

# 2020

annual report



Ohio Association of  
Community Action Agencies



Philip E. Cole  
executive director

personal protective equipment and hygiene products. The Association responded by purchasing and distributing 18,000 shelf-stable meals, and over 105,000 pieces of PPE and hygiene products for the network.

Each year, the Ohio Association of Community Action Agencies develops a plan to meet the needs of our network as we know them. We plan training, conferences, toolkits, and other supports to build the capacity of our members and advance the mission of helping people and changing lives. As conditions change, we remain flexible to continue meeting the needs of our members. In 2020, those unforeseen needs were more than we ever expected, yet just as our network quickly responded to their communities, we responded to our network.

In the early days of the pandemic, Ohioans were faced with food shortages and a lack of

Doing these things allowed staff to continue the essential services they provide every day. We met with state officials and elected representatives to share the challenges of operating during a pandemic and the barriers Ohioans were experiencing. And, we helped to secure funding for our network, which allowed Community Action to respond to the needs of the communities.

Through coalitions, special task forces, and partnerships, OACAA produced two special reports. These reports not only detailed the new challenges, but also presented solutions. We pivoted from in-person conferences and trainings to virtual workshops and maintained strong

resources and capacity building opportunities pertaining to the pandemic, remote operations, racial equity, emergency responses, and even stress and anxiety management. The Association fostered the relationships of our peers and enhanced communication throughout the network to come out even stronger on the other side of the pandemic.

Community Action makes me proud every day—and it has throughout my career. The over 8,800 staff across the state are passionate about the work they do, which makes them effective and efficient in helping others. Throughout this report, I expect that you'll see 2020 through a different lens. You'll see hope, encouragement, strength, and care. You'll see a tenacious network of people who never give up, resilient customers who never let go of their will to keep trying, and an Association of dedicated staff who support them along the way.

2020 is a year we will forever remember.

Janice W. Warner,  
CCAP  
board president



In the future, when we look back to the year 2020, we will certainly have a lot of emotions that rise to the surface: anxiety, sadness, confusion, but also hope, gratitude, and some joy. Because as difficult as the year was, there were great triumphs to celebrate, as well.

The Community Action Network was created to respond to years like 2020, and for the past 57 years, we've been doing just that for families throughout Ohio. Collectively, as a country, we experienced something we never thought possible with the pandemic. Our customers, too, have faced barriers to self-sufficiency they may never have imagined—even when removing the pandemic as a factor. Those barriers may have included an illness, but have also included income loss, restrictions to education, or limited transportation access. That is why our network continues our work to help people and save lives.

In 2020, Community Action re-

sponded quickly, and we remain at the helm providing essential services as we continue to battle the pandemic and recover.

Emergency food and hygiene supplies that were vital to the survival of our neighbors were distributed across the state. Access to internet and technology to support remote education were made available, and keeping people safe in their homes to reduce the spread of COVID-19 was a priority.

We cannot forget our partners throughout the state that stood by our side to make it all happen. Whether it was through funding, securing PPE, or through idea-sharing, they were there to travel this road alongside us.

As you read through this report, I am confident that you will see a story like no other. Our cus-

tomers inspire us every day, our peers inspire us every day, and our communities inspire us every day. Community Action remains an inspiration which truly makes us blessed and unique.

As the board president of the Ohio Association of Community Action Agencies and Ohio Community Action Training Organization, I am proud of the Association's work to help the members in Ohio navigate the pandemic and our response. It is because of our network's strength, resilience, and passion to make a difference that we accomplished so much and helped so many.





# Wilberforce University

When the pandemic hit, many students were thrust into working or studying outside of the classroom. To better equip students and help maintain their paths to graduation, OACAA partnered with Wilberforce University to provide much-needed technology to support students' remote learning.

"OACAA [was] an ideal partner in Wilberforce's endeavor to address the Digital Divide," said Dr.

