



ANNUAL REPORT 2021



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.

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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 2021 Annual Report.

Throughout 2021, we continued to deal with the effects of the COVID-19 Pandemic and the additional hardships that this placed on both customers and staff. The Community Action Network in the State of Ohio was tasked with the distribution of Emergency Rental Assistance as well as other COVID relief funds passed down from various acts of Congress. Altogether, HHWP CAC provided over \$4 million dollars of COVID relief assistance. For context, our typical annual budget is approximately \$10 million for all programs. A 40% increase in budget would be difficult to take on under normal circumstances, let alone in the middle of the pandemic. The staff within our Community Services Department were given this responsibility, which was daunting to say the least. Despite the difficulties, they rose to the challenge. Their efforts this past year were nothing short of outstanding and had a huge impact in improving the lives of vulnerable customers in our communities.

As was the case in 2020, we are able to maintain all program services in 2021. Our Head Start teachers returned to the classroom. Our WIC program continued to provide necessary nutrition services. Our home weatherization team continued to provide permanent energy savings and health and safety services. Our public transportation program never missed a beat, providing a record number of trips and contracted services in 2021. I am proud of our efforts and proud of the efforts of the entire Community Action Network.

Looking Ahead to 2022

It is difficult to forecast what is to unfold in the coming year. If the last couple years have taught us anything, it is that we need to stand ready to deal with whatever comes our way in the context of our mission – to reduce poverty and improve lives. There will almost certainly be opportunities to build upon our successes in 2021 through the provision of services that focus on helping individuals and families achieve self-sufficiency. Of vital importance will be the reauthorization of the Community Services Block Grant (CSBG) program. There is currently strong bi-partisan momentum in Congress to reauthorize the program, and we hope this momentum continues.

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.



Joshua Anderson,
CEO



Left photo: In 2021, our Head Start classrooms shifted back to in-person learning.

Right photo: Women, Infants, and Children (WIC) participants benefit from free produce from our community gardens.

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 health and nutrition program that provides nutrition education, breastfeeding support, and referrals to other health and human service agencies. WIC also provides nutritious foods that promote good health for pregnant & postpartum women, infants, and children up to age 5. Guardians are also welcome to apply for WIC on behalf of children up to age five.

Participation Statistics



- Our WIC program served 2,749 women, infants, and children in 2021.
- The average monthly caseload was 1,757.
- Families redeemed \$9,260 of produce coupons with area farmers.
- Breastfeeding peer helpers completed 2,000 hours of contact with participants.



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: HHP WIC hosted a Big Latch On event for Breastfeeding Awareness Month.

Middle photo: WIC had 33 breastfeeding mothers and 11 infants/children that latched!

Right photo: 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. WIC held 3 baby showers in 2021. 51 women received gifts.

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 1,576 public transportation consumers and provided 60,933 trips in 2021.
- The fleet consists of 35 vehicles. All are wheelchair accessible.
- HATS vehicles traveled 556,976 service miles in 2021.
- 10,940 rides were provided for medical appointments in 2021.

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.



Left photo: As the need for food increased during the pandemic, HATS partnered with the Salvation Army and Chopin Hall to help deliver food boxes in Hancock County.

Right photo: Individuals who use wheelchairs often rely on our transportation services to get places - as friends, family, and taxis aren't accessible.

WYANDOT RIDE SERVICE

Wyandot Ride Service

- Wyandot Rides, which launched in August of 2019, served 427 public transportation consumers and provided 6,200 trips in 2021.
- Our fleet consists of 6 vehicles. All are wheelchair accessible.
- Wyandot Rides vehicles traveled 212,989 service miles.
- 2,567 rides were provided for medical appointments in 2021.

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 and some same day service may be available. To inquire about HATS, call 419-423-7261. For Wyandot Ride Service, call 419-731-0019.

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. To gain input on our coordinated transportation plan, focus groups were held involving 12 participants. Those sharing their expertise came from low-income households, were senior citizens, or people with disabilities. In 2021, 70 people with complex transportation needs were directly assisted with referrals or services from the Mobility Manager. HHWP CAC also coordinates with other agencies, transportation providers, community leaders and interested citizens to creatively address community transportation needs.



