



2015 Annual Report

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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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MESSAGE FROM THE EXECUTIVE DIRECTOR

On behalf of the Hancock Hardin Wyandot Putnam Community Action Commission Board of Directors, we are pleased to present the 2015 Annual Report.

The Agency experienced many positive developments in 2015. With the approval of the Board of Directors, the HHWP CAC leadership team engaged in the Six Disciplines Process. This process assisted us in the development of a Strategic Plan, and more importantly, emphasized the focus on the execution of the plan. This strategic plan was strongly informed through input that was gathered from key stakeholders including agency staff, the board of directors, partner agencies, and service recipients, as well as a comprehensive SWOT analysis. Additionally, we unveiled our new mission statement: To Reduce the Conditions of Poverty by Providing Comprehensive Services that Improve Lives; we developed a list of key agency values, and established a long-term vision for the agency. We believe this process will serve us very well for years to come in our continued effort to achieve excellence through the measurable reduction of poverty and the improvement of lives.



Joshua P. Anderson,
Executive Director

Looking Ahead to 2016

Some of our key initiatives for 2016 include: 1) Improving both intra-agency and external communications; 2) Technology upgrades/improvements; 3) Improving community awareness and perception; 4) Focusing on health, safety and wellness; 5) Increasing training opportunities for employees; and 6) Re-vamping of policies and procedures. We believe these initiatives will lead to a more effective and efficient delivery of services and result in an increase in long-term positive outcomes to the individuals we serve.

On the legislative front, we have strong reason to believe that our advocacy efforts will result in the reauthorization of the Community Services Block Grant (CSBG). This is undoubtedly due to the fact that our nationwide network of agencies has strong bi-partisan support in Congress. Virtually all of our key programs received increased appropriations for 2016 which will allow us serve more families and enhance our ability to improve lives.

In closing, we wish to recognize and 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!

WHAT IS HHWP CAC?

The HHWP Community Action Commission (HHWP CAC) is a private, nonprofit organization serving residents of Hancock, Hardin, Wyandot, and Putnam counties.

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.

Current services:

Case Management: Caseworkers assist clients by helping them develop a spending plan to 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 can contract with other agencies to provide limited trips at no cost to their designated customers.

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

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

Home Repair: Non-emergency minor home repair and health/safety modifications.

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

Individual Development Accounts: IDA's are dedicated savings accounts used by program participants to purchase a home, obtain education/training, or start/expand a business. Participants receive personal finance and goal-specific training: \$500 saved by the participant + a \$4,000 match through the program = \$4,500 available to use.

Ohio Benefit Bank Tax Assistance: A free, web-based, counselor-assisted program that simplifies the process of filing state and federal income tax returns. Provided to low- moderate income individuals and families. Also assists filers in applying for the Earned Income Tax Credit (EITC), the Child Tax Credit, and the Free Application for Federal Student Aid (FAFSA).

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

Weatherization: Provides home weatherization services including insulation, ventilation, heating system repair, and consumer education on ways to reduce energy use. Can replace inefficient refrigerators 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 and speaker on CAC activities are available for groups. Volunteers and donations are appreciated. Like us on Facebook at <https://www.facebook.com/hhwpcac> or visit our website at www.hhwpcac.org.

BALANCE SHEET

ASSETS	<u>December 31, 2014</u>	<u>December 31, 2015</u>
Cash	\$2,224,179	\$2,109,751
Accounts & grants receivable	510,059	846,187
Loans receivable	4,710,948	4,712,703
Prepaid expenses	60,881	63,712
Inventory - HWAP material	34,669	28,413
Fees & interest receivable	0	0
Second mortgage loans receivable	348,209	348,209
Property and equipment	<u>2,921,819</u>	<u>2,707,935</u>
TOTAL ASSETS	<u>\$10,810,764</u>	<u>\$10,816,910</u>
 LIABILITIES AND FUND BALANCES		
Accounts payable	\$426,846	\$459,324
Accrued expenses	438,138	325,173
Grant funds in advance	326,400	516,610
Note payable	386,529	375,038
Forgivable loans payable	677,549	677,549
Second mortgage loans payable	<u>348,209</u>	<u>348,209</u>
TOTAL LIABILITIES	<u>2,603,671</u>	<u>2,701,904</u>
Net Assets	<u>8,207,093</u>	<u>8,115,006</u>
TOTAL LIABILITIES AND NET ASSETS	<u>\$10,810,764</u> audited	<u>\$10,816,910</u> unaudited