Tashia Bradley, executive vice president and chief innovation officer at Wilberforce University. "Black communities have been grappling with gaps in accessing devices and WiFi. These are the types of gifts that help reduce that gap and help support the university's commitment to ensuring student success. We are appreciative of OACAA for partnering with us to address this issue."

The pilot project provided 100 eligible students who were impacted by the pandemic access to a personal laptop, which enabled them to continue their studies through distance learning. The computers also came preloaded with Apportis software, which supports access to mental health resources even without connection to a local WiFi network.

## training & technical assistance

100%

of our membership agencies received training or technical assistance last year

The mission of Ohio Association of Community Action Agencies is to strengthen the Community Action Network in Ohio. To do that, we foster relationships, partnerships, and provide capacity-building opportunities through training and technical assistance.

In 2020, as many others pivoted to virtual offerings, OACAA quickly did the same to continue high-level operations to serve our members. Community Action-specific trainings were held to foster communications

and idea-sharing, enhance equity opportunities and resources, promote stress relief techniques for the network, and enhance human resources capacity. Communication between the Association and the network peers increased through virtual meetings and trainings.

OACAA also quickly responded to the needs of Ohioans and members by purchasing shelf-stable food, distributing hygiene products, and coordinating purchases and distribution of PPE to member

agencies. The Association also piloted a program with Wilberforce University to increase support of remote education for college students with technology and mental health support.

Virtual conferences were developed to continue highly regarded training opportunities and workshops. Though we look forward to reconvening in-person, we also anticipate continuing to offer virtual workshops to reach even more Community Action professionals than ever before.



818

Community Action professionals trained



100

laptops provided to college students for distance-learning



5

agency-specific training and technical assistance



18,000

shelf-stable meals purchased



4

data and research reports released



86,798

pieces of PPE purchased or delivered to OACAA members in response to the pandemic\*



13

in-person or virtual workshops and conferences

\*includes 20,000 personal-size soap bottles; 98 5-gallon jugs of hand sanitizer; 44,700 face masks; 22,000 pairs of gloves.



# 2020

Exemplary Program  
award winners

Ohio Association of Community Action Agencies honored two programs, which provide significant community impact, at the 2021 Winter Legislative Conference in January. For the first time, this event was held virtually due to the COVID-19 pandemic.

An exemplary program designation is awarded to programs which have been expertly evaluated and determined to be innovative and creative anti-poverty initiatives. Since 2019, OACAA has partnered with Ohio University Voinovich School of Leadership and Public Affairs to independently review all program nominations. Nominations meeting the threshold of exemplary status receive the designation and recognition.



## Pathways HUB

Community Action Akron-Summit's Pathways HUB program works collaboratively to coordinate services for at-risk women to improve birth outcomes in the greater Akron area. The program supports

expectant mothers throughout their pregnancy to link them with needed services without duplication with community health workers' support. The Pathways HUB aims to improve access to treatment for

substance use disorders and other barriers that low-income, at-risk women may encounter. The program is based on a national Pathways HUB model.



## Legal Clinic

Miami Valley Community Action Partnership's Legal Clinic aids individuals who have few resources and pressing legal challenges. At the time of the award, the program had served 650 clients and addressed some of the most critical needs, including drivers' license suspensions, housing issues, and criminal record expungement. By addressing legal barriers, clients have successfully acquired and

maintained viable employment while also keeping families in safe housing.







## Meet Madelyn

When Madelyn Suber needed assistance with utility bills, she turned to IMPACT Community Action. When Madelyn decided to change careers to earn a more livable wage, IMPACT was once again there to help. Though she was determined to become financially self-sufficient, Madelyn explained part of her employment journey involved working through mental barriers.

“The act of making a change is daunting for most, especially for me,” Madelyn said. “The one thing that I did know was that I was not going to accept defeat.”

Together with an IMPACT self-sufficiency coach, Madelyn was able to find a career that was best suited for her skills. She enrolled in IMPACT’s Road-s2Work program—a five-week course providing certified driver and life skills training. One week after earning her commercial driver’s license, Madelyn was employed.

