



ANNUAL REPORT 2020

HANCOCK ♦ HARDIN

HHWP

COMMUNITY ACTION
COMMISSION

EST. 1965

WYANDOT ♦ PUTNAM

HELPING PEOPLE HELP THEMSELVES

INDEX

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.

Message From the CEO	3
Programs	4
Women, Infants, and Children (WIC)	5
Community Services Department	6,7
Transportation Services	8
Home Weatherization and Housing	9
Head Start	10
Statement of Financial Position	11
About Us.....	12

**1637 Tiffin Avenue
Findlay, OH 45840**

Phone: 419-423-3755 or 800-423-4304

Fax: 419-422-3996

www.hhwpcac.org

www.facebook.com/hhwpcac

MESSAGE FROM THE PRESIDENT/CEO

On behalf of the Hancock-Hardin-Wyandot-Putnam Community Action Commission Board of Directors, we are pleased to present the 2020 Annual Report.

It goes almost without saying that 2020 was a year like no other. Like all organizations, we felt a substantial impact from the worldwide COVID-19 pandemic. Despite needing to make significant changes to our service delivery methods, we have been able to maintain all program services throughout the pandemic. Our public transportation never stopped providing trips. Our Head Start program continued to serve children remotely and eventually back in a classroom setting. Our WIC program maintained operations and ensured the most vulnerable continued to receive necessary nutrition services. Our Weatherization team continued to provide cost savings to individuals through the weatherization of their homes in a safe and effective manner. Our Community Services team not only maintained, but significantly increased its level of impact to those most in need through the addition of multiple rental, mortgage, and utility assistance programs. Finally, our fiscal and HR team maintained all the necessary administrative tasks to keep business moving while dealing with an increased workload. All things considered, I believe 2020 was one of the most successful years for our organization as well as the Community Action Network as a whole.



Joshua Anderson,
CEO

Looking Ahead to 2021

While it is likely we will need to continue to deal with the effects of the pandemic, we are hopeful that by the end of 2021 we will be able to return to some level of normalcy. As noted, many of our program areas have been granted a substantial amount of additional funding through various economic relief programs signed into law by Congress. We will continue to have a significant increase in activity around housing stability programs. We anticipate funding increases in virtually all program areas, as well as COVID-specific funding. While the added funding will come with additional challenges, we are very thankful for the opportunities that such funding will provide. In closing, we wish to thank all HHWP CAC staff, partner agencies, and all community stakeholders who help us to meet our mission to reduce the conditions of poverty by providing comprehensive services that improve lives.



Left photo: Our Head Start classrooms shifted quickly to remote learning in 2020. Teachers sought creative ways to stay connected to students and families.

Right photo: Members of our HATS team loaded boxes of food from Chopin Hall and the Salvation Army for delivery to homebound seniors and veterans in Hancock County during the Covid-19 pandemic.

PROGRAMS

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, rental/mortgage, 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.

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

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. Guardians may also apply.

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> or on our website at www.hhwpcac.org.

WOMEN, INFANTS, AND CHILDREN (WIC)

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 2,918 women, infants, and children in 2020.
- The average monthly caseload was 1,822.
- Families redeemed \$3,550 of produce coupons with area farmers.
- Breastfeeding peer helpers completed 2,100 hours of contact with participants.
- 100% of 40 WIC participants that were surveyed reported being “very satisfied” with the HHP WIC program.

HHP WIC received \$845 from an Ohio Lactation Consultants Association (OLCA) grant in order to organize community baby showers in Hancock, Hardin, and Putnam Counties in 2020. Due to COVID-19, the community baby showers were postponed until 2021.

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: Health Assistant, Jeni, promotes eating fruits and vegetables.

Middle photo: HHP WIC hosted a virtual Big Latch On event via Zoom to kick off Breastfeeding Awareness Month in August. We had 6 breastfeeding mothers and 6 infants/children that latched!

Right photo: Jena, our Hancock County WIC Coordinator, provides a participant with her benefits printout and a nutrition card.

COMMUNITY SERVICES DEPARTMENT

Homeless Crisis Response Program

- A total of 20 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.)
- 11 households in Hardin County, 6 in Wyandot County, and 3 in Putnam County were assisted.
- Of these, 13 households were literally homeless and, with our assistance, found stable housing.
- 7 households at extremely high risk of losing their residences were prevented from becoming homeless.

OHFA

- A total of 9 households were assisted with OHFA funds designed to assist those with incomes under 50% AMI with up to 6 months of rent or arrears who were affected by COVID.
- Two households in Hancock County, 1 in Hardin, 4 in Wyandot, and 2 in Putnam County were assisted.

CRF

In the last few months of the year, funding for those affected by COVID, with incomes under 175% of the federal poverty level, became available for rent or rental arrears and mortgages.

- A total of 10 households were assisted with mortgage funds - 7 in Hancock County, 1 in Hardin, and 2 in Wyandot County
- A total of 103 households were assisted with rental funds - with 36 in Hancock County, 40 in Hardin, 16 in Wyandot, and 11 in Putnam County.

