



ANNUAL REPORT 2018

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.

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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 2018 Annual Report. The year 2018 was marked by both accomplishment and a bit of adversity. We experienced an unusually high level of turnover in a few key leadership positions. Much of this was due to circumstances beyond the individuals' control; while, some was due to other opportunities. On a positive note, we were able to backfill these roles with leaders who are strongly positioned to carry on the progress that has been made in the last few years. We have a very strong team in place which will serve us well moving into the future. Despite this adversity, we were able to accomplish the vast majority of the goals of our 2018 strategic plan. Data from survey results indicate we have increased both employee and customer satisfaction. We were able to achieve a Net Promoter Score of 85%. "Net Promoter Score" measures the percentage of customers who rate your services as either a 9 or 10 (on a scale of 1 to 10) and subtracts the number of customers who rate you as a 6 or lower. Our Net Promoter score is above industry standard. We will continue to leverage this strength by maintaining disciplined focus on customer service. In addition to the above-mentioned accomplishments, we were also able to achieve our goals of increasing program revenue and activities, increasing community awareness, and balancing our annual budget. In late 2018, we were able to finalize plans for the relocation of our central office facility. This move had been planned for many years and was at risk of never coming to fruition. Thanks to a fiscally conservative approach to budgeting, and to much-appreciated partnership from locally elected officials, the plan to move will finally be coming to fruition.



HHWP CAC's
Executive Director,
Joshua Anderson

Looking Ahead to 2019

Our strategic initiatives moving into 2019 include a focus on the pending move of our central office, enhanced employee communication and engagement, improvement of our technological infrastructure and the development of additional programs. As our funding is largely from federal sources, we maintain a strong awareness of the happenings of the federal government. Consistent with the Administration's budget proposals of the last few years, virtually all of our programs were zeroed-out. On the flip side, and also consistent with the better part of our Community Action network's existence, we continue to receive strong support from members of Congress from all across the political spectrum. For the second straight year, Congress implemented modest increases to many of our programs. Early in 2019, a bill was introduced to the House of Representatives to reauthorize the Community Services Block Grant (CSBG): H.R. 1695. Having CSBG reauthorized is tremendously important to the work we do. We encourage all members of congress to support this reauthorization as it is critical to continuing our mission to reduce the conditions of poverty by providing comprehensive services to improve lives.

In closing, we wish to recognize and to 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!

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, 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.

Mobility Management: Identifies transportation resources and educates the public about transit options 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.

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. Fathers are also welcome to apply for WIC for children up to age five.