By utilizing multiple services offered by her local Community Action Agency and working with a trusted coach, Madelyn was able to provide for her family while also working to achieve her career goals. IMPACT has remained a mentor to Madelyn, supporting her on her path to lasting triumphs.

“I gained a skill, learned some lessons, and, with the help of IMPACT, created an opportunity for unlimited success,” Madelyn said. “I’m thankful for Community Action and how it strengthened my economic mobility to a better future.

helping people. changing lives.

88

counties in Ohio served by  
47 Community Action Agencies

Ohio’s Community Action Agencies serve children, adults, seniors, veterans, persons with disabilities, and low- and moderate-income individuals and families in every Ohio county. The locally controlled programs are tailored to meet the community’s needs, though some common themes are present throughout the state and therefore look similar throughout the network. Programs that focus on education, housing, jobs, asset building, health,

community preservation, and more illustrate Community Action’s holistic approach to alleviating poverty.

The Community Action model of service is a proven and effective way to strengthen not only individuals and families but the entire community. While families may experience an emergency that must be solved quickly to restabilize them, Community Action does not stop there. Instead, agencies work with Ohioans to address their unique chal-

lenges, develop solutions, and overcome barriers to reach their fullest potential.

During the pandemic, many families who had never before needed assistance found themselves in vulnerable financial positions. Community Action was there to help. The Community Action Network was built to respond to community needs quickly. 2020 illustrated the network’s ability to do just that by helping people and saving lives.

*Agencies remained open throughout the pandemic, though some specific programs were forced to close temporarily due to lock downs and other restrictions. Community Action remained committed to helping families with programs such as emergency rental and mortgage assistance, utilities, food access, and other assistance. As of this writing in 2021, Ohio’s Community Action Agencies are serving households in record-breaking numbers.*



408,016

Ohioans served (unduplicated count-- individuals served may have received multiple services)



194,743

families served



144,436

children served

\*Agency data retrieved from Ohio Department of Development 2019 Annual Report data



employment

2,235

(or 55%) of unduplicated participants achieved positive outcomes out of 4,029 total participants

In April 2020, Ohio's unemployment skyrocketed to 16.4% within one month, which is over three times the pre-pandemic rate. Non-essential individuals who were unable to pivot to at-home work environments during pandemic shut-downs filed for unemployment compensation to keep their households afloat. When

doors began to open once again, many found it difficult to return to their former employers due to health concerns or lack of childcare access.

Community Action's employment programs helped many Ohioans overcome their barriers and return to the workforce. Through counseling and

training, Ohioans gained new skills, which enabled them to obtain and maintain living wage employment. Today, unemployment has returned to the pre-pandemic rates, though employment programs continue to advance Ohio's workforce.

SERVICES



9,278

post-employment supports



321

employment supplies



2,951

skills training & opportunities for experience



3,001

career counseling



11,192

job search assistance

Meet Jesse

Jesse Munoz had only \$50 and neither an ID nor a social security card when he sought assistance from his local Community Action Agency. Yet those obstacles did not hinder his ability to overcome what stood in his way to becoming self-sufficient.

Jesse's journey began with enrollment in an Opioid-3 program and related leadership training during his incarceration. After his release, representatives from the program helped him obtain the necessary paperwork for supportive services. Coupled with support from the Jefferson CAC's Rapid Rehousing program, Jesse was able to secure stable housing and rent assistance before enrolling in a work experience program.

After gaining work experience through the program job placement, Jesse then moved to unsubsidized part-time work in the evening while he balanced day-time welding training courses. Jesse completed his basic welding course and his impressive class performance earned him an invitation to the next advanced welding class. He has since maintained part-time employment as he continues to hone his welding skills.

Through resiliency and support from the Jefferson CAC's emergency services, workforce, and housing programs, Jesse continues to defeat barriers and inspire others.



\*Agency data retrieved from Ohio Department of Development 2019 Annual Report data





## Meet Illana & Gabriel

Lima-based mother of three Michelle Peake-Warren is grateful for the Head Start programs that gave her comfort as a parent and her children the tools to succeed in Kindergarten and beyond.