Homeless Crisis Response Program/CARES

HCRP CARES was designed to assist those affected by COVID.

A total of 19 households in our rural service area of Putnam, Hardin, and Wyandot were assisted during a housing crisis. Of these, two households were literally homeless and, with our assistance, found stable housing. 17 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. In 2020, 2 participants (1 from Putnam County and 1 from Hancock County) achieved the goal of homeownership. Additionally, one Hancock County participant used IDA funds to start a small business. Due to funding being eliminated, HHWP CAC's IDA program was discontinued in 2020.

Micro Business Development Program

Ten individuals came to our first Micro Business program class session of 2020. The COVID crisis began shortly after, and we had to immediately stop meeting in groups for instruction. Our Micro Business Development Manager created an online delivery program; however, many aspiring entrepreneurs opted to wait until a face-to-face class could be held. Despite these challenges, four participants completed the training and submitted a business plan. Area enrollees obtained a total of 114 hours of business education. An additional 80 hours of technical assistance on business plans was provided by our Micro Business Manager.

COMMUNITY SERVICES DEPARTMENT

Emergency Services and HEAP

- 182 local homes had water bills paid with CSBG funds totaling \$37,975.27.
- With CARES funds of \$9,527.53, another 31 customers retained water service in the last two months of 2020.
- Our staff helped 14 customers pay for emergency prescriptions with \$1,246.63 of CSBG funds.
- An additional 55 residents received prescription assistance with United Way of Putnam County funding.
- To help our neighbors stay warm, we served 956 clients with emergency utility needs and furnace repair through the HEAP Winter Crisis program. A total of \$279,109.60 in assistance was provided.
- The HEAP Summer Crisis program had 214 customers receiving cooling assistance totaling \$141,177.53. We also provided 214 new air conditioners, 315 fans, and 3 central air repairs for low-income senior citizens and individuals with health conditions that required cooling.

This year, the Winter Crisis Program was extended from March 31st, when it normally ends, to May 31st to assist customers that were impacted financially by the pandemic. Outreach events had to be put on hold. Our staff members adjusted to working with households over the phone rather than seeing customers face-to-face for appointments. For the safety of our team, the department also needed to implement some remote work locations. Our staff adjusted quickly to these changes while coping with the daily uncertainty caused by COVID.

Community Action changes lives, embodies the spirit of hope, improves communities and 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.

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. Due to COVID, no transit related focus groups involving low-income households, senior citizens, or people with disabilities were held in 2020. However, 27 people were directly assisted with referrals or direct transportation help. Of this total, 21 were low income, 12 are disabled, and 9 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.



Left photo: In response to the Coronavirus, the Ohio Association of Community Action Agencies - purchased meal kits for Ohio's CAAs to distribute. Our Putnam County Caseworker, Julie, was pleased to drop off 100 meal kits to the Putnam County Council on Aging's Executive Director – Jodi Warnecke. The meals were distributed to vulnerable residents throughout Putnam County.

Middle photo: As part of United Way of Hancock County's Days of Caring, volunteers from Marathon Petroleum helped our Mobility Manager stuff goodie bags with transportation information and personal protective equipment (PPE). Nearly 4,000 bags were later distributed to riders of HATS and Wyandot Rides as well as other local nonprofit agencies and nursing homes.

Right photo: The number of calls into HHWP CAC skyrocketed during the pandemic. In addition to serving clients with programs and expanding our own services, Community Services staff members, like Heidi pictured here, also provided 13,869 referrals to other local agencies. These referrals help connect households in need to food, clothing, and mental health services.

Hancock Area Transportation Service (HATS)

**440 Scott Avenue
Findlay, Ohio 45840**

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 1,149 public transportation consumers and provided 36,380 trips in 2020.
- The fleet consists of 19 vehicles. All are wheelchair accessible.
- HATS vehicles traveled 387,524 service miles in 2020.
- 11,004 rides were provided for medical appointments in 2020.

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 in Hancock County

- 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 free thanks to a partnership with the Hancock County Office of Probation.

Wyandot Ride Service

- Wyandot Rides, which launched in August of 2019, served 133 public transportation consumers and provided 4,410 trips in 2020.
- Our fleet consists of 5 vehicles. All are wheelchair accessible.
- Wyandot Rides vehicles traveled 38,099 service miles.
- 1,323 rides were provided for medical appointments in 2020.

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 91 homes received weatherization services in 2020.
- We installed 371 LED bulbs, 25 refrigerators, and 4 freezers.
- 50 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. Individuals with disabilities rent these apartments in Hancock County.