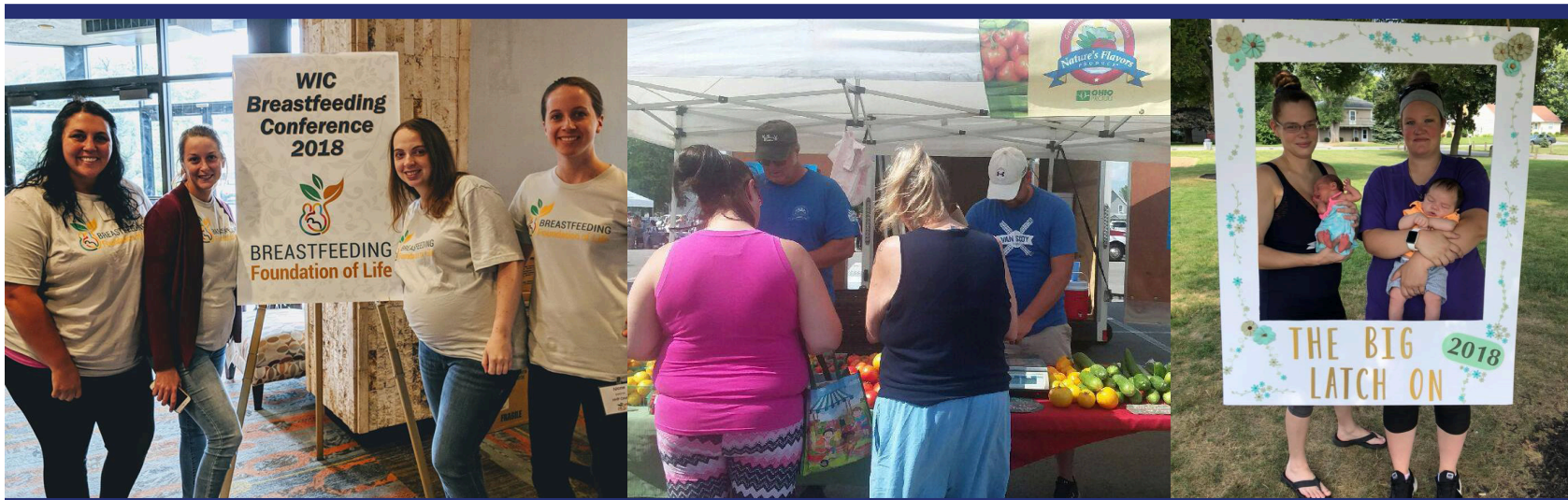
Participation Statistics



- WIC served 3,220 women, infants, and children in 2018.
- The average monthly caseload was 1,965.
- 643 families redeemed \$3,215 of produce coupons with area farmers.
- 98.29% of WIC participants reported being “very satisfied” with the HHP WIC program.
- Breastfeeding peer helpers completed 2,300 hours of contact with participants.
- In Hancock, Hardin, and Putnam counties as a whole, WIC’s breastfeeding initiation rates have increased from 59.5% in January 2018 to 64.1% in December 2018.

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: To better serve our community, WIC staff traveled to Columbus to be a part of the 2018 WIC Breastfeeding Conference! Our staff had the opportunity to listen to great speakers and expand breastfeeding knowledge.

Middle photo: To encourage moms and kids to eat healthy, Van Scoy Farms brought fresh vegetables to WIC’s summer farmers’ market in Findlay. 92 families with low-incomes in Hancock County had access to healthy meals that week! 36 families from Hardin County and 25 families in Putnam County also redeemed coupons.

Right photo: To promote breastfeeding, WIC held a “Big Latch On” event at Riverside Park. 54 people attended and 24 children were breastfed during the event.

COMMUNITY SERVICES DEPARTMENT

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 goal. All IDA participants receive case management and personal budgeting assistance with our Housing & Asset Manager, 10 hours of financial literacy training, and asset specific training.

- Five low income participants enrolled in the Individual Development Account savings program in 2018.
- A Hardin County participant used IDA funds to meet an educational goal at Bluffton University.
- Two participants – one from Hardin and one from Wyandot County - started businesses. Both of these enrollees had completed our Micro Business education program previously – one in 2016 and one in 2017.
- Homes were purchased - one in Leipsic and one by a Wyandot County resident.

Homeless Crisis Response Program

- A total of 16 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.)
- 10 households in Hardin County, 4 in Wyandot County, and 2 in Putnam County were assisted.
- Of these, nine households were literally homeless and, with our assistance, found stable housing.
- Seven households at extremely high risk of losing their residences were prevented from becoming homeless.

Micro Business Development Program

- Spring and fall business education programs were completed for a total of 22 training class sessions.
- 168 hours in business education were provided to area enrollees.
- Four participants completed the training and submitted a business plan.
- Two former low-income participants enrolled in the agency IDA program and met savings goals in order to start/expand their businesses.
- 65 technical assistance sessions were provided by our Micro Business Manager.
- One current participant launched a business and one FTE local job was created or retained.
- Over \$11,000 in grants were received by participants.

Community Action changes people's lives, embodies the spirit of hope, improves communities & 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.

COMMUNITY SERVICES DEPARTMENT

Emergency Services and HEAP

- 15 local homes had water bills paid totaling \$1,422.48.
- Our staff helped 38 customers pay for prescriptions with \$3,245.76 of CSBG funds.
- 69 residents received \$9,646.75 in prescription assistance with United Way of Putnam County funding.
- One low-income household was aided with \$550 in funding to address a bad case of bed bugs.
- To help our neighbors stay warm, we served 1,522 clients with emergency utility needs and furnace repair through the HEAP Winter Crisis program. A total of \$602,069.19 in assistance was provided.
- The HEAP Summer Crisis program had 439 customers receiving cooling assistance totaling \$105,528.82. We also provided 179 new air conditioners, 269 fans, and 2 central air repairs for low-income senior citizens and individuals with health conditions that required cooling.

