The mission of the Hancock Hardin Wyandot Putnam Community Action Commission (HHWP CAC) is to reduce the conditions of poverty by providing comprehensive services to improve lives.

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HHWP Community Action Commission
MESSAGE FROM THE PRESIDENT

On behalf of the Hancock Hardin Wyandot Putnam Community Action Commission Board of Directors, we are pleased to present the 2019 Annual Report.

The agency experienced modest program growth in 2019. Along with increases to most of our programming, we also completed a major expansion of transportation services by instituting a public transit system in Wyandot County. Another high point of the year was the successful relocation of our central office facility. This move was 20+ years in the making and we owe a great deal of gratitude to all who played a role in making this happen. Our new location on Tiffin Avenue allows us to operate in a safer, more secure environment with much greater visibility to the community. In addition, the impact of flooding and disruption of services due to flooding is all but eliminated.

In 2019, we continued our success in being recognized by our customers for our high quality of service. Based on our 2019 survey, we achieved a net promotor score of 88 (on a scale of -100 to 100) - which continues to be above industry standard.

All-in-all, 2019 was a successful year as we continued to increase our ability to meet our mission of reducing the conditions of poverty by providing comprehensive services to improve lives.

Looking Ahead to 2020

At the time of this writing, we find ourselves in the throes of what will likely be the crisis of the current generation. That is the COVID-19 global pandemic. This will undoubtedly be the major focus as we continue into 2020. The Community Action Network will continue to be on the front lines of providing needed relief to those who are affected by the pandemic. In times of crisis, it is inspiring to witness the continued dedication of our staff and community partners. Although we are in uncharted waters, I have no doubt that through collective efforts, we will weather the storm.

In closing, we wish to thank all HHWP CAC staff, partner agencies, and all stakeholders who share a common goal of improving lives in our communities. We believe that you have all played a part in our successful year!

Left photo: HHWP CAC’s new headquarters, which opened in August, is located on Tiffin Avenue.

Right photo: Community partners from Wyandot County helped to celebrate the launch of long-awaited public transportation service during the summer.
The HHWP Community Action Commission (HHWP CAC) is a private, nonprofit organization serving residents of Hancock, Hardin, Wyandot, and Putnam counties. The mission of HHWP CAC is to reduce the conditions of poverty by providing comprehensive services to improve lives.

Current services:

**Case Management:** Caseworkers assist clients by helping to develop a plan so participants may become stable, live within their means, manage debt, reduce financial stress, and reach goals.

**Emergency Services and HEAP:** Provides financial assistance for utilities, prescriptions and makes referrals.

**Hancock Area Transportation Services:** HATS provides daily transportation services to the general public of Hancock County utilizing a fare system. HATS contracts with other agencies to provide limited trips at no cost to their designated customers. **Wyandot Rides** is similar and services Wyandot County.

**Head Start/Child Development:** Comprehensive kindergarten readiness program for preschool children ages 3-5 in a classroom setting with participation by the parents as a vital part of the program.

**Homeless Crisis Response Program:** Provides financial assistance and services to either help those who are experiencing homelessness to be quickly re-housed and stabilized or to prevent individuals and families from becoming homeless.

**Housing Development:** Creation of affordable housing through a variety of methods, including housing rehabilitation services, construction or purchase of single-family homes, and construction of lower-rent apartments. Specific projects vary by county each year.

**Individual Development Accounts:** IDA’s are dedicated savings accounts by participants to purchase a home, obtain education/training, or start/expand a business. Participants receive personal finance and goal-specific training: $500 saved + $4,000 match = $4,500.

**Mobility Management:** Identifies transportation resources and educates the public about transit options in Wyandot & Hancock County.

**Micro Business Development:** Provides business training, financial assistance, and ongoing technical support for persons wishing to start or expand a small business.

**Weatherization:** Provides home weatherization services including insulation, ventilation, heating system repair or replacement, and consumer education on ways to reduce energy use. Can replace inefficient refrigerators, freezers, and light bulbs for AEP customers. (Also serves Allen County)

**Women, Infants, and Children:** Provides nutrition education and supplemental food benefits that can be redeemed at participating stores or pharmacies for healthy food choices. Promotes breastfeeding and provides education and support. Open to pregnant women, breastfeeding mothers, and children up to age five in Hancock, Hardin, and Putnam counties.

Need more information? Call (419) 423-3755 or 1-800-423-4304. A presentation about CAC activities can be scheduled for groups. Volunteers and donations are appreciated. See us on Facebook at [https://www.facebook.com/hhwpcac](https://www.facebook.com/hhwpcac) or on our website at [www.hhwpcac.org](http://www.hhwpcac.org).
WIC is a nutrition education program. WIC provides nutritious foods that promote good health for pregnant women, women who just had a baby, breastfeeding moms, infants, and children up to age five. Guardians are also welcome to apply for WIC for children up to age five.