HOUSING DEVELOPMENT

HHWP CAC manages 8 apartment units of subsidized rental housing for low-income, disabled residents in Findlay. In 2020, we housed eight tenants including one senior citizen 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 2020, 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 2020:

- 447 children were served by HHWP CAC's Head Start preschool program – including 46 children with diagnosed disabilities.
- 282 medical and 292 dental screenings were completed.
- 292 medical and 192 dental screenings were completed.
- 213 children had current immunizations.
- A total of 442 families were served – including 357 families that were employed either full or part-time in 2020.
- 12,794 breakfasts, 15,849 lunches, and 3,020 snacks were served to Head Start students in 2020.
- Alongside our family support staff, 97 families established partnership goals in areas like parenting, mental health, continuing education, housing, job training, and more. Parent and grandparents are typically encouraged to be involved and volunteer in the classroom.

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: Healthy breakfasts, snacks, and lunches are provided at Head Start. Our Upper Sandusky classroom learned about Thanksgiving and students received a snack.

Center photo: Thanks to a grant from Pets in the Classroom, Findlay's Head Start program was able to purchase two guinea pigs as their class pets. Our students gave their new friends – Pumpkin and Patches - a very warm welcome!

Right photo: Due to COVID-19 concerns, teachers did a drive-thru graduation celebration to honor each student at the end of the 2020 school year. Children develop kindergarten readiness skills in Head Start.

BALANCE SHEET

Statement of Financial Position

ASSETS	<u>December 31, 2019</u>	<u>December 31, 2020</u>	<u>Change</u>
Cash	726,876	1,611,799	884,923
Restricted Cash	1,096,888	1,388,727	291,839
Accounts and Grants Receivable	945,430	1,385,566	440,136
Inventory	43,759	49,060	5,301
Prepaid expenses	32,253	125,239	92,986
Deferred Housing Loans Receivable	963,039	738,439	-224,600
Property and equipment (Net)	<u>3,771,679</u>	<u>3,773,989</u>	<u>2,310</u>
TOTAL ASSETS	<u>\$7,579,924</u>	<u>9,072,819</u>	<u>1,492,895</u>
LIABILITIES AND FUND BALANCES			
Accounts payable	582,905	864,204	281,299
Accrued expenses	400,638	482,299	81,661
Deferred Revenue	408,660	1,175,031	766,371
Notes payable	1,005,629	992,279	-13,350
Forgivable loans payable	741,846	719,942	-21,904
TOTAL LIABILITIES	<u>3,139,678</u>	<u>4,233,755</u>	<u>1,094,077</u>
NET ASSETS			
Without Donor Restrictions	2,528,405	2,916,746	388,341
With Donor Restrictions	<u>1,911,841</u>	<u>1,922,318</u>	<u>10,477</u>
TOTAL NET ASSETS	<u>4,440,246</u>	<u>4,839,064</u>	<u>398,818</u>
TOTAL LIABILITIES AND NET ASSETS	<u>\$7,579,924</u> audited	<u>9,072,819</u> unaudited	<u>1,492,895</u>

Statement of Functional Expenses: January - December 2020

	<u>Program Activities</u>	<u>Management & General</u>	<u>Total</u>
Personnel	5,056,509	414,084	5,470,592
Services Provided	1,516,860	10	1,516,870
Occupancy	291,049	15,900	306,948
Telephone	104,194	2,651	106,846
Postage	6,577	2,429	9,007
Supplies	329,914	17,023	346,937
Minor Equipment	70,715	775	71,490
Advertising	21,832	176	22,008
Professional/Consulting	809,080	78,114	887,195
Repairs & Maintenance	128,831	1,629	130,460
Insurance	20,818	14,143	34,961
Travel	24,904	1,853	26,757
Transportation	195,842	6,871	202,713
Development & Training	56,010	0	56,010
In-kind Expense	4,872	0	4,872
Depreciation	350,975	9,626	360,600
Other	208,212	29,987	238,200
TOTAL EXPENSES	<u>\$9,197,195</u> unaudited	<u>\$595,272</u> unaudited	<u>\$9,792,467</u>

ABOUT HHWP CAC

Agency Leadership Team



Joshua Anderson
President/CEO



Brandy Lanagan, MBA
Chief Financial Officer



Erin Rodabaugh Gallegos,
MAP, CVA, NCRI
VP of Community Services &
Development



Scott Lammers
Director of Transportation



Breanna Krummrey, RD, LD, CLC
Director of Health Services



Bailey Gearing
Head Start Child Development Director



Matt Rau
Director of Energy and Facilities



1637 Tiffin Avenue
Findlay, OH 45840
Phone: 419-423-3755
Fax: 419-422-3996
www.hhwpcac.org

OFFICERS:

Anne Denman, President
Aaron Stuber, Vice President
Mark DePue, Secretary/Treasurer

BOARD OF DIRECTORS:

Hancock County Representatives

Brent Bradley
represents private sector

Commissioner Tim Bechtol
represents public sector

Tara Griffith
represents private sector

Hardin County Representatives

John Folk
represents public sector

Kathy Kelley
represents low-income sector

Commissioner Fred Rush
represents public sector

Jessica Aldrich
represents private sector

Wyandot County Representatives

Anne Denman
represents private sector

Jason Fagan
represents public sector

Putnam County Representatives

Mark DePue
represents private sector

Aaron Stuber
represents low-income sector

Jodi Warnecke
represents public sector