Our HEAP Caseworkers provided 12 outreach events during the Summer Crisis Program at low-income senior apartment complexes in all four counties. Customers could receive their benefits without traveling to the local CAC offices. In 2018, Steve Snowden retired after 11 years with the agency as Director of Community Services.



Left Photo: Intake worker Debbie assists those in need with HEAP applications.

Middle Photo: Z Pulse Fitness is one example of a local Micro Business program graduate that continues to thrive! The business has expanded and currently holds classes in 5 locations. Z Pulse has added programs and services, such as Power Up Nutrition and strength training, for their customers.

Right Photo: Our Mobility Manager, Pam, helps residents of both Wyandot County and Hancock County, particularly seniors and people with disabilities, to travel safely and independently on transportation services.

Mobility Management

2018 was the first full year of Mobility Management. The program serves residents of both Hancock County and Wyandot County with a customer-centered approach to solving transportation issues. Our Mobility Manager provides information and referral for individuals seeking help finding transportation to work, medical appointments, and more. Four transit related focus groups involving low-income households, senior citizens, or people with disabilities were held. A total of 149 people were directly assisted with referrals or direct transportation help. We also coordinate with other agencies, transportation providers, community leaders and interested citizens to creatively address community transportation needs.

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 3,900 public transportation consumers and provided 42,000 trips in 2018.
- The fleet consists of 22 vehicles. 18 of these vehicles are wheelchair accessible.
- HATS's vehicles traveled 380,000 service miles in 2018.
- 15,000 rides were provided for medical appointments in 2018.

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.



Left photo: HATS rider, Cheryl, was named the Ohio Health Care Association's 2018 Volunteer of the Year! For eight years, Cheryl has been riding HATS to Fox Run Manor where she volunteers 20 hours per week playing games, doing crafts and visiting with residents. Cheryl uses a walker and is an inspiration to the residents because she works so hard to remain active. Without low cost trips from HATS, Cheryl would not be able to get out and volunteer.

Middle photo: HHWP CAC was awarded funding from ODOT at the end of 2018 to expand transportation services into Wyandot County. Numerous partner agencies in Wyandot County stepped up with donations to the effort. Our Director of HATS, Scott Lammers, and our Director of Development & Community Services, Erin Rodabaugh Gallegos, accept a check from the Wyandot Chamber of Commerce. Services in Wyandot County will launch in 2019.

Right photo: HATS supports the local workforce. Drivers provided 14,000 rides for employment purposes in Hancock County during 2018. Jared (on right) rides HATS to and from work every day. He works at Marathon Petroleum for Sodexo and has been relying on HATS services for the last 4 years.

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 98 homes received weatherization services.
- We installed 2,179 LED bulbs, 49 refrigerators, 10 freezers, 6 heat pumps, and 2 water heaters through our AEP CAP program.
- 59 furnaces were replaced.

Our Weatherization department, which also services residents of Allen County, was deemed low risk by the Ohio Development Services Agency.



Left photo: Weatherization crew members prep insulation.

Middle photo: To help improve 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. Krystal Ridge is our 8 unit apartment complex located in Hancock County.

HOUSING DEVELOPMENT

HHWP CAC manages 8 apartment units of subsidized rental housing for low-income, disabled residents in Findlay. In 2018, we housed nine tenants including three senior citizens 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 2018, in Wyandot County, we provided affordable housing to nine adults and an 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. Healthy breakfasts/snacks and lunches are provided.

In 2018:

- 561 children were served by HHWP CAC's Head Start preschool program – including 39 children with diagnosed disabilities.
- 527 medical and 471 dental screenings were completed.
- 393 children had current immunizations.
- A total of 482 families were served – including 370 families that were employed either full or part-time in 2018.
- 21,937 breakfasts, 30,612 lunches, and 10,539 snacks were served to Head Start students in 2018.
- Alongside our family support staff, 93 families established partnership goals in areas like parenting, mental health, continuing education, housing, job training, and more.

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: Children are exposed to careers in Head Start. We may have helped to discover two future veterinarians!

Center photo: Parents and grandparents are encouraged to be involved in the Head Start classroom. 41,262 volunteer hours were donated to our Head Start program.