Photo: Many riders opt to take HHWP CAC's transportation services rather than drive in snowy weather. Our staff arrives early to clean off and warm up the vehicles.

COMMUNITY SERVICES DEPARTMENT

Emergency Services and HEAP

- 87 local homes had water bills paid with CSBG funds totaling \$21,344.04.
- With CARES funds of \$4,876.06, another 38 customers retained water service in 2021.
- Our staff helped 14 customers pay for emergency prescriptions with \$1,216.28 of CSBG funds.
- An additional 42 residents received prescription assistance with United Way of Putnam County funding.
- To help our neighbors stay warm, we served 888 clients with emergency utility needs and furnace repair through the HEAP Winter Crisis program. A total of \$272,752.84 in assistance was provided.
- The HEAP Summer Crisis program had 751 customers receiving cooling assistance totaling \$118,749.82. We also provided 313 new air conditioners, 889 fans, and 9 central air repairs for low-income senior citizens and individuals with health conditions that required cooling.

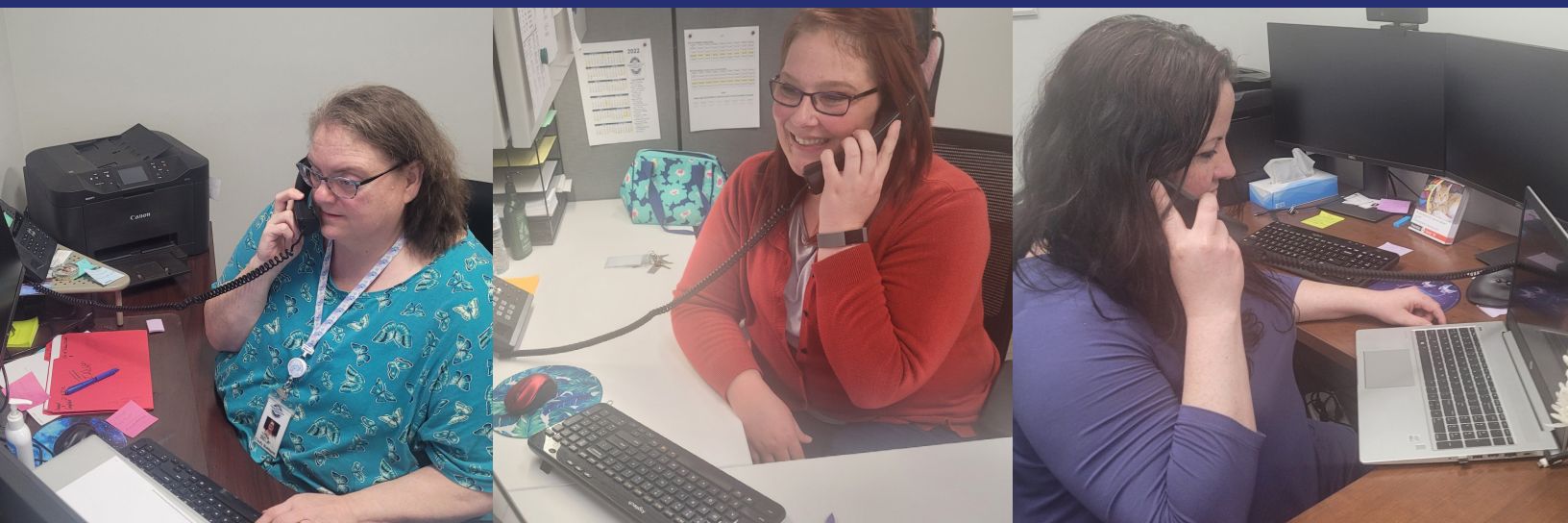
Community Action changes lives, embodies the spirit of hope, improves communities and makes America a better place to live. We care about the entire community and we are dedicated to helping people help themselves and each other.

Emergency Rental/Housing Assistance

HHWP CAC received funding from a variety of sources – including OHFA, CRF, and CARES funding - to help address housing in 2021.

The agency provided 2,962 payments in order to help 1,075 households in Hancock, Hardin, Wyandot, and Putnam Counties to avoid eviction or foreclosure.