Michelle's youngest child, Illana, participates in West Ohio Community Action Partnership's (WOCAP) Early Head Start program and loves reading with her teacher and doing other stimulating social, emotional,

and intellectual growth activities. Last year, Illana met with her teacher via Zoom.

"She lights up when the Zoom app comes out," Michelle explained laughing. "She knows it is time for [Early] Head Start and to read her books."

Both the Early Head Start and Head Start programs use a Parents as Teachers curriculum which identifies

each child's specific needs and helps the parents be part of the learning process. Michelle explained that her son Gabriel's Head Start teachers catered the program around his strengths and needs, and also suggested age-appropriate homework activities so he could excel.

"He would not have been prepared for kindergarten had he not done Head Start," Michelle said.

## education & cognitive development

21,546 (or 96%) of unduplicated participants achieved positive outcomes out of 22,428 total participants

The Community Action Network's outstanding education and cognitive development programs provide children and adults with the resources to succeed. According to the National Head Start Association, enrolling children in school-readiness programs can have many significant and lasting impacts. Children who participate in Head Start are 12% less likely to live in poverty as adults, and also 29% less likely to receive public assistance.

For adults, earning a license and completing a work experience program can pave a path for higher paying jobs. The National Institute for Education Statistics found that the proportion of 16- to 65-year-olds earning more than \$50,000 was greater for those who had earned a non-degree work credential than those without.

By working to educate the entire family, the Community Action Network helps Ohioans young and grown set and achieve new goals.

### SERVICES



77,519  
child & young adult education programs



55  
post-secondary education supports



341  
school supplies



4,937  
home visits



7,984  
extra-curricular programs



2,131  
adult education programs

\*Agency data retrieved from Ohio Department of Development 2019 Annual Report data



income & asset building

9,003

(or 88%) of unduplicated participants achieved positive outcomes out of 10,241 total participants

Many factors contribute to a family’s overall financial health including earning a living wage, building assets, and learning money management. At Community Action, we know customers work hard to provide for their families, which is why the network does not stop at emergency assistance. The holistic approach to restabilizing families considers both short- and long-term needs, including helping Ohio-

ans create and reach their income and asset goals. The steps to building assets can look different for every person. While some are working to build a budget and cover basic monthly expenses, others may be ready to save for an emergency, purchase a reliable vehicle to get back-and-forth to work, or attend higher education.

Many of Ohio’s Community Action Agencies support customers with financial literacy and counseling. Individual Development Account programs, benefit coordination, and advocacy. By being better equipped to handle daily, monthly, and irregular expenses, customers are better able and supported to advance their overall well-being.

SERVICES

1,945  
training and counseling services



8,167  
asset building



86  
benefits coordination and advocacy



Meet Tonya

Aspiring to fulfill her dream career in chemistry, Tonya\* enrolled in her local Community Action Agency’s Individual Development Account (IDA) program where she developed lasting saving habits and moved towards self-sufficiency.

“As a single mom, the benefit of the program has made a huge difference,” Tonya said. “It’s not just a way to pay for school; it helps establish a savings habit as well. The investment in the success of my academic and financial future is something I truly appreciate.”

The IDA program offered by Lifeline, in partnership with the Ohio CDC Association, encourages participants to meet a predetermined monetary goal while completing financial empowerment and specific asset training. Participants can choose either a down payment for education, home ownership, or capitalization for a micro business. At completion, participants receive a match amount of 8:1 for their asset purchase.

“Tonya’s experience in the IDA program has given her the basic skills to establish a plan for her education and her career, but more importantly it has identified resources to allow her to continue to grow,” Lifeline program coordinator Tiffany Menosky said.

\*Name changed to maintain anonymity

\*Agency data retrieved from Ohio Department of Development 2019 Annual Report data





## Meet Scot & Christy

When Scot and Christy Bien of Cincinnati lost employment due to pandemic lay-offs they turned to their local Community Action Agency—the “Godsend,” in Christy’s words, who helped the couple re-stabilize.

