

# ANNUAL REPORT 2017



# 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
Women, Infants, and Children (WIC).....	5
Community Services Department.....	6,7
Hancock Area Transportation Services (HATS).....	8
Home Weatherization and Housing Development .....	9
Head Start.....	10
Balance Sheet.....	11
Board and Senior Leadership Team .....	12

**122 Jefferson Street  
Findlay, OH 45840**

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

**Fax: 419-423-4115**

**[www.hhwpcac.org](http://www.hhwpcac.org)**

**[www.facebook.com/hhwpcac](https://www.facebook.com/hhwpcac)**

# 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 2017 Annual Report. By all accounts, 2017 was a very challenging year. In January, we discovered a major issue with our Kenton site that caused us to vacate the building immediately. Ultimately, we discovered the cost of repair was beyond our capability so we spent the next few months searching for a new facility. We were very fortunate to partner with Children's Laugh-and-Learn, and New Hope who allowed us to use their space and enabled us to continue to provide services. We have since purchased a new Head Start facility and have secured a long-term lease with New Hope for our WIC and Community Services programs in Hardin County. Our new Head Start facility was outside of city limits so an additional challenge was presented related to the water source. Again, the community rose to the occasion and the City of Kenton approved a waterline extension. These challenges certainly solidify the importance of partnership - one of our key values. Without these partnerships, service delivery most definitely would have suffered. In addition to building issues, we also experienced some key changes within our leadership team.

On a positive note, in 2017, we spent much of the year intentionally focusing on continuous improvement of internal processes and we are seeing the results of this effort. Our work with the 6-Disciplines Consulting process over the last three years has continued to have a positive impact on the execution of our strategic plans. For example, 6-Disciplines administers over 50 surveys annually for its clients, and all customer surveys have a Net Promoter Score Calculation. The average across Six Disciplines client base for 2017 was a Net Promoter Score of 47. Of the non-profit clients they serve, the average was 68. We are very pleased to report this year that HHWP CAC had the highest Net Promoter Score reflecting customer satisfaction across Six Disciplines' current client base with a score of 85! This is up from an 82 in 2016 and indicates the high level of service that HHWP CAC provides.

Two new partnerships were established with the Wyandot Board of DD – one to develop a new single family home for customers with developmental disabilities and another to lease space for a new full-day Head Start classroom. HHWP CAC was presented with a Community Partner Award, sponsored by United Way of Hancock County, for our efforts to aid flood victims. This recognition was given at the Findlay-Hancock County Chamber of Commerce's Annual Small Business Awards ceremony. The agency completed our triennial Community Needs Assessment which is available on our website. The closing of the sale of our headquarters at 122 Jefferson Street to the Hancock County Commissioners was a major step toward reaching our strategic goal of moving into a new central office facility on Tiffin Avenue in Findlay. Finally, despite the mentioned challenges, program services continued to thrive. This is a testament to the hard work of staff as well as the leadership of the Board of Directors.

## Looking Ahead to 2018

Our strategic initiatives moving into 2018 include a focus on technology, facilities, employee engagement, process improvement, and development of additional programming. As has been the case before, we continue to face an Executive Branch that is not friendly to our programs – i.e. for the second straight year, virtually all of our programs were zeroed-out in the proposed budget. That said, we continue to receive strong support from members of Congress from all across the political spectrum. Look no further than the fact that Congress implemented moderate increases to many of our programs. We are very pleased to have this level of bi-partisan support and invite decision makers at all levels to come see what we do. We have a great story to tell that is backed by measurable results. In closing, we wish to recognize and 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!



*HHWP CAC's Executive Director, Joshua P. Anderson, shares a story with a Head Start class as part of Community Reads Day in May.*

# 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 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 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 for low-moderate income households that simplifies the process of filing state and federal income tax returns.

**Mobility Management:** Identifies transportation resources in Wyandot & Hancock County.

**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, 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> or on our website at [www.hhwpcac.org](http://www.hhwpcac.org).

# WOMEN, INFANTS, AND CHILDREN (WIC)

## Participation Statistics

- WIC served 3,451 women, infants, and children in 2017.
- The average monthly caseload was 2,103.
- \$3,345 of our produce coupons were redeemed by area farmers.
- 98.11% of WIC program participants reported being satisfied with their experience.
- Breastfeeding Peer Helpers completed 2,000 hours of contact with participants.
- Approximately 80 breast pumps were given or loaned to postpartum mothers.



In order to encourage variety at each meal, children benefitting from our WIC program received MyPlate placemats and books to take home. These items helped our Health Professionals teach what is in each food group, how to eat and drink smart at every meal, how to shop well, prepare nutritious meals and snacks, make wise choices at fast food restaurants, and help children reach or maintain a healthy weight. Mothers on our program received portion control containers and pedometers to foster healthy eating habits and activity. Nursing pads/covers/pillows, breastmilk storage bags, and pumps were given to aid with breastfeeding as well. In August, WIC held “Big Latch On” events in each of the counties we serve. Over 30 people attended across our service area.