Due to the pandemic, outreach events continued to be put on hold in 2021. The Community Services department worked 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 worked with these changes while coping with the daily uncertainty caused by COVID.



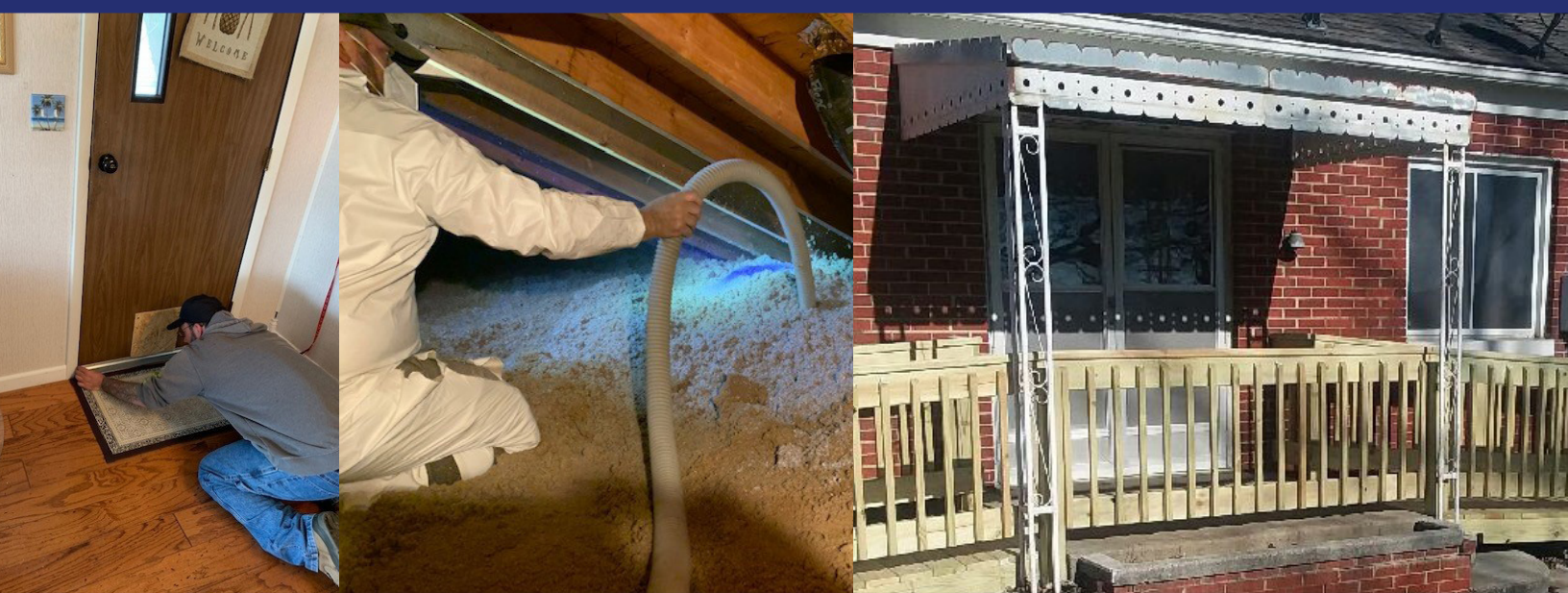
The number of calls into HHWP CAC skyrocketed during the pandemic. In addition to serving clients with programs and expanding our own services, Community Services staff, like Cindy, Sammie, and Christina, also provided 3,218 referrals to other local agencies. These referrals help connect households in need to food, clothing, and mental health services.

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 85 homes received weatherization services in 2021.
- We installed 150 LED bulbs, 6 refrigerators, and 2 freezers.
- 80 furnaces were replaced.

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



Left photo: For an average home, leaky doors can waste hundreds of dollars per year. To help the homeowner save money, Rob is installing weather stripping and a door sweep to cut air leakage.

Middle photo: To help improve home energy efficiency, a HWAP Installer 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 who need fully accessible homes. Individuals with disabilities rent this house in Wyandot County.

HOUSING DEVELOPMENT

HHWP CAC manages 8 apartment units of subsidized rental housing for low-income, disabled residents in Findlay.