After months of frequent moves in pursuit of employment, and walking five miles to work in the absence of a car, the Biens worried about

losing their home. Heightening their concern was Hamilton County’s decision to resume eviction cases amid pandemic restrictions. Scot, who had been renovating affordable housing units, was concerned his family would need a unit. Then, they found the Community Action Agency of Cincinnati-Hamilton County.

Assisting with the management of

\$60 million in federal pandemic aid, this CAA helped families like the Biens pay up to 12 months of unpaid past rent and three months of future rent. The Biens were also able to obtain furniture, food, and gas. The assistance allowed the couple to save for and purchase a car, and Scott made plans to resume college classes. They continue to encourage others to turn to their local Community Action Agency.

## affordable housing

324,879 (or 94%) of unduplicated participants achieved positive outcomes out of 347,147 total participants

Access to safe and affordable housing options remains critical in helping Ohio families re-stabilize and meet basic needs. Without the stress of housing insecurity and health issues related to poor-quality living, families can work to meet personal goals and seek new employment opportunities

The pandemic-related economic downturn heightened the need for affordable housing in 2020. Ohioans struggled with higher rates of unemployment

and reduction of both hours and wage, making it difficult for families to pay rent. Though eviction moratoriums were issued, some landlords still threatened eviction or neglected their responsibilities.

Ohio’s Community Action Agencies responded by providing an unprecedented number of families with rent and mortgage assistance. Increased funding for energy assistance programs was directed towards families struggling to pay for

utilities. With the support of the Community Action Network, thousands of Ohioans received the stability they needed to respond to other pandemic-related challenges. Through housing development projects, managing affordable properties, and making repairs to keep low-income homeowners safely in their houses, Community Action remains committed to ensuring access to affordable housing as Ohio recovers from the pandemic.

## SERVICES



13,167  
housing payment and eviction prevention services



1,174  
housing maintenance and improvement



287,419  
utility payment assistance



6,555  
weatherization services



4,642  
housing placement/rapid re-housing

\*Agency data retrieved from Ohio Department of Development 2019 Annual Report data



# 2020

CARES-funded rental and mortgage assistance

The Coronavirus Relief Fund allowed Ohio's Community Action Agencies to assist homeowners and renters affected by the pandemic. The program, also known as Ohio Home Relief Grant, was made available beginning November 2, 2020.

The COVID-19 pandemic cre-

ated a great need for assistance and Community Action Agencies were ready to assist. Within just four months, 20,456 unduplicated households received assistance with past-due mortgages, rent, or utilities. In the previous year, as noted on page 17, just over 13,000 households were assisted throughout 12 months in 2019.

The program continues to make a positive impact across the state. Below are just some of the customers' stories.

For more information about current funds available, contact your local Community Action Agency which can be found on pages 29-31.

## Career transitioning during a pandemic

Katrina S. had been a full-time truck driver traveling across the US and Canada for over sixteen years. When her kids' schools were closed, she had no other choice but to stay off the road. As her savings started to deplete, Katrina was faced with another choice: reach out for assistance or lose her home.

"When being faced with evictions,

[going] down to the courts to be told you have to remove yourself, your items, your family from the home, that's something no mother wants to hear—a single mother at that," Katrina said.

"When I was told I had to leave, I reached out to IMPACT about needing assistance—not now but right now!"

Not only did Katrina receive assistance to keep her family in their home, but she also enrolled in IMPACT Community Action's Connections program to train for a new career. She is now stable in her home having avoided eviction, and well on her way to a new career as a phlebotomist.

## Providing solid ground for financial recovery

When Susan\* lost her job due to the pandemic, and her fiancé could not work due to health issues, she reached out to the Community Action Committee of Pike County for help. After her unemployment ended in December, they got behind on rent payments and were facing eviction. Though she

was able to secure a job at Dollar General, the couple was still facing eviction while trying to catch up from the income gap.

