director



Erica Wehri
Child Development
Director

REPRESENTATIVES

GOVERNING BOARD: Robert Hastedt, President | Dennis Miller, Vice President | Mark Holtsberry, Secretary

SECTOR KEY: Public - Private - Client



John Basinger
Van Wert
County



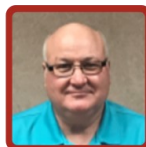
Tiffany Dargenson
Paulding County



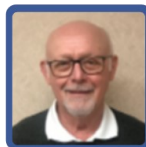
Mary Detmer
Together We Can
Make a Difference



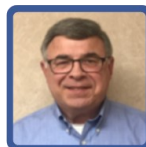
Ron Etzler
Payne Chamber
of Commerce



Dean Genter
Genter Farms



Bob Hastedt
Henry County
Commissioner



Lewis Hilkert
Williams County
Commissioner



Mark Holtsberry
Paulding County
Commissioner



David Kern
Defiance County
Commissioner



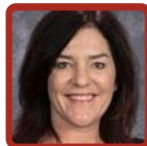
David Miller
Williams
County



Dennis Miller
Maumee Valley
Planning Org.



Lucia Myers
Fulton County



Susan Myers
Four County Career
Center-ECE Rep



Stan Owens
Van Wert County
Commissioner



Joe Short
Fulton County
Commissioner



Kathleen Sworden
Henry County
Legal Resource



Rick Turner
Vantage Career
Center



Kris Walters
Schultz Huber &
Assoc.

FINANCIAL EXPENDITURES

PROGRAMS	2020	2019
Head Start Program	\$3,797,341	\$3,739,381
Early Head Start Program	\$269,295	\$103,411
Early Childhood Education	\$310,894	\$296,722
Child & Adult Food Care Program (CACFP)	\$175,708	\$221,445
Ohio Bureau of Workers Compensation	\$0	\$27,589
TOTAL CHILD DEVELOPMENT PROGRAMS	\$4,553,238	\$4,388,548
Child Care-Publicly Funded	\$287,569	\$321,062
Summer Food (CACFP)	\$54,734	\$50,213
BCI Checks/Training	\$15,567	\$25,254
United Way - SFSP	\$16,309	\$26,660
TOTAL COMMUNITY PARTNERSHIPS	\$374,179	\$423,189
Community Services Block Grant Program (CSBG)	\$282,994	\$555,818
Home Energy Assistance Program (HEAP)	\$1,096,352	\$1,102,172
Percentage of Income Payment Plan (PIPP)	\$34,294	\$34,173
Emergency Shelter Grant Program	\$136,177	\$41,763
Homeless Prevention and Rapid Re-Housing	\$259,659	\$123,363
Partnership Assistance to the Homeless (PATH)	\$87,277	\$58,000
Permanent Supportive Hsg	\$374,860	\$332,354
Supportive Housing Program	\$20,441	\$22,043
Richland Place Single Room Occupancy Units (SRO)	\$42,163	\$23,552
Individual Development Accounts AFIA (IDA)	\$0	\$36,078
Emergency Food & Shelter Program	\$99,285	\$24,288
Housing Coordination Services	\$42,457	\$16,027
Housing Support - Tax Credit Projects	\$3,247	\$7,282
Local Initiatives Support Corp (LISC)	\$28,703	\$0
Risk Mitigation	\$7,036	\$0
JFS-Financial Empowerment CCMEP	\$4,987	\$14,230
United Way/FEP Funds/Emergency Services	\$130,649	\$102,256
Local Donations	\$41,697	\$0
TOTAL COMMUNITY SERVICES	\$2,692,278	\$2,493,399
ODSA/CSBG Cares COVID	\$66,300	\$0
CDBG Emergency GAP Fund	\$32,400	\$0
COHHIO Pandemic Fund	\$10,000	\$0
COHHIO TANF Housing Now	\$13,029	\$0
ODSA/Corona Relief Fund	\$759,818	\$0
ODSA/OCDESG Cares	\$101,130	\$0
ODSA/OCDESG Housing Stability Cares	\$12,427	\$0
OHFA Emergency Housing Assistance	\$62,737	\$0
TOTAL COMMUNITY SERVICES (COVID FUNDS)	\$1,057,841	\$0
Home Weatherization Assistance Program	\$954,489	\$930,038
Home Weatherization Enhancement Program	\$183,076	\$267,196
Housing Assistance Grant Program	\$73,833	\$50,644
Elderly Home Repair Program	\$20,115	\$26,163
Community Connections -Toledo Edison, AEP	\$66,057	\$48,381
Electric Partnership Program	\$102,596	\$184,026
OPAE-Suburban Gas	\$6,558	\$2,266
Housewarming Program	\$610	\$834
TOTAL HOUSING & ENERGY PROGRAMS	\$1,407,334	\$1,509,548
Total Corporate/Unrestricted	\$91,781	\$96,127
TOTAL NOCAC EXPENDITURES	\$10,176,651	\$8,910,811

MISSION

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.