**Participation Statistics**

- Our WIC program served 3,038 women, infants, and children in 2019.
- The average monthly caseload was 1,820.
- Families redeemed $3,330 of produce coupons with area farmers.
- Breastfeeding peer helpers completed 2,300 hours of contact with participants.
- In Hancock, Hardin, and Putnam counties as a whole, WIC’s breastfeeding initiation rates have increased from 64.7% in January 2019 to 65.3% in December 2019.

HHWP CAC’s health and well-being programming builds stronger communities.

Eligible participants receive a WIC Nutrition Card to buy healthy foods at local WIC-approved stores.

*Left photo:* 666 Farmers Market coupons were redeemed and 140 WIC participants attended the farmers market events in Hancock, Hardin, and Putnam Counties. In Hancock County, participants braved the rain and lined up to participate.

*Middle photo:* Staff set up information booths and lactation stations for breastfeeding moms at the county fairs in our service area.

*Right photo:* WIC hosted the 2019 “Big Latch On” event at Riverside Park in Findlay. Mayor Christina Muryn showed her support by coming to the park and proclaiming August as Breastfeeding Awareness Month for the city of Findlay. We had 72 people attend and 27 infants latch on.
**Homeless Crisis Response Program**

- A total of 19 households in our rural service area of Putnam, Hardin, and Wyandot Counties were assisted during a housing crisis. (To avoid duplication of services, Hope House in Findlay serves clients in Hancock County.)
- 6 households in Hardin County, 8 in Wyandot County, and 5 in Putnam County were assisted.
- Of these, 11 households were literally homeless and, with our assistance, found stable housing.
- 8 households at extremely high risk of losing their residences were prevented from becoming homeless.

**Individual Development Accounts (IDA)**

With the IDA program, low-income individuals enroll and start matched savings accounts in order to obtain a home, business, or higher education goals. All IDA participants receive case management and personal budgeting assistance with our Housing & Asset Manager, 10 hours of financial literacy training, and asset specific training. In 2019, a Hardin County participant used IDA funds to meet an educational goal at Bluffton University.

**Mobility Management**

Our Mobility Management program serves residents of both Hancock County and Wyandot County with a customer-centered approach to solving transportation issues. A Mobility Manager provides information and referral for individuals seeking help finding transportation to work, medical appointments, and more. Five transit related focus groups involving low-income households, senior citizens, or people with disabilities were held. A total of 141 people were directly assisted with referrals or direct transportation help. Of this total, 74 were low income, 50 are disabled, and 47 are over sixty years of age. We also coordinate with other agencies, transportation providers, community leaders and interested citizens to creatively address community transportation needs.

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Community Action changes lives, embodies the spirit of hope, improves communities & makes America a better place to live. We care about the entire community, and we are dedicated to helping people help themselves and each other.
COMMUNITY SERVICES DEPARTMENT

Emergency Services and HEAP

- 131 local homes had water bills paid totaling $20,081.21.
- Our staff helped 24 customers pay for emergency prescriptions with $2,178.65 of CSBG funds.
- An additional 54 residents received prescription assistance with United Way of Putnam County funding.
- Three low-income households were aided with $1,950 in funding to address bad cases of bed bugs.
- To help our neighbors stay warm, we served 1,294 clients with emergency utility needs and furnace repair through the HEAP Winter Crisis program. A total of $382,647.70 in assistance was provided.
- The HEAP Summer Crisis program had 621 customers receiving cooling assistance totaling $58,504.47. We also provided 190 new air conditioners, 297 fans, and 2 central air repairs for low-income senior citizens and individuals with health conditions that required cooling.

Our HEAP Caseworkers provided 14 outreach events during the Summer Crisis Program at low-income senior apartment complexes in all four counties. This effort allowed seniors to receive benefits without traveling to the local CAC offices. In 2019, our Support Services Manager - Cindy Robinett - celebrated a major employment milestone with HHWP CAC. She reached 20 years with the agency!

Micro Business Development Program

- Spring and fall business education programs were completed for a total of 19 training class sessions.
- 426 hours in business education were provided to area enrollees.
- 11 participants completed the training and submitted a business plan.
- 35 technical assistance sessions were provided by our Micro Business Manager.
- Eight current participants launched a business and 1.5 FTE local jobs were created.