*Left Photo: To encourage moms and kids to eat healthy, VanScoy Farms brought fresh vegetables out to our summer farmer’s market in Kenton. 59 families with low-incomes in Hardin County had access to healthy meals that week!*

*Right Photo: In August, WIC held a “Latch On” breastfeeding event at Riverside Park. Mayor Lydia Mihalik declared August Breastfeeding Awareness Month in the City of Findlay, and eight breastfeeding mothers from Hancock County fed ten children!*



# COMMUNITY SERVICES DEPARTMENT

## Individual Development Accounts (IDA)

- Three low-income participants enrolled in the Individual Development Account (IDA) savings program in 2017.
- Individuals enrolled started savings accounts to obtain a home, business, or higher educational goal.
- All IDA participants received case management and personal budgeting assistance with our Housing & Asset Manager, 7 hours of financial literacy education, as well as asset specific training.

## Homeless Crisis Response Program

- \$32,387 was provided to 39 households in our service area that were experiencing a housing crisis.
- 26 households in Hancock County, 8 in Hardin County, 2 in Putnam County, and 3 in Wyandot County were assisted.

## Micro Business Development Program

- Spring and fall programs were completed for a total of 26 training sessions.
- 323 training hours in business were provided to area enrollees.
- Eight participants completed the training and submitted a business plan – including six people from low-to-moderate income households.
- Fifty-five technical assistance consultations were provided by our Micro Business Manager.
- Four local businesses were started, two area businesses expanded, and five FTE local jobs were created or retained.
- Two participants joined the CAC's IDA savings program.
- All grantor program goals were surpassed.



*ALOHA Shiny Windows, owned by Jimmy and Nichole Coleman, is one example of a small business that gained additional success after completing the CAC's program. They bought the window cleaning business in 2005, took part in the CAC's business education programming, and have since added five support staff, expanded services, and more than quadrupled their clients.*

# COMMUNITY SERVICES DEPARTMENT



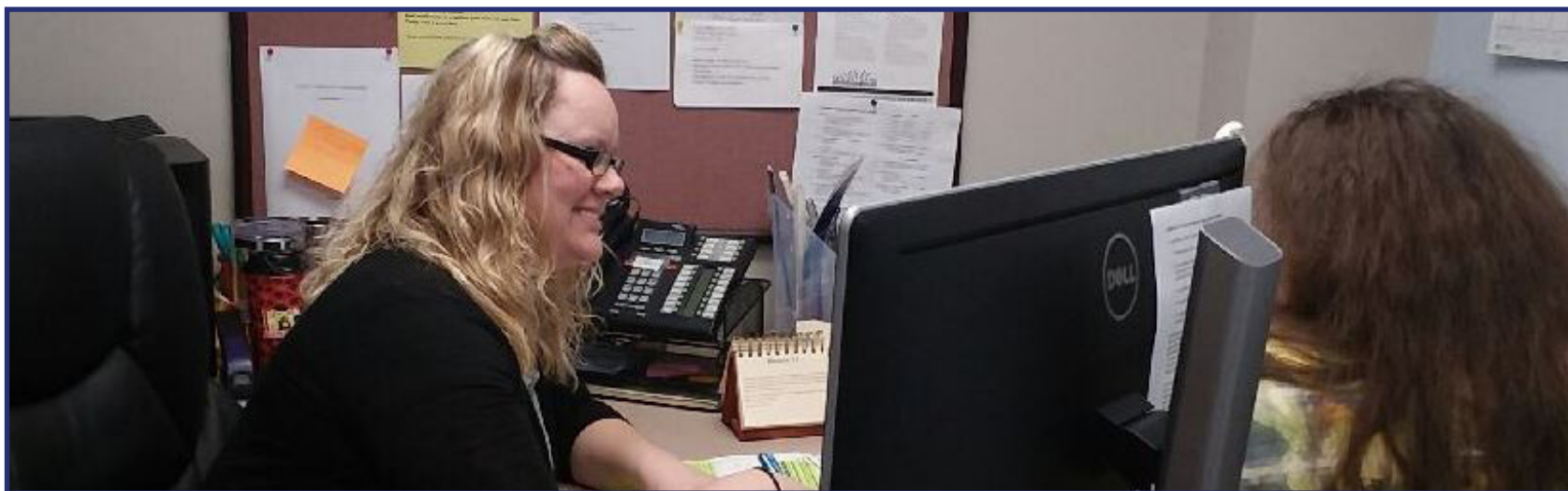
## Ohio Benefit Bank Tax Assistance

- A total of 22 free tax clinics were held – 10 in Hancock, 5 in Hardin, 5 in Putnam, and 2 in Wyandot County.
- Staff and volunteers completed 470 federal and 411 state tax returns which provided \$743,366 in refunds.
- Earned Income Tax Credit (EITC) helps low-to-moderate income working individuals and families. On the 130 returns identifying refundable EITC, clients received a total of \$202,041 in 2017.
- 216 Benefit Bank users were senior citizens.
- 155 area children benefitted from these returned tax refund dollars.