New Online Resource Guide at nocac.org.

It is a one-stop shop for information on health and wellness resources tailored for each county in our service area.

HUMAN RESOURCES



Years of Experience

53%	< 5 years
15%	6-10 years
12.5%	11-15 years
6%	16-20 years
13.5%	> 20 years

The Human Resource department plays a major role in driving the organization's mission and supporting goals and employee success. HR continues to work on clear job descriptions, policies and procedures and in helping all NOCAC team members reach their full potential.

It is important that our team members are motivated about the work they do in order to provide the best possible service to the consumers we serve.



# of Employees as of 12/31/20	141
Head Start/EHS/ECE:	90
Community Services/FOC:	18
Publicly Funded Child Care:	5
Housing & Energy Services:	10
Administration:	7
Homeless Services:	11

PUBLICLY FUNDED CHILD CARE

Offering financial assistance for child care costs allows low-income parents to find and keep jobs, and ensures their children have access to early care and education experience they need to succeed in school.



NOCAC holds contract's with County Departments of Job and Family Services located in Auglaize, Defiance, Fulton, Hancock, Hardin, Paulding,

Van Wert and Williams to administer the Publicly Funded Child Care Assistance program. This program offers financial assistance to eligible parents to help them with child care costs while they engage in work, education or job training. In addition, NOCAC staff are responsible for licensing and inspecting Family Child Care homes located in the county.

To become eligible, a family's income must be below 130 percent of the federal poverty level (FPL). After that, families may remain eligible unless their income becomes greater than 300 percent of the FPL. Families can be eligible for all or part of their monthly child care expenses. The program serves children ages 0 -13.

COUNTY	# of Licensed Family Child Care Homes	# of Licensed Child Care Centers	# of Children Who Received Care	# of Families Who Received Help
Auglaize	2	21	58	100
Defiance	5	12	198	356
Fulton	6	23	135	350
Hancock	9	17	278	515
Hardin	6	8	72	154
Paulding	1	3	15	32
Van Wert	0	10	43	78
Williams	4	4	48	119

HEAD START & EARLY HEAD START

SCHOOL READINESS GOALS

Approaches to Learning:

Children will develop a positive approach to learning by developing strategies for self-regulating their feelings and behavior.

Social and Emotional:

Children who show interest in personal relationships and use basic problem-solving skills, with other children and will develop friendships with peers.

Language and Literacy:

Preschool - children will increase awareness of the sounds that make up language, show an interest in books, songs, rhymes and stories.

Infant / Toddler - children will be receptive to understanding language and recognized frequently used words or gestures.

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 increase position, strength, coordination, and efficiency when using fine motor manipulative skills.

Staff Qualifications

- 3** Teachers w/ Master's Degrees
- 11** Teachers w/ Bachelor's Degrees
- 7** Teachers w/ Associate's Degrees
- 4** Teacher Asst. & Class Aides w/ AA's
- 20** Teacher Assistants w/ CDA's
- 16** Support staff & Management w/ BA's
- 5** Support staff and Management w/ AA's
- 14** Staff are former or current HS parents



Children exploring math concepts by matching pattern and literacy by using felt letters to recreate words.

Early Childhood Education Program

72 Head Start children receive wrap-around services by the Ohio Department of Education ECE program. All 72 children attend a full day of learning and services provided to every Head Start child.

1/1/20-12/31/20 FINANCIAL STATEMENT

	Budget	Head Start Actual	Early HS Actual
Personnel	\$ 2,315,655	\$ 2,154,147	\$ 149,069
Fringe Benefits	\$ 660,024	\$ 607,834	\$ 50,085
Travel	\$ 5,573	\$ 4,714	\$ 443
Equipment	\$ 280,543	\$ 174,298	\$ 35,267
Supplies	\$ 376,045	\$ 298,585	\$ 9,790
Contractual	\$ 35,688	\$ 31,954	\$ 1,173
Other	\$ 642,150	\$ 525,809	\$ 23,468
Federal Inc.	\$ 4,064,358	\$ 3,797,341	\$ 269,295
Program Inc.	\$ 1,395	\$ 2,278	\$ -
Total Federal I	\$ 4,065,753	\$ 3,799,619	\$ 269,295
Total Non-Fed.	\$ 1,008,717	\$ 900,191	\$ 30,256
Total	\$ 5,548,308	\$ 4,699,810	\$ 299,551



The Agency Audit for the year ending December 31, 2019, 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.