Left Photo: Local Micro Business Development program participants celebrate graduation.
Middle Photo: Heather, one of HHWP CAC’s Caseworkers, helps a resident apply for help on her heat bill.
Right Photo: HHWP CAC joined the little food pantry movement in 2019. Small “blessing boxes” were installed at many of our locations across the region. The community can leave what they can and visitors may take what they need.
As a Section 5311 rural public transportation system, **Hancock Area Transportation Service (HATS)** provides low-cost, demand response, public transportation to anyone within Hancock County for any purpose. There are no service eligibility requirements for passengers. HHWP CAC is the designated grantee for HATS and is responsible for general oversight, while HATS handles the day-to-day operations of the program. HATS is funded in part by the Federal Transit Administration, Ohio Department of Transportation, the United Way of Hancock County, contracts, local contributions, fares, and community donations.

- HATS served 1,216 public transportation consumers and provided 35,978 trips in 2019.
- The fleet consists of 23 vehicles. All are wheelchair accessible.
- HATS vehicles traveled 601,151 service miles in 2019.
- 10,908 rides were provided for medical appointments in 2019.

HATS operates Monday through Friday, 7:15 a.m. to 9:30 p.m. and Saturdays, 7:15 a.m. to 4:30 p.m. Office hours are 8:00 a.m. to 4:30 p.m. HATS observes all HHWP CAC holidays. Upcoming holidays are posted in each vehicle and a list is available upon request.

**Fare Structure**

- **Zone 1**: Trips with a pick-up and/or drop off within Findlay city limits. City of Findlay is $1.50 per trip.
- **Zone 2**: Trips with a pick-up and/or drop off within Hancock County, but outside of Findlay city limits. Hancock County is $2.50 per trip.

Veterans ride free everyday anywhere in Hancock County thanks to a partnership with Hancock County Veterans’ Services. Individuals with appointments to Hancock County Adult Probation ride fee thanks to a partnership with the Hancock County Office of Probation.

**Wyandot Ride Service**

- Wyandot Rides, which launched in August of 2019, served 45 public transportation consumers and provided 1,278 trips in 2019.
- Our fleet consists of 5 vehicles. All are wheelchair accessible.
- Wyandot Rides vehicles traveled 8,611 service miles.
- 380 rides were provided for medical appointments in 2019.

**Fare Structure in Wyandot County**

- **Zone 1**: Trips with a pick-up and/or drop off within Upper Sandusky or Carey city limits are $1.50 per trip.
- **Zone 2**: Trips with a pick-up and/or drop off within Wyandot County, but outside of Upper Sandusky/Carey city limits. Wyandot County is $2.50 per trip.

All out of County fares vary and trips are coordinated. Call for details and availability. Elderly and disabled passengers pay half-priced fare on trips taken in Zones 1 and 2. Elderly and disabled applications are available upon request.

HATS and Wyandot Rides offer first come-first served same day service, and trips can be booked up to two weeks in advance. To inquire about HATS, call 419-423-7261. For Wyandot Ride Service, call 419-731-0019.
HOME WEATHERIZATION AND HOUSING

Households with incomes at or below 200 percent of the federal poverty guidelines, participating in the Home Weatherization Assistance Program (HWAP), receive a home inspection to identify services necessary to improve the home’s energy efficiency. Our Weatherization department provides services including insulation, air leakage prevention, and heating system repair or replacement. We also provide consumer education on ways to reduce energy use.

- A total of 110 homes received weatherization services in 2019.
- We installed 345 LED bulbs, 35 refrigerators, 2 freezers, and 1 water heater through our AEP CAP program.
- 64 furnaces were replaced.

The HWAP program has restructured to increase production - exceeding established goals.

Left photo: For an average home, leaky ducts can waste hundreds of dollars per year. To help the homeowner save money, Weatherization crew member, Mike, seals ductwork with mastic.

Middle photo: To help improve home energy efficiency, HWAP staff insulates an attic for a low-income homeowner.

Right photo: An affordable, stable place to live can be hard to find – in particular for people with disabilities. Three individuals with developmental disabilities rent this home in Wyandot County.

HOUSING DEVELOPMENT

HHWP CAC manages 8 apartment units of subsidized rental housing for low-income, disabled residents in Findlay. In 2019, we housed eight tenants including two senior citizens and one veteran. The Hancock Metropolitan Housing Authority (HMHA) maintains our waiting list and conducts tenant selection for these apartments. HMHA can be reached at 419-424-7848.

HHWP CAC also has several homes that we serve as property managers for in Wyandot County. The Wyandot County Board of Developmental Disabilities recruits eligible individuals/families to reside in these homes. We have four houses in Upper Sandusky and one in Carey. During 2019, we provided affordable housing to nine adults and one additional family of five that includes a child with disabilities.
HEAD START CHILD DEVELOPMENT

Head Start is a comprehensive early childhood program for children ages 3-5. Head Start focuses on the entire well-being of the child to include educational, health, nutrition, family, mental health and disabilities support. In addition to a professional staff using research based curriculum, our staff is able to support families and link them to resources in the communities we serve.