EXPENDITURES

	<u>2014</u>	<u>2015</u>
Personnel	\$4,415,753	\$4,364,397
Services Provided	1,420,131	1,015,827
Occupancy	169,930	167,724
Telephone	59,106	72,112
Postage	10,754	10,911
Supplies	172,414	295,805
Minor Equipment	3,966	60,308
Advertising	8,884	26,861
Professional/Consulting	248,156	176,200
Repairs & Maintenance	88,712	198,001
Insurance	111,714	114,857
Travel	37,992	33,027
Transportation	291,375	141,866
Development & Training	60,576	62,692
In-kind Expense	32,269	35,785
Depreciation	342,589	314,307
Bad Debt Expense	0	0
Other	<u>64,868</u>	<u>53,467</u>
Total Expenses	<u>\$7,539,189</u> audited	<u>\$7,144,147</u> unaudited

COMMUNITY SERVICES DEPARTMENT

Ohio Benefit Bank (OBB) Tax Assistance

- 20 free tax clinics held – 9 in Hancock, 4 in Hardin, 4 in Putnam, and 3 in Wyandot.
- 3 Free Applications for Federal Student Aid (FAFSA) forms were filled out by college bound taxpayers
- 319 federal and 315 state tax returns were completed providing \$475,710 in refunds
- Earned Income Tax Credit (EITC) helps low-to-moderate income working individuals and families. 90 returns identified EITC. Clients received \$137,127 in refundable EITC in 2015.
- 108 Benefit Bank users were senior citizens
- 105 children in the households benefitted from these returned tax refund dollars
- 11 individuals were surviving spouses or children of a veteran; 18 individuals utilizing the OBB program were current members of the military or veterans



Individual Development Accounts (IDA)

- 3 low-income participants enrolled in the Life Skills Individual Development Account (IDA) savings program.
- Individuals enrolled started savings accounts to obtain a home, business, or higher educational goal.
- All IDA participants receive case management and personal budgeting assistance with our Housing & Asset Manager, 10 hours of financial literacy education, as well as asset specific training.

Micro Business Development Program

- Spring, summer, and fall programs were completed for a total of 117 training sessions.
- 576 training hours in business were provided to area enrollees.
- 15 participants completed the training and submitted a business plan. 13 were from low-to-moderate income households.
- 2 small business development loans were active.
- 70 technical assistance consultations were provided by our Micro Business Manager.
- 3 businesses were started, 3 businesses expanded, and 7 local jobs were created or retained.
- 2 participants joined the CAC's IDA savings program.
- Program surpassed all grantor program goals.



Local entrepreneurs receive certificates after successfully completing our Micro Business Development program.

COMMUNITY SERVICES DEPARTMENT

Homeless Crisis Response Program

- \$50,119.14 was provided to 51 households in our service area that were experiencing a housing crisis.
- 38 households in Hancock County, 9 in Hardin County, 2 in Putnam County, and 3 in Wyandot County were assisted.

Support Services and HEAP

- Our staff helped 62 area households pay for prescriptions with \$3,021.64 of CSBG funds.
- 37 local homes had water bills paid totaling \$6,581.79.
- 74 residents received \$8,407.89 in prescription assistance with United Way of Putnam County funding
- In order to help our neighbors stay warm, HEAP Winter Crisis had 1,961 clients emergency utility needs resolved, totaling \$442,578.48 in assistance.
- The HEAP Summer Crisis program had 618 customers receiving cooling assistance totaling \$47,565.36. We also provided 3 air conditioner repairs, 93 new conditioners, and 580 fans for low-income senior citizens and individuals with health conditions that required cooling.

2015 was a stable and productive year for the Community Services Department. Micro Business, HCRP, OBB Tax Assistance, HEAP Admin and CSBG were all completed and re-awarded. Community Services saw some fluctuations with a long-employed caseworker retirement and other shifts among our staff in jobs, departments, and/or programs.

Our supervisory staff members found an on-line scheduling program that provided some of the services needed to assist our customers and allow them the flexibility to select their own preferred appointment times. As always, staff members continued providing information about HHWP CAC's various programs at outreach events such as the Back-to-School Bash in Findlay's Bernard Park.



Cindy, Katie, and Jamie answer questions about HHWP CAC programs for families heading back to school.

WOMEN INFANTS CHILDREN (WIC)

Participation Statistics



- WIC served 3,927 women, infants, and children in 2015.
- The average monthly caseload was 2,477.
- 1,013 children were screened for up-to-date immunizations.
- \$3,447 worth of our coupons were redeemed by local farmers.
- 96.15% of WIC program participants reported being satisfied with their experience.
- Breastfeeding Peer Helpers completed 1,446 contacts with participants.



By May 2015, our entire WIC service area of Hancock, Hardin, and Wyandot counties had transitioned from coupons to the WIC Nutrition Card. VanScoy Farms came to all 3 WIC offices and set up a stand so that the participants could easily redeem Farmers Market vouchers for fresh fruit and vegetables. Our breastfeeding staff attended baby shower community events in both Hardin County and Putnam County.



