ANNUAL REPORT 2016

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 Executive Director 3
What is HHWP CAC? 4
Balance Sheet 5
Community Services Department 6,7
Women, Infants, and Children (WIC) 8
Hancock Area Transportation Services 9
Home Weatherization and Housing Development 10
Head Start 11
Board Members 12

122 Jefferson Street
Findlay, OH 45840

Phone: 419-423-3755 or 800-423-4304
Fax: 419-423-4115

www.hhwpcac.org
www.facebook.com/hhwpcac

MESSAGE FROM THE EXECUTIVE DIRECTOR

Joshua P. Anderson,
Executive Director

On behalf of the Hancock Hardin Wyandot Putnam Community Action Commission Board of Directors, we are pleased to present the 2016 Annual Report.

This past year has been full of accomplishments as well as a few challenges. In late 2016, we completed our annual stakeholder survey. Through this survey, HHWP CAC achieved a net promotor score (NPS) of 82%. Most successful corporations have an NPS that is in the 50s or above. Amazon.com had a score of 76 and Apple, Inc. had a score of 71 (2012, USA). Net Promoter Score is based on a fundamental theory that respondents can be categorized into three groups (Promoters, Passives, and Detractors). According to the website feedbacklabs.org, a recent study was conducted that concluded service recipients identified as promoters take 3 times as many steps toward their goals than detractors. This was exciting data, and we were very pleased with this score. In addition, HHWP CAC continued to make progress towards its long term vision of enhanced programming and greater community visibility. I invite you to examine the programmatic achievements that are explained in greater detail within these pages. These achievements are a testament to the hard work of all agency staff as well as the Board of Directors. Although the year also brought a few challenges, including ongoing uncertainty related to some of our fixed assets, we continue to forge ahead in our mission of reducing the conditions of poverty by providing comprehensive services to improve lives.

Looking Ahead to 2017

The recently released budget proposal from the Trump administration eliminates funding for a majority of the programs administered by HHWP CAC. Although this is highly concerning, our advocates in Washington, DC have indicated that many of the budget proposals – including the elimination of our funding – is dead on arrival in Congress. This is not the first time our network of agencies has faced strong headwinds from the federal government. We are confident that through our demonstrated capacity to provide outcome-driven services, our true value to those we serve will be recognized. We have a tremendous story to tell – one that can be backed with data that indicates our value not only to those we serve directly, but also to the general public.

In closing, we wish to recognize and thank all HHWP CAC staff, partner agencies, and 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.

Current services:

Case Management: Caseworkers assist clients by helping to develop a spending plan so participants may 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.
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.
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 in applying for the earned income tax credit (EITC), the child care credit, and the Federal Application For Student Aid (FAFSA).
Small 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 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	December 31, 2015	December 31, 2016
Cash	$2,109,752	$1,609,618
Accounts & grants receivable	652,487	$1,135,587
Loans receivable	4,710,948	4,711,625
Prepaid expenses	63,515	85,568
Inventory - HWAP material	28,413	35,900
Second mortgage loans receivable	348,209	348,209
Property and equipment	2,718,413	2,834,620
TOTAL ASSETS	**$10,631,737**	**$10,761,126**
LIABILITIES AND FUND BALANCES		
Accounts payable	$489,722	$463,231
Accrued expenses	336,592	324,550
Deferred Revenue	320,989	158,751
Note payable	375,038	363,063
Forgivable loans payable	665,522	653,495
Second mortgage loans payable	348,209	348,209
TOTAL LIABILITIES	**2,536,072**	**2,311,299**
Net Assets	**8,095,665**	**8,449,827**
TOTAL LIABILITIES AND NET ASSETS	**$10,631,737**	**$10,761,126**
	audited	**unaudited**

EXPENDITURES

	2015	2016
Personnel	4,205,610	4,741,673
Services Provided	1,015,882	876,939
Occupancy	182,055	174,647
Telephone	72,111	93,609
Postage	10,910	8,715
Supplies	307,219	385,257
Minor Equipment	60,977	21,492
Advertising	11,427	11,579
Professional/Consulting	176,199	297,577
Repairs & Maintenance	210,737	77,253
Insurance	112,403	115,784
Travel	33,055	50,769
Transportation	177,676	167,006
Development & Training	62,693	67,023
In-kind Expense	45,824	46,000
Depreciation	280,071	253,892
Other	53,525	84,366
Total Expenses	**$7,018,374**	**$7,473,582**
	audited	**unaudited**

COMMUNITY SERVICES DEPARTMENT

Micro Business Development Program

- Spring and fall programs were completed for a total of 26 training sessions.
- 666 training hours in business were provided to area enrollees.
- 15 participants completed the training and submitted a business plan - including 9 people from low-to-moderate income households.
- 57 technical assistance consultations were provided by our Micro Business Manager.
- 8 businesses were started, 2 businesses expanded, and 7.5 FTE local jobs were created or retained.
- 3 participants joined the CAC's IDA savings program.
- All grantor program goals were surpassed.