In 2019:

- 393 children were served by HHWP CAC’s Head Start preschool program – including 44 children with diagnosed disabilities.
- 282 medical and 292 dental screenings were completed.
- 61 children had current immunizations.
- A total of 368 families were served – including 269 families that were employed either full or part-time in 2019.
- 26,271 breakfasts, 36,595 lunches, and 7,714 snacks were served to Head Start students in 2019.
- Alongside our family support staff, 337 families established partnership goals in areas like parenting, mental health, continuing education, housing, job training, and more.

Our approach is based on a simple reality: children live in families and a child’s future outcomes are directly linked to parent stability.

Left photo: Children develop kindergarten readiness skills.
Center photo: Parents and grandparents are encouraged to be involved and volunteer in the Head Start classroom.
Right photo: Healthy breakfasts, snacks, and lunches are provided at Head Start.
### BALANCE SHEET

#### ASSETS

<table>
<thead>
<tr>
<th>Description</th>
<th>December 31, 2018</th>
<th>December 31, 2019</th>
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<tbody>
<tr>
<td>Cash and cash equivalents</td>
<td>1,003,187</td>
<td>760,566</td>
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<td>Restricted Cash</td>
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<td>Grants Receivable</td>
<td>595,791</td>
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<td>Accounts Receivable</td>
<td>75,887</td>
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<td>Inventory</td>
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<td>Prepaid expenses</td>
<td>52,430</td>
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<td>Deferred Housing Loans Receivable</td>
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<td>4,335,948</td>
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<td>Second mortgage loans receivable</td>
<td>348,182</td>
<td>348,182</td>
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<tr>
<td>Property and equipment (Net)</td>
<td>2,540,054</td>
<td>3,724,245</td>
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<tr>
<td><strong>TOTAL ASSETS</strong></td>
<td><strong>$10,262,249</strong></td>
<td><strong>11,492,429</strong></td>
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#### LIABILITIES AND FUND BALANCES

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<th>Description</th>
<th>December 31, 2018</th>
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<td>Current portion of Notes Payable</td>
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<td>Accounts payable</td>
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<td>Accrued payroll and related expenses</td>
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<td>Current portion of forgivable loans payable</td>
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<td>Grants Received in Advance</td>
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<td>Notes payable</td>
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<td>Forgivable loans payable</td>
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<td>Second mortgage loans payable</td>
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<td><strong>TOTAL LIABILITIES</strong></td>
<td><strong>2,437,624</strong></td>
<td><strong>3,628,106</strong></td>
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#### NET ASSETS

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<th>Description</th>
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<tr>
<td>Without Donor Restrictions</td>
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<td>With Donor Restrictions</td>
<td>5,457,560</td>
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<td><strong>TOTAL NET ASSETS</strong></td>
<td><strong>7,824,625</strong></td>
<td><strong>7,864,323</strong></td>
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#### TOTAL LIABILITIES AND NET ASSETS

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<th>Description</th>
<th>December 31, 2018</th>
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<td><strong>TOTAL LIABILITIES AND NET ASSETS</strong></td>
<td><strong>$10,262,249</strong></td>
<td><strong>11,492,429</strong></td>
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### EXPENDITURES

#### 2018

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<td>Personnel</td>
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<td>Occupancy</td>
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<td>Telephone</td>
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<td>Postage</td>
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<td>Supplies</td>
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<td>Minor Equipment</td>
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<td>Advertising</td>
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<td>Professional/Consulting</td>
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<td>Development &amp; Training</td>
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<td><strong>TOTAL EXPENSES</strong></td>
<td><strong>$7,971,948</strong></td>
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#### 2019

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<td>Other</td>
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<td><strong>TOTAL EXPENSES</strong></td>
<td><strong>$8,475,267</strong></td>
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2019 OFFICERS:
Anne Denman, President
Aaron Stuber, Vice President
Mark Depue, Secretary/Treasurer

2019 BOARD OF DIRECTORS:

Hancock County Representatives
Brent Bradley
represents private sector
Tom Davis
represents public sector
Tara Griffith
represents private sector

Hardin County Representatives
John Folk
represents public sector
Allyn Talbert
represents low-income sector
Timothy Striker
represents public sector

Wyandot County Representatives
Anne Denman
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Jason Fagan
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Putnam County Representatives
Mark DePue
represents private sector
Aaron Stuber
represents low-income sector
Jodi Warnecke
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Head Start Child Development Director

Rob McMaster
Director of Energy and Facilities

Brandy Lanagan, MBA
Fiscal Supervisor

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