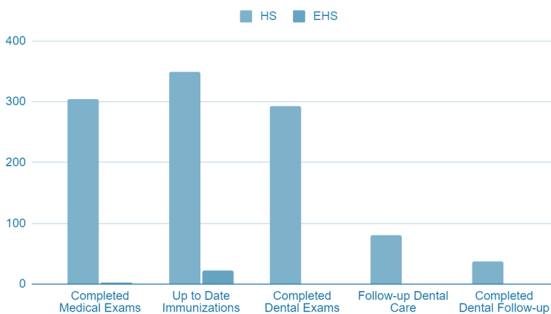
HEAD START & SUMMER FOOD SERVICE

Enrollment by Income or Other Eligibility

Total Enrollment HS (322 HS / 22 EHS)	344
Over 130% of Federal Poverty Guidelines	17
100-130% of Federal Poverty Guidelines	55
Below 100% of Federal Poverty Guidelines	279
Homeless	5
Public Assistance	23
Foster Child	11
Children with an Individual Education Program or Individual Family Service Plan	45

The table shows the number of Head Start and Early Head Start physicals that were completed. EHS requires many more health events to qualify as completed. The goal is to have the child completed prior to transitioning to Head Start.

Health Data - PY2020 - HS/EHS



Comprehensive Health Services are provided to all children enrolled in the program through collaborations with various Medical and Dental providers. Noted are totals of children served throughout the year for physical and oral health services, including immunization status. Due to COVID-19, families were reluctant to schedule and attend routine physicals or dental appointments for their children. However, as time has passed, our staff have reached out to families and supported them in scheduling those appointments. Overall we are pleased with the numbers that are reflected during the pandemic.

SUMMER FOOD SERVICE PROGRAM



Meals were provided using a "grab-and-go" system that allowed for meals to still be served during the pandemic. There were increased safety guidelines that were put in place. Educational activities were sent home daily. Partners: Local United Ways, Ohio JFS, ODE, and Office of Faith Based Initiatives

Head Start Self-Assessment 2020

KEY INSIGHTS & RECOMMENDATIONS

PROGRAM STRENGTHS

1. Conscious Discipline has a high rate of use, so implementation from teaching staff is strong and social emotional domains have consistently improved over the checkpoint rating periods.
2. Use of technology has allowed for more nonresidential fathers to engage in program events and gain information about the participants' progress.
3. School Readiness Goal Objective scores increase exponentially from fall to winter due in large part to relationship development. Strong positive response to the use of phonemic awareness.
4. Improvement over the past three years of getting initial health requirements completed.

SYSTEMIC ISSUES

- Consistency in data collection and entry making data more accurate, easier to capture, and most useful.
- Increase in communication re: expectations and also creating opportunity for teaching staff to engage with one another more frequently.

Note: No issues of Non-Compliance identified

INNOVATION FINDINGS/DISCOVERIES

- Staff expressed benefit of the virtual small group meetings, interested in continuing possibly on a quarterly basis.
- Phonemic Awareness- strong positive reaction, looking for a similar program with math principles
- Mobile Vision Screening Provider- possible MOU

RECOMMENDATION

These recommendations encompass the categories of progress on goals, systemic issues, and innovations.

- Keeping returnees with the same teachers for multiple years, rather than switching, provided it is a positive relationship.
- Have a peer mentor at each site for new teachers to help guide Conscious Discipline efforts.
- Create a policy or procedure for identifying non-residential fathers and collecting information early in the application process.
- Maintain a database which includes non-residential fathers and ensure mailings are sent to them as well. Continue implementation of DOJO communications.
- Create or find and utilize a system for math that is similar to phonemic awareness.
- Increase winter observations or time observations differently so that they aren't rushed but also encompass a larger portion of the program year.
- Create a cohesive and effective method for entering and tracking program data, particularly health data.
- Quarterly virtual meetings to increase monitoring and communication amongst education staff, including support staff.

COMMUNITY SERVICES

In 2020, NOCAC’s financial empowerment programs partnered with the Local Initiative Support Corporation (LISC) to become a Financial Opportunity Center (FOC). As a part of the LISC FOC network, NOCAC represents the one of the first 12 rural FOCs in the country.