Individual Development Accounts (IDA)

- 4 low-income participants enrolled in the Individual Development Account (IDA) savings program in 2016.
- 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.

Homeless Crisis Response Program

- $28,767 was provided to 21 households in our service area that were experiencing a housing crisis.
- 11 households in Hancock County, 5 in Hardin County, 2 in Putnam County, and 3 in Wyandot County were assisted.

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

COMMUNITY SERVICES DEPARTMENT

Ohio Benefit Bank (OBB) Tax Assistance

- 23 free tax clinics held – 11 in Hancock, 5 in Hardin, 5 in Putnam, and 2 in Wyandot County.
- 335 federal and 316 state tax returns were completed - providing $657,512 in refunds.
- Earned Income Tax Credit (EITC) helps low-to-moderate income working individuals and families. 104 returns identified EITC. Customers received $167,112 in refundable EITC in 2016.
- 174 Benefit Bank users were senior citizens.
- 129 children benefitted from these returned tax refund dollars.
- 15 individuals were surviving spouses or children of a veteran; 32 individuals utilizing the OBB program were current members of the military or veterans.

Support Services and HEAP

- 149 local homes had water bills paid totaling $16,253.59.
- Our staff helped 35 customers pay for prescriptions with $3,108.36 of CSBG funds.
- 50 residents received $4,412.15 in prescription assistance with United Way of Putnam County funding.
- To help our neighbors stay warm, we served 1,928 clients with emergency utility needs through the HEAP Winter Crisis program. A total of $421,222.00 in assistance was provided.
- The HEAP Summer Crisis program had 680 customers receiving cooling assistance totaling $52,148.90. We also provided 2 air conditioner repairs, 201 new air conditioners, and 466 fans for low-income senior citizens and individuals with health conditions that required cooling.

During 2016, the Community Services department added the position of HEAP Scheduler/Intake Worker. This is a full-time, year round positon that was created to help keep the service delivery process as smooth as possible during the interim between the HEAP Winter and Summer Crisis Programs. In addition, we switched from local telco DSL to TWC High Speed Internet services to increase our productivity at our field site locations.

Caseworker Heather assists a customer with a HEAP application.

WOMEN, INFANTS, AND CHILDREN (WIC)

Participation Statistics

- WIC served 3,629 women, infants, and children in 2016.
- The average monthly caseload was 2,200.
- 1,126 local children were screened for up-to-date immunizations.
- $ 3,760 worth of our coupons were redeemed by area farmers.
- 97.76% of WIC program participants reported being satisfied with their experience.
- Breastfeeding Peer Helpers completed 1,100 hours of contact with participants.

2016 was a great year for WIC! To help identify healthier food choices at mealtime, children benefitting from our program received MyPlates and cups to take home - along with fun books and colorful nutrition education information. In July, we held farmers market events in each of the counties we serve. Participants were able to buy fruits and vegetables with their WIC Farmers Market coupons right on site. Two of our WIC staff members gained a Certified Lactation Specialist certificate which will increase breastfeeding support for our WIC mothers.

Left Photo: In March, the Easter Bunny visited Hancock County's WIC participants to encourage moms and kids to eat healthy.

Right Photo: Suter's Produce brought fresh vegetables out to one of WIC's summer farmer's markets. Thirty families with low-incomes in Putnam County had access to heathy meals that week!

HANCOCK AREA TRANSPORTATION SERVICES (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.

Trips with a pick up/drop off within the city of Findlay are $1.50 per trip. Trips with a pick up/drop off within Hancock County but outside of the Findlay city limits are $2.50. Ride tickets can be purchased at the HATS office which is located at 440 Scott Avenue, Findlay, Ohio 45840. With an approved application, elderly and disabled passengers pay half-priced fare on any trips within Findlay/Hancock County. Out of county rides may be available; however, fares vary and trips are coordinated. Please call 419-423-7261 between 8 a.m. and 4:30 p.m. for more information on HATS hours, fares, or to schedule a ride.

- HATS provided 40,170 trips in 2016.
- Our fleet consists of 19 vehicles. 17 of these vehicles are wheelchair accessible.
- HATS's vehicles traveled 384,063 service miles in 2016.

In 2016, through a partnership with Hancock County Veterans Service, HATS implemented a program to provide free trips to veterans in Hancock County. Veterans simply need to have a Hancock County Veterans ID to be eligible for the free trips program.

Left Photo: Jerry, a disabled veteran living on a fixed income, regularly rides HATS.
Right Photo: HATS drivers, like Jim (pictured here), greet each rider with a smile.