Susan's household qualified for rental assistance for the past due amount, and paid in advance to allow them stable footing while they

recover financially.

"I was in shock then tears flowed," Susan said. "This [assistance] saved me on levels I can't explain. This is allowing me to get my life back on track."

## Grief and recovery during a pandemic

Overwhelmed, depressed, and frantic about the prospect of being evicted and having utilities disconnected, Tom\* reached out to Miami Valley Community Action Partnership for help. His income had been significantly reduced due to layoffs related to the pandemic and he was facing eviction because

he was three months behind on rent.

MVCAP quickly came to his aid to complete the paperwork necessary to keep his wife and two small children safely housed. While processing his application, Tom's wife contracted COVID-19 and passed

away. As Tom assumed his new role as sole caregiver of his two young children while grieving the death of his wife, MVCAP worked to pay his back rent, three months of future rent, and his delinquent utility bills.

## emergency pandemic assistance



1,944

households received mortgage assistance



16,077

households received rental assistance



5,671

households received utilities assistance

## Pandemic shut-downs impact on small business & families

In early 2020, the pandemic forced businesses to close to reduce the spread of the virus and keep Ohioans healthy. Brooke\*, a 44-year-old dance instructor, was one business owner impacted when she closed her dance studio. When she was permitted to reopen, her operating expenses were higher to maintain a clean environment and keep the students safe,

but fewer children were enrolled. By November 2020, Brooke was several months past due on her mortgage payments and facing foreclosure.

Northwestern Ohio Community Action Commission reviewed and approved Brooke's application quickly and paid her past due mortgage payments and the upcoming December

payment. Brooke also qualified for assistance with her utilities to pay past due balances and she received emergency propane during the winter. Because of NOCAC's help, Brooke has restabilized her home with her two sons and can continue rebuilding her small business.

## Restabilizing after income gaps

On the brink of losing her home, Kim reached out to Great Lakes Community Action Partnership for help. Even before COVID-related shutdowns began, Kim and her husband were hit by an unexpected factory closure in late 2019, which cost Kim's husband his job that he had worked at for nearly 15 years. After the factory closed, he was hired to train employees at another company, but this work came to a quick end when workplaces began shutting

down in early 2020 due to the coronavirus.

Though working again today, the previous gaps in employment and income continued to wreak havoc on their finances as they worked to earn regular income.

"It was pretty much a stretch of unemployment," Kim shared.

Kim was referred to Community Ac-

tion by the local United Way to avoid an eviction. The COVID Relief funds helped with rent and utilities to restabilize their household. Now secured once again, Kim and her husband have the stability they needed to move forward.

"You have no idea how much this has done for us," Kim said. "We are incredibly grateful and so appreciative of GLCAP and Tina [case manager] for this help."

\*Data provided by Ohio Department of Development reporting period 11/1/2020 - 3/1/2021

\*\*Names changed to maintain customer anonymity





# Family Medical Centers

When Covid-19 plagued the state, the Family Medical Centers of southern Ohio stepped up in a big way, partnering with the National Guard and local trustees to efficiently test and vaccinate thousands.

The Family Medical Centers (FMC) is operated by Ironton-Lawrence Community Action Organization and provides pediatrics, dental, women’s care, behavioral health, and family care to over 14,000 patients annually. Last year, FMC facilitated 14 pop-up National Guard testing sites administering as many as 80 tests per day.

“When there was so much unknown, [testing] was something we could do,” certified nurse practitioner Katie Wagner said.

When cases spiked in July, FMC purchased a trailer to serve customers. From a parking lot, staff administered hundreds of rapid tests, persevering even when the July heat melted the shoes of nurse practitioner Melissa Callahan.

On top of testing efforts, FMC implemented a no-cost transportation program to vaccination sites, a staff vaccination incentive program, and telehealth services. In 2020, FMC staff conducted over 15,000 telehealth patient visits to grateful community members. Through these programs, thousands of Ohioans received the care they needed.