FINANCIAL OPPORTUNITY CENTER (FOC) OUTCOMES

The transition to the FOC integrated service delivery model that combines income supports, financial coaching, and employment coaching will renew our focus on individualized support to activate and sustain positive change. These changes include: reduction of dependence on social services, increased financial stability, ability to weather financial crises, establish habits of saving, paying bills on-time, in-full every month, and an increase in the functionalization of goal-setting fundamentals.

Programs		Facilitating Long-Term Change Data		
Getting Ahead	83 consumers enrolled / 60 (72%) graduated	Indicators	#	Outcome
Getting Ahead PLUS	14 consumers participated in 3 counties	Total # of Clients - 2/3 services	25	100% Goal: 80%
Financial Literacy Classes	85 consumers served; 41 classes offered (2.07 people per course average)	Total # of Clients - 3/3 services	17	68% Goal: 70%
Financial/Employment Coaching	43 consumers received 118 hours of coaching	Avg. Increase in Net Income	5	\$473 /month Avg.
Matched Savings	11 consumers enrolled; 1 withdrew; 3 asset purchases	Avg. Increase in Net Worth	10	\$4,163.80 Avg.
Taxes	632 Federal Returns	Increase in Savings	10	Avg. \$1,266.94

EMERGENCY SERVICE OUTCOMES

Starting November 2nd NOCAC received \$1.1 million from the Coronavirus Relief Fund from the CARES Act to help residents that had experienced economic hardship as a result of the COVID-19 pandemic. The portion received was based on our Community Services Block Grant (CSBG) CARES Act allocation. Northwestern Ohio residents who were income eligible and behind on rent, mortgage, and water and/or sewer utility bills received assistance. Assistance was applied to outstanding rent, mortgage, water, and/or sewer bills back to April 1, 2020. The funding source was to end on December 30, 2020. **1,692 applications for emergency assistance and 11,427 applications related to Home Energy Assistance were processed in 2020.**

HOME ENERGY ASSISTANCE PROGRAMS

Program	Count
HEAP	4285
HEAP CARES	2973
CSBG CARES	2680
WINTER/SUMMER CRISIS PROGRAM	2628
PIPP PLUS	404
WEATHERIZATION	284
EPP	19

2020 HOUSEHOLDS RECEIVING EMERGENCY ASSISTANCE

Source	Count
2020-2021 CSBG	149
CSBG CARES	370
CSBG(rental)	313
OHFA	159
Home Relief	76
BGNF	19
EFSH-HENRY	29
SALVATION ARMY	47
AEP & FIRST ENERGY	214
LOCAL DONATIONS	115
MIGRANT	37

COVID -19 IMPACT

Total # of Households Served	2,757
# of Households Receiving Assistance for the very first time	225 (8%)
# of Households Financially Impacted by COVID-19	741 (27%)

HOMELESS SERVICES

PERMANENT SUPPORTIVE HOUSING

- Served 43 households comprising 53 adults and 11 children.
- The average number of days from program intake to move in date was 11 days.
- \$214,828.82 spent on rent deposits, monthly rent and utility assistance.
- 69% live with severe mental illness, 27% with a physical disability, 14% with a chronic disabling condition and 6% have a diagnosed developmental disability.



HOMELESSNESS PREVENTION & RAPID RE-HOUSING PROGRAM

- 96 homeless households consisting of 114 adults and 28 children were assisted in 2020. Housing was achieved in an average of 28 days.
- \$97,126.30 was paid on their behalf for rent, rent arrearages, deposits and/or utility payments to prevent homelessness.
- 21% of adults gained or increased their income during program participation.
- 86% of adults became eligible for at least one source of non-cash benefit.
- The average length of program participation was 81 days.

EMERGENCY SHELTER PROGRAM

- 184 homeless individuals (139 households including 18 children) were provided shelter.
- 9,165 nights of emergency shelter.
- 17 persons sheltered per night avg.
- The avg shelter stay was 32 nights.
- 10% receiving shelter were children.
- 4% receiving shelter were veterans.
- 15% of persons reported a history of chronic mental illness.
- 13% of those receiving shelter were identified as chronically homeless.
- 46% of emergency shelter clients were connected to supportive services and entitlement benefits.
- 26% of adult clients gained or increased income before exiting shelter.
- 62% of persons receiving shelter exited into a positive permanent housing outcome.

PATH CENTER SERVICES



7,025 meals were served averaging 25 per day.

259 food donations received valued at approx. \$21,858.