HANCOCK AREA TRANSPORTATION SERVICES (HATS)

Hancock Area Transportation Service (HATS)
440 Scott Avenue
Findlay, Ohio 45840
419-423-7261

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 3,066 public transportation consumers and provided 41,967 trips in 2015.
- The fleet consists of 17 vehicles. Fifteen of these vehicles are wheelchair accessible.
- HATS's vehicles traveled 373,155 service miles in 2015.

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.
- Zone 3: 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 came under new management in 2015 and continued to focus on delivering safe, reliable public transportation to people in Hancock County. Contracted services grew and more rides for people traveling outside Hancock County were provided through collaborations with PASSPORT and Find A Ride. HATS initiated a "Free Fare Friday" program through generous donations from community businesses. Two new vehicles were added to the fleet, and four new drivers were hired to keep up with an increasing need for transportation services.



HOME WEATHERIZATION AND HOME REPAIR

- 79 homes received weatherization services
- 62 refrigerators were installed utilizing AEP funds
- 311 CFL bulbs were installed in 37 homes using AEP funding
- 4 area homes received repairs valued at \$5,942.

HHWP CAC's Home Weatherization Assistance Program reduces low-income households' energy use thereby creating more affordable utilities for those most in need. In 2015, a temporary Director of Energy and Facilities was hired. Three installers and an Energy Administrative Assistant were also hired to fill vacant positions. After a few years on hiatus while Dominion Gas revamped the Housewarming Program, HHWP CAC, once again, received funding to help clients in Dominion's service area. Furthermore, to aid more local households, HHWP CAC received additional funding from the Columbia Gas Warm Choice program after utilizing the entire original grant award.



These pictures show the work that can be done in a home—above left: Siding refurbishment, above right: Janelle, in our HWAP department, helps customers calling about weatherization services Below: Attic insulation



HEAD START CHILD DEVELOPMENT

- 457 children were served by the preschool program – including 46 children with diagnosed disabilities.
- Medical and dental screenings were completed for 396 children.
- 413 children have current immunizations.
- A total of 438 families were served - including 278 families that were employed either full or part-time in 2015.
- Alongside our family support staff, 240 families established partnership goals in areas like parenting, mental health, continuing education, housing, job training, and more.
- 48,845 volunteer hours were donated to the program.

While challenging, with Head Start changing on a regular basis, 2015 saw many exciting things happen. Staff continued to work towards the various child development credentials and/or Bachelors' and Associate degrees required in order to provide quality services to children and families. Head Start piloted its first full day, part year classroom in Ottawa (Putnam County). The Winfield Child Development Center located in Findlay received a "face lift". Head Start sites in Forest, Upper Sandusky, and Kenton became part of the five star quality rating and improvement system administered by the Ohio Department of Education and the Ohio Department of Job and Family Services by obtaining a three star rating in obtaining Step Up To Quality (SUTQ) status. Further, Head Start had a Fiscal/ERSEA (Eligibility, Recruitment Selection Enrollment and Attendance) monitoring event that yielded no findings or deficiencies.

Partnerships continue to be strong in the four county communities and include a contractual relationship with Hancock and Hardin County Department of Jobs and Families to provide assistance in getting the children to and from the program, SNAP Education from the Ohio State University Extension Office, public libraries, local fire and police departments, health organizations and more. Head Start was also awarded dollars from the Marathon Classic annual event along with Hardin County Community Foundation grants. Without these opportunities, some of the program goals would not have been realized.

New equipment to provide hearing screenings for children without regard to the age of the child or his or her language of origin was purchased. Other enhancements included some structural changes to the program, which included reworking how we do family partnerships, have proven helpful to the programs development and services to children.



HANCOCK HARDIN WYANDOT PUTNAM COMMUNITY ACTION COMMISSION BOARD OF DIRECTORS

OFFICERS:

Connie Cooper, *President*

Judy Wauford, *Vice President*

Linda Moening, *Secretary/Treasurer*

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Joshua Anderson

Executive Director

Julie Alford, MBA

Chief Financial Officer

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Human Resource Administrator

Erin Rodabaugh Gallegos, MAP, CVA

Director of Development

Lynn Tucker-Roberts, MA

Director of Child Development

Laurie Collins

HATS Transportation Director

Steve Snowden

Director of Community Services

Breanna Krummrey, RD, LD, CLC

Director of Health Services

Pete Natal

Director of Energy and Facilities



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Hancock County Representatives

Diana Hoover

represents private sector

Dustin Noel

represents low-income sector

Phillip Riegle

represents public sector

Judy Wauford

represents private sector

Hardin County Representatives

Mark D. Doll

represents private sector

Barbara Maxson

represents public sector

Bette Bibbler

represents public sector

Alena Helton

represents low-income sector

Wyandot County Representatives

Jason Fagan

represents public sector

Connie Cooper

represents low-income sector

Anne Denman

represents private sector

Chanda Groves

represents low-income sector

Putnam County Representatives

Jack Betscher

represents public sector

Aaron Stuber

represents low income sector

Linda R. Moening

represents private sector