## Emergency Services and HEAP

- 116 local homes had water bills paid totaling \$10,812.53.
- Our staff helped 25 customers pay for prescriptions with \$2,384.63 of CSBG funds.
- 26 residents received \$8,678.83 in prescription assistance with United Way of Putnam County funding.
- One household was aided with funding to address bed bugs.
- To help our neighbors stay warm, we served 1,700 clients with emergency utility needs and furnace repair through the HEAP Winter Crisis program. A total of \$427,042.36 in assistance was provided.
- The HEAP Summer Crisis program had 588 customers receiving cooling assistance totaling \$90,310.56. We also provided 161 new air conditioners and 225 fans for low-income senior citizens and individuals with health conditions that required cooling.

During 2017, the Community Services Department saw a long term caseworker retire. We experienced difficulty finding a qualified replacement for some time. So that no customers were inconvenienced, our wonderful staff covered the Kenton office location for several months until we were able to hire a new full-time employee in Hardin County. We also juggled other staffing as we hired three temporary intake workers with only one staying until the end of the HEAP Winter Crisis Program. Community Services, along with our WIC program, moved from the agency owned building in Kenton to a rented space at the New Hope Ministry Center. Low internet speeds in the field offices continue to trouble us; however, we have been able to update several of our computer units. Looking ahead, 2018 is a year of promise - as better internet access in all of our offices over the four county service area is a goal on the horizon.



*Caseworker Amy Clark assists those in need with HEAP applications and referrals to other local community resources.*

# 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.

- HATS served 3,066 public transportation consumers and provided 44,873 trips in 2017.
- The fleet consists of 21 vehicles. 19 of these vehicles are wheelchair accessible.
- HATS's vehicles traveled 389,279 service miles in 2017.

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.

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.

HATS offers same day service, and trips can be booked up to two weeks in advance.



*Top Photo: Denny Moore, a Navy veteran, has been driving for HATS for 11 years. Denny says, "Hearing how much riders appreciate HATS makes me smile, and I feel good that I can make their day a little better."*

*Bottom Photo: HATS supports the workforce in Hancock County. "Without a ride from HATS, I wouldn't be able to do this job!" - Linda, gainfully employed with Pressed Paperboard Technologies. In 2017, 15,499 trips were taken in Hancock County for employment purposes.*



# HOME WEATHERIZATION AND HOUSING

## HWAP

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, air leakage prevention, and heating system repair or replacement. We also provide consumer education on ways to reduce energy use.

- 117 homes received weatherization services in 2017.
- 1410 LED bulbs, 76 refrigerators, and 16 freezers were installed in homes using funding from AEP.
- 3 central air systems and 3 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 69 furnaces.

In 2017, the weatherization department for the first time went on a permanent 40 hour work week. With these extra hours we were able to complete more homes for HWAP and spent more utility money that resulted in increased funding for 2018. Our Weatherization department also serves residents of Allen County. There were no major findings during HWAP's 2017 technical and administrative state monitor visits. We were also deemed to be a low risk agency by the ODSA.

## HOUSING DEVELOPMENT

HHWP CAC manages 8 apartment units of subsidized rental housing for low-income, disabled residents in Findlay. In 2017, we housed 9 tenants including three elderly individuals and one veteran. The Hancock Metropolitan Housing Authority (HMHA) maintains our waiting list and 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 properties. Previously, all of the CAC managed homes were located in Upper Sandusky. In July, however, we expanded our footprint by acquiring another home in Carey which currently houses two men. There is potential for one more tenant with developmental disabilities to reside there. The house was modified to become handicapped accessible. In Wyandot County, we provided affordable, quality housing to eight individual adults and an additional family of five that includes a child with disabilities.



*Left Photo: A wheelchair ramp was added to the most recent rental home in Wyandot County.*

*Right Photo: Excited to go buy Christmas stockings to hang, residents of the "new" rental home in Carey pose by the fireplace.*

# 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 their education, health, nutrition, family, mental health and disabilities supports. In addition to a professional staff using a research based curriculum, social services are available to support families and to link them to resources in the community. Healthy breakfasts/snacks and lunches are provided. Family and community engagement is vital to the program's success. In 2017:

- 671 children were served by the preschool program – including 58 children with diagnosed disabilities.
- 662 medical and 614 dental screenings were completed for children.
- 443 children have current immunizations.
- A total of 617 families were served - including 320 families that were employed either full or part-time in 2017.
- Alongside our family support staff, 362 families established partnership goals in areas like parenting, mental health, continuing education, housing, job training, and more.
- 40,344.52 volunteer hours were donated to the Head Start program.