Right photo: Students in Hardin County learn about weather and were intrigued by a snowstorm in a jar experiment.

BALANCE SHEET

	<u>December 31, 2017</u>	<u>December 31, 2018</u>
ASSETS		
Cash and cash equivalents	921,504	1,069,516
Restricted Cash	1,169,543	1,203,660
Grants Receivable	787,743	595,791
Accounts Receivable	34,455	75,887
Inventory	31,580	40,781
Prepaid expenses	116,504	52,430
Deferred Housing Loans Receivable	4,335,948	4,335,948
Second mortgage loans receivable	348,182	348,182
Property and equipment	<u>2,464,108</u>	<u>2,540,054</u>
TOTAL ASSETS	<u>\$10,209,567</u>	<u>10,262,249</u>
LIABILITIES AND FUND BALANCES		
Current portion of Note Payable	\$13,542	0
Accounts payable	\$316,744	484,017
Accrued payroll and related expenses	396,974	465,790
Current portion of forgivable loans payable	13,571	13,571
Grants Received in Advance	304,556	368,536
Note payable	336,113	0
Forgivable loans payable	765,248	751,678
Second mortgage loans payable	<u>348,182</u>	<u>348,182</u>
TOTAL LIABILITIES	<u>2,494,930</u>	<u>2,431,774</u>
NET ASSETS		
Without Donor Restrictions	2,272,977	2,372,915
With Donor Restrictions	<u>5,441,660</u>	<u>5,457,560</u>
TOTAL NET ASSETS	<u>7,714,637</u>	<u>7,830,475</u>
TOTAL LIABILITIES AND NET ASSETS	<u>\$10,209,567</u> audited	<u>10,262,249</u> unaudited

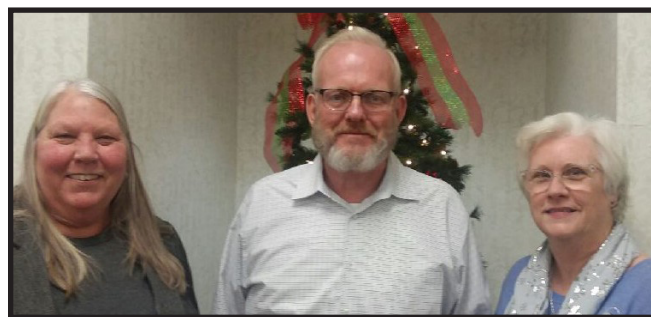
EXPENDITURES

	<u>2017</u>	<u>2018</u>
Personnel	4,822,710	4,887,381
Services Provided	1,125,878	1,048,415
Occupancy	201,840	208,426
Telephone	87,996	86,695
Postage	6,749	7,735
Supplies	223,137	298,085
Minor Equipment	3,530	2,585
Advertising	19,385	22,099
Professional/Consulting	322,283	386,546
Repairs & Maintenance	167,726	153,284
Insurance	120,020	126,483
Travel	63,032	69,343
Transportation	193,509	206,693
Development & Training	56,569	97,016
In-kind Expense	22,024	13,588
Depreciation	235,151	246,522
Other	57,421	111,052
Asset Impairment Loss	<u>375,000</u>	<u>0</u>
TOTAL EXPENSES	<u>\$8,103,960</u> audited	<u>\$7,971,948</u> unaudited

ABOUT US

2018 OFFICERS:

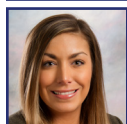
Anne Denman, President
Mark DePue, Secretary/Treasurer
Collene Conley, Vice President



Agency Leadership Team



Joshua Anderson
Executive Director



Brandi Ferguson
Human Resources Director



Erin Rodabaugh Gallegos, MPA, CVA
Director of Development
& Community Services



Scott Lammers
HATS Transportation Director



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



Bailey Gearing
Head Start Child Development Director



Rob McMaster
Director of Energy and Facilities

2018 BOARD OF DIRECTORS:

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Brent Bradley
represents private sector
Tom Davis
represents public sector
Diana Hoover
represents private sector

Hardin County Representatives

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

Wyandot County Representatives

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

Putnam County Representatives

Jack Betscher
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Mark DePue
represents private sector
Aaron Stuber
represents low-income sector



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