In Wyandot County, HHWP CAC also has several homes where we serve as property managers. 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 2021, we provided affordable housing to 7 adults and one additional family 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 2021:

- 417 children were served by HHWP CAC's Head Start preschool program – including 20 children with diagnosed disabilities.
- 407 medical and 397 dental screenings were completed.
- 352 children had current immunizations.
- A total of 375 families were served – including 250 families that were employed either full or part-time in 2021.
- 13,786 breakfasts, 17,680 lunches, and 3,824 snacks were served to Head Start students in 2021.
- Alongside our family support staff, 127 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: Parents and grandparents are encouraged to be involved and volunteer in the classroom.

Middle photo: Healthy breakfasts, snacks, and lunches are provided at Head Start.

Right photo: Due to COVID-19 concerns, teachers did a drive-thru graduation celebration to honor each student at the end of the 2021 school year. Children develop kindergarten readiness skills in Head Start.

FINANCIALS

Statement of Financial Position

ASSETS	<u>December 31, 2020</u>	<u>December 31, 2021</u>	<u>Change</u>
Cash	1,612,819	1,064,732	-548,087
Restricted Cash	1,387,707	1,271,876	-115,831
Accounts and Grants Receivable	1,049,560	1,449,699	400,139
Inventory	48,920	31,307	-17,613
Prepaid Expenses	125,239	79,707	-45,532
Deferred Housing Loans Receivable	738,439	738,439	0
Property and equipment (net)	<u>3,820,086</u>	<u>3,753,549</u>	<u>-66,537</u>
TOTAL ASSETS	<u>\$8,782,770</u>	<u>8,389,309</u>	<u>-393,461</u>
LIABILITIES AND FUND BALANCES			
Accounts payable	\$832,988	780,269	-52,719
Accrued expenses	482,299	292,022	-190,277
Deferred Revenue	872,288	786,447	-85,841
Note payable	992,279	976,947	-15,332
Forgivable loans payable	<u>719,942</u>	<u>698,038</u>	<u>-21,904</u>
TOTAL LIABILITIES	<u>3,899,796</u>	<u>3,533,723</u>	<u>-366,073</u>
NET ASSETS			
Without Donor Restrictions	2,952,705	3,092,042	139,337
With Donor Restrictions	<u>1,930,269</u>	<u>1,763,544</u>	<u>-166,725</u>
TOTAL NET ASSETS	<u>4,882,974</u>	<u>4,855,586</u>	<u>-27,388</u>
TOTAL LIABILITIES AND NET ASSETS	<u>\$8,782,770</u> audited	<u>8,389,309</u> unaudited	<u>-393,461</u>

Statement of Functional Expenses

	<u>Program Activities</u>	<u>Management & General</u>	<u>Total</u>
Personnel	5,307,854	412,181	5,720,036
Travel/Training	112,471	7,078	119,549
Supplies/Materials	568,776	36,916	605,692
Consultants/Contracts	326,436	114,514	440,951
Sub-grants	290,888	0	290,888
Depreciation	370,669	8,085	378,754
Occupancy	201,202	11,419	212,621
Utilities/Telephone/Internet	196,306	7,003	203,309
Insurance	127,274	14,887	142,161
Repairs and Maintenance	68,897	1,560	70,457
Publications/Advertising/Printing	57,441	1,015	58,456
Direct Assistance	4,477,507	0	4,477,507
Transportation	255,677	11	255,688
In-kind Expense	3,299	0	3,299
Other	235,064	19,671	254,735
TOTAL EXPENSES	<u>\$12,599,762</u> unaudited	<u>\$634,341</u> unaudited	<u>\$13,234,103</u>

ABOUT HHWP CAC

Agency Leadership Team



Joshua Anderson
President/CEO



Brandy Lanagan, MBA
Chief Financial Officer



Erin Rodabaugh Gallegos,
MAP, CVA
Development & PR Coordinator



Matt Rau
Director of Energy and Facilities



Britta Niese
Human Resources Administrator



Breanna Krummrey, RD, LD, CLC
Community Services Director



Bailey Gearing
Head Start Child Development Director



Jamie Baker
Director of Transportation



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Aaron Stuber, Vice President
Mark DePue, Secretary/Treasurer

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