“[Family Medical Centers] may be little, but we are mighty,” Wagner said.

# health & development

255,737

(or 99.7%) of unduplicated participants out of 256,526 total participants achieved positive outcomes

The disparity in health-care access among Ohioans was emphasized during the COVID-19 pandemic. According to the results of the U.S. Census Bureau 2020 Household Pulse survey, a greater number of low-income Ohioans reported being uninsured and unable to receive needed medical care

than higher-income Ohioans last year. Inability to receive healthcare thus confounded other pandemic-stressors—such as employment loss—that disproportionately affected low-income Ohioans.

In response, the Community Action Network facilitated hun-

dreds of community testing and vaccination sites, as well as provided transportation to these and other medical facilities. With this assistance, thousands of Ohioans were able to receive necessary treatment and health screenings.

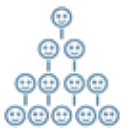
## SERVICES



32,413  
health services, screenings, and assessments



5,856  
dental services, screenings, and exams



4,586  
reproductive health services



887,708  
nutrition and food or meals



27,422  
wellness education



2,394  
family skill development



658  
mental and behavioral health



1,604  
emergency hygiene assistance



1,475  
support groups

\*Agency data retrieved from Ohio Department of Development 2019 Annual Report data





# Ohio National Guard

When necessary safety procedures prevented Hocking Athens Perry Community Action (HAPCAP) from accepting help from their generous volunteers, the National Guard stepped in—the force whose tactical service brought not only relief but comfort during a challenging time.

The talented National Guard men and women deployed to the HAPCAP-operated Southeast Ohio Foodbank ensured food distribution efficiency by streamlining the loading process and expertly directing traffic. With their help, HAPCAP was able to support the influx of local Ohioans needing assistance.

“Each month, the National Guard has done the work of about 100 volunteers,” said HAPCAP’s Community Relations Specialist Lindsey Hackworth. “We have been able to increase our mobile distributions by 600% thanks to them. Their work has allowed us to reach more homes in Southeast Ohio, and it has been life-saving.”

HAPCAP and the local families served remain grateful for the National Guard’s service and their radiating warmth that many said could be felt behind their masked faces. It is these selfless acts from Ohioans supporting Ohioans that help fulfill the mission of Community Action.

## civic & community involvement

1,896

(or 89%) of unduplicated participants achieved positive outcomes out of 2,135 total participants

Community Action is committed to engaging all members of the community to improve the community. Each agency has a tri-partite Board of Directors comprised of members from the public, private, and low-income sectors

who are directly involved in decision-making and oversight of the agencies. Volunteers are vital to the mission of Community Action as each helps to support the network and allows agencies to

make a greater impact. With almost one million hours volunteered throughout Ohio, Community Action is definitely making a significant impact on communities! And, over 80% of those hours are volunteered by low-income individuals.

### SERVICES



953,554  
volunteer hours



143  
leadership and board membership



100  
volunteer training



183  
Getting Ahead and citizenship classes



5,835  
voter education and access

\*Agency data retrieved from Ohio Department of Development 2019 Annual Report data



multiple domains

420,670 total services  
(may include duplicated participants)

To successfully facilitate the wide array of Community Action programs, the network relies on several key services that span multiple domains. From transportation to customer advocacy interventions, these services are crucial in

helping Community Action Agencies connect Ohioans with the tools they need to work towards self-sufficiency.

This year, the Community Action Network served a record number of Ohioans in the wake

of the pandemic. The expansion of transportation services to vaccination sites and case management workers to support the influx of cases proved invaluable in helping Ohioans meet education, employment, and affordable housing goals.

## SERVICES



138,925

case management, eligibility determinations, and referrals to partners



581

identification documents, re-entry services, legal assistance, and immigration support services



274,373

transportation services



4,672

emergency clothing assistance



1,040

child and eldercare



1,079

mediation/customer advocacy interventions

## Transportation

Community Action drivers in Hancock and Wyandot County truly delivered this year by expanding services to provide free rides to health appointments and nearly 4,000 bags of transportation information and personal protective equipment to community members.