326 trips provided by PATH vehicles that resulted in 809 units of transportation to consumers and to pick-up donations of food.

865.5 volunteer hours were provided throughout the Richland Place/PATH Center.

162 Defiance County households received USDA commodity food packages.

COVID-19 IMPACT

2019

2020

Homeless Sheltered	5540 Nights of shelter 357 Individuals sheltered	9165 Nights of shelter* 526 Individuals sheltered*
Soup Kitchen Meals Served	9462 Meals /363 Serving days = 26 People /day	7025 Meals /281 Serving days = 25 People /day
Commodity Food Distribution	101 Households served 185 People received food 270 New families served	162 households served 383 People received food 307 New families served
Volunteer Hours	3268.75 Hours provided	865.5 Hours provided
Permanent Supportive Housing	312 Households housed with assistance	405 Households housed with assistance
Rapid Rehousing	94 Households referred for services	262 Households referred for services
Coordinated Entry	Data not tracked	268 Homeless risk assessments 28 Diversions away from homeless crisis response system

*Increase due to de-concentration of shelter census to accommodate social distancing. PATH partnered with 3 local motels to achieve social distancing and allowed us to serve more homeless for more nights than non-pandemic years.

HOUSING & ENERGY SERVICES



"Wonderful staff, 5 stars! Best group of guys, very knowledgeable & kind. We immediately felt a warmer home followed by cheaper gas bills! Not only is our home warmer but it is quieter and our utilities are lower. We are very happy – NOCAC is AMAZING, I feel blessed to have NOCAC assisting my family. The Weatherization Program & staff was truly the best Christmas present my family has ever received."
- Defiance County Client

HOME WEATHERIZATION ASSISTANCE PROGRAM

The Home Weatherization Assistance Program (HWAP) and Enhancement Program enabled homes occupied by low-income families to become more energy efficient and safe to allow the family to reside in the comfort of their own home. In 2020, 95 homes were weatherized, of the 95 homes; 51 individuals were elderly and 78 individuals were disabled. With the help of the Enhancement funds leveraging with HWAP, a total of 59 households received a furnace replacement (6 homes were serviced prior with Weatherization making them eligible for Enhancement services), 47 received a water heater replacement and 12 received furnace repairs, 46 benefited from an exhaust fan (ASHRAE), 8 benefited from a roof replacement, 22 households received a refrigerator and 162 energy efficiency bulbs were installed. All 95 households received attic, sidewall, floor insulation and consumer education.

ENERGY EFFICIENCY PROGRAMS

Community Connections-Toledo Edison & AEP Low-Income Programs, Electric Partnership Program, Housewarming-Dominion East Ohio and Suburban Propane

Energy efficiency programs provided services to those who are eligible to receive services through the Home Weatherization Assistance Program. In 2020, 85 homes utilizing Toledo Edison and AEP received energy efficient measure funded by Community Connections. 47 refrigerators, 5 freezers, 3 cook stoves, 11 electric Water Heaters, 2 Sump Pumps and 278 energy efficient bulbs were installed. All homes received consumer education.

169 households were eligible through the Percentage of Income Program (PIP) and were served through the Electric Partnership Program EPP. 95 refrigerators and a total of 467 energy efficient bulbs were installed. All homes received consumer education to help provide energy saving tips.

In 2020, 5 homes benefited from NOCAC's utility gas programs provided by Dominion Gas and Suburban Propane. 5 furnaces and 2 water heaters were replaced.



HOUSING ASSISTANCE HANDICAP MODIFICATION & AREA OFFICE ON AGING HOME REPAIR PROGRAM

23 Households received services funded by the Housing Assistance Handicap Modifications Home Repair Program in 2020. 11 in Defiance County, 2 in Fulton County, 2 in Henry County, 1 in Paulding County, 2 in Van Wert County & 5 in Williams County.

8 households benefited from a furnace and 2 from a water heater installation. 1 household received electrical repairs, 8 received a roof replacements and 4 homes benefited from entry door replacement.

9 Elderly Individuals received home repairs funded by the Area Office on Aging Program in 2020. 3 in Defiance County, 4 in Fulton County, 1 in Paulding County and 1 in Williams County.

6 households benefited from a furnace replacement and 1 home received a water heater replacement.

"They explained exactly what was being done, not only were they courteous & professional, they were very nice. I would recommend them. I think more people should inquire about this program. All winter the house was warm and cozy, the energy bills were not as high. Thank you so much for what you do and you are all appreciated..." - Henry County Client



1933 E. Second Street
Defiance, OH 43512

www.nocac.org



(419) 784-5136



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.