Head Start successfully implemented four additional full day classrooms at our Angeline, Kenton and Findlay (2) 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. Our Upper Sandusky and Forest sites received five star ratings through Ohio's Step Up To Quality rating system for early childhood programs.



*Left Photo: Students in Upper Sandusky's Head Start classroom celebrated the program's 5 star rating.*

*Center Photo: Head Start students enjoy a nutritious meal. A total of 42,880 breakfasts, 85,888 lunches, and 43,008 snacks were served to our Head Start students this year.*

*Right Photo: "Operation Warm" – a program administered by the Governor's Office on Faith Based Initiatives - provided children in our Hardin County Head Start program with new winter coats.*

# BALANCE SHEET

<b>ASSETS</b>	<u>December 31, 2015</u>	<u>December 31, 2016</u>
Cash	1,609,206	2,090,832
Accounts & grants receivable	1,095,226	1,098,289
Loans receivable	4,710,948	4,710,948
Prepaid expenses	84,058	115,613
Inventory - HWAP material	35,900	31,580
Second mortgage loans receivable	348,209	348,182
Property and equipment	2,275,644	2,440,951
<b>TOTAL ASSETS</b>	<b><u>\$10,159,191</u></b>	<b><u>\$10,836,395</u></b>
<b>LIABILITIES AND FUND BALANCES</b>		
Accounts payable	\$497,504	316,528
Accrued expenses	313,512	395,482
Grants Received in Advance	277,319	578,459
Note payable	362,445	349,655
Forgivable loans payable	653,495	755,791
Second mortgage loans payable	348,209	348,182
<b>TOTAL LIABILITIES</b>	<b><u>2,452,484</u></b>	<b><u>2,744,096</u></b>
<b>Net Assets</b>	<b><u>7,706,707</u></b>	<b><u>8,092,299</u></b>
<b>TOTAL LIABILITIES AND NET ASSETS</b>	<b><u>\$10,159,191</u></b> <i>audited</i>	<b><u>10,836,395</u></b> <i>unaudited</i>

## EXPENDITURES

	<u>2016</u>	<u>2017</u>
Personnel	4,491,829	4,822,710
Services Provided	1,017,566	1,125,878
Occupancy	155,807	201,839
Telephone	92,810	87,996
Postage	8,715	6,750
Supplies	220,972	223,136
Minor Equipment	23,480	3,529
Advertising	12,410	19,386
Professional/Consulting	292,419	345,442
Repairs & Maintenance	76,199	167,724
Insurance	115,782	120,020
Travel	48,920	63,033
Transportation	167,007	193,509
Development & Training	64,226	56,568
In-kind Expense	29,761	22,024
Depreciation	247,684	253,153
Other	99,585	63,145
Asset Impairment Loss	558,976	0
<b>Total Expenses</b>	<b><u>\$7,724,148</u></b> <i>audited</i>	<b><u>\$7,775,844</u></b> <i>unaudited</i>

# ABOUT US

## SENIOR LEADERSHIP TEAM



**Joshua Anderson**  
Executive Director



**Kathy Morgan**  
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



**Steve Snowden**  
Director of Community Services



**Laurie Collins**  
HATS Transportation Director



**Brenna Krummrey, RD, LD, CLC**  
Director of WIC Health Services



**Pete Natal**  
Director of Energy and Facilities

## OFFICERS:

**Connie Cooper**, *President*  
**Anne Denman**, *Vice President*  
**Mark Depue**, *Secretary/Treasurer*

## BOARD OF DIRECTORS:

### Hancock County

**Diana Hoover** represents private sector  
**Tom Davis** represents public sector  
**Brent Bradley** represents private sector  
**Vickiann Rinker** represents low-income sector

### Hardin County

**Max Trachsel** represents private sector  
**John Folk** represents public sector  
**Bette Bibler** represents public sector  
**Collene Conley** represents low-income sector

### Wyandot County

**Jason Fagan** represents public sector  
**Connie Cooper** represents low-income sector  
**Anne Denman** represents private sector

### Putnam County

**Jackson Betscher** represents public sector  
**Aaron Stuber** represents low-income sector  
**Mark DePue** represents private sector



122 Jefferson St. • Findlay, OH 45840  
Phone: 419-423-3755 • Fax: 419-423-4115  
[www.hhwpcac.org](http://www.hhwpcac.org)