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 the services necessary to improve their home's energy efficiency. Our Weatherization department provides services including insulation, ventilation, air sealing, and heating system repair. We also provide consumer education on ways to reduce energy use.

- 106 homes received weatherization services in 2016.
- 246 CFL bulbs and 39 refrigerators were installed in homes using funding from AEP.
- 13 central air systems and 2 heat pumps were replaced.
- HWAP often makes repair work referrals to CHIP and Habitat for Humanity.
- Using funding from Dominion Housewarming, Columbia Gas WarmChoice, and AEP CAP, our HWAP department replaced a total of 43 furnaces.

HHWP CAC hired Pete Natal, an experienced Director of Energy in January, 2016. Our Weatherization department also serves residents of Allen County.

HOUSING DEVELOPMENT

HHWP CAC manages 8 apartment units of subsidized rental housing for low-income, disabled residents in Findlay. In 2016, we housed 9 tenants including three elderly individuals and one veteran. The Hancock Metropolitan Housing Authority maintains our waiting list and tenant selection for these apartments. HMHA can be reached at 419-424-7848.

HHWP CAC also has four homes that we serve as property managers for in Wyandot County. The Wyandot County Board of Developmental Disabilities recruits eligible individuals/families to rent the properties. All of the homes are currently located in Upper Sandusky. In 2016, we provided affordable, quality housing to six individuals and an additional family of five with a disabled child, in Upper Sandusky. A fifth home, possibly in Carey, may be acquired in 2017.

Left Photo: Residents often enjoy the backyard at their rental home in Wyandot County
Right Photo: HWAP staff insulates an attic for a low-income home owner

HEAD START CHILD DEVELOPMENT

Head Start is a comprehensive kindergarten readiness program for preschool children ages 3-5. In addition to a professional staff using research based curriculum, services are available to support families and to link them to resources in the community. Healthy breakfasts/snacks and lunches are provided. Participation by parents is strongly encouraged and vital to the program's success. In 2016:

- 589 children were served by the preschool program – including 71 children with diagnosed disabilities.
- 589 medical and 564 dental screenings were completed for children.
- 542 children have current immunizations.
- A total of 635 families were served - including 415 families that were employed either full or part-time in 2016.
- Alongside our family support staff, 109 families established partnership goals in areas like parenting, mental health, continuing education, housing, job training, and more.
- 45,991 volunteer hours were donated to the Head Start program.

Head Start successfully implemented two additional full day classrooms at our Leipsic and Forest sites. Community partnerships continue to be strong in our four county service area. We have contractual relationships with both Hancock County and Hardin County Job and Family Services to provide transportation assistance to the program. We also partner for SNAP Education from the Ohio State University Extension Office and work with public libraries, local fire and police departments, health organizations, and more. Head Start was awarded funding from the Marathon Classic annual event. Additionally, Head Start received a CLASS (Classroom Assessment Scoring System) monitoring event that resulted in no findings.

Left Photo: Families with children in Head Start toured the Leipsic library, signed up for new library cards, and read books together.

Middle Photo: Head Start teacher, Heather, and her students show off new dental supplies - thanks to a donation from O-G Family & General Denistry in Glandorf. Each child received a tooth brush, tooth paste, and dental floss to use at home. The children enjoyed learning about taking care of their teeth and were excited to take share their new skills with family members!

Right Photo: Upper Sandusky's Head Start preschool class, along with firefighter John Westbrook, practiced spraying water, explored firetrucks, and heard about fire safety.

ABOUT US

OFFICERS:

Connie Cooper, *President*

Anne Denman, *Vice President*

Mark Depue, *Secretary/Treasurer*

Leadership Team

Joshua Anderson
Executive Director

Joe Beagle, MBA
Director of Finance

Brandi Ferguson
Human Resources Director

Erin Rodabaugh Gallegos, MAP, CVA
Director of Development

Ashley Harmon, MS
Director of Head Start 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

HHWP COMMUNITY ACTION COMMISSION
HANCOCK • HARDIN
WYANDOT • PUTNAM
EST. 1965
HELPING PEOPLE HELP THEMSELVES

122 Jefferson St. • Findlay, OH 45840
Phone: 419-423-3755 • Fax: 419-423-4115
www.hhwpcac.org

BOARD OF DIRECTORS:

Hancock County Representatives

Diana Hoover
represents private sector

Tom Davis
represents public sector

Brent Bradley
represents private sector

Hardin County Representatives

Max Trachsel
represents private sector

Barbara Maxson
represents public sector

Bette Bibler
represents public sector

Collene Conley
represents low-income sector

Wyandot County Representatives

Jason Fagan
represents public sector

Connie Cooper
represents low-income sector

Anne Denman
represents private sector

Putnam County Representatives

Jack Betscher
represents public sector

Aaron Stuber
represents low-income sector

Mark DePue
represents private sector