The Community Action Commission of Hancock, Hardin, Wyandot, and Putnam Counties (HHWP CAC) operates two low-cost, first-come-first-serve public transportation services: Hancock Area Transportation Services (HATS) and Wyandot Ride Service. During COVID-19, drivers from the HATS transportation team delivered boxes of food from Chopin Hall and the Salvation Army to homebound seniors and veterans in Hancock County. Major Diana Morales of the Findlay Salvation Army Office admires the positivity of the HATS drivers who continue to collect boxes monthly from the Salvation food pantry.

“[The staff] pick the food boxes up with smiles on their faces ready to deliver them to those in need,” Morales said. “Even in the snow and rain, they arrive smiling.”

Representatives from HHWP CAC, the Findlay Salvation Army office, and other local agencies, have also continued their monthly meetings virtually to address pressing pandemic-related community needs.

“We are all doing what we can to make the community stronger,” Morales said.



financial reports

STATEMENT OF ACTIVITIES

OACAA & OCATO 1/1/2020 through 12/31/2020

Revenue	\$ 1,909,397
Expenses	\$ 1,899,314
Net Assets 1/1/2020	\$ 670,957
Net Assets 12/31/2020	\$ 681,040
Change in Assets	\$ 10,083

STATEMENT OF FINANCIAL POSITION

OACAA & OCATO 1/1/2020 through 12/31/2020

Assets:	
Cash	\$ 279,387
Cash Investments	\$ 276,333
Grants Rec	\$ 238,577
Accounts Rec	\$ 8,199
Prepays	\$ 27,687
Fixed Assets	\$ 0
Total Assets:	\$ 830,183
Liabilities:	
Accounts Payable	\$ 76,511
Accrued Payroll	\$ 66,332
Deferred Revenue	\$ 6,300
Total Liabilities:	\$ 149,143
Net Assets:	\$ 681,040
Total Net Assets & Liabilities:	\$ 830,183

ASSOCIATION RATIOS



3.73 Quick Ratio

Quick Ratio is an indicator of short-term liquidity and measures ability to meet short-term obligations. A ratio over 1.5 is usually considered favorable.

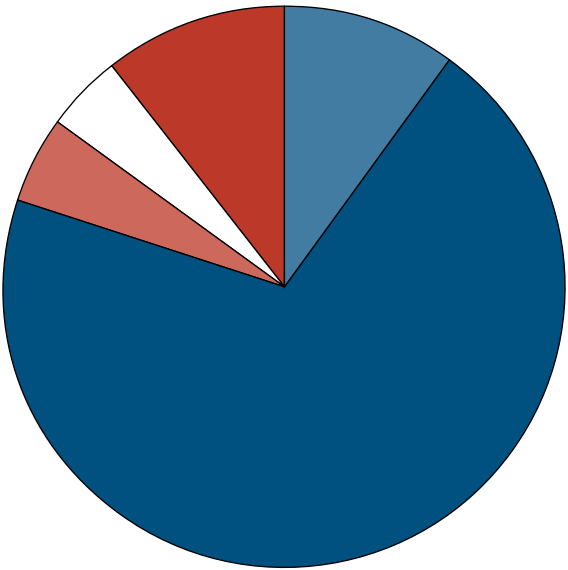


0.18 Debt Ratio

Debt Ratio is the ratio of total debt to assets; it can be interpreted as the proportion of assets that are financed by debt. A ratio of less than 0.40 is usually considered favorable.

CAA FUNDING

Federal CSBG	\$ 58,456,795
Federal (non-CSBG)	\$ 408,141,839
State	\$ 28,364,095
Local	\$ 26,423,340
Private	\$ 59,880,934
Total Funding:	\$ 581,267,003



Federal non-CSBG (70%) Federal CSBG (10%) State Funding (5%) Private Funding (10%) Local Funding (5%)



# Board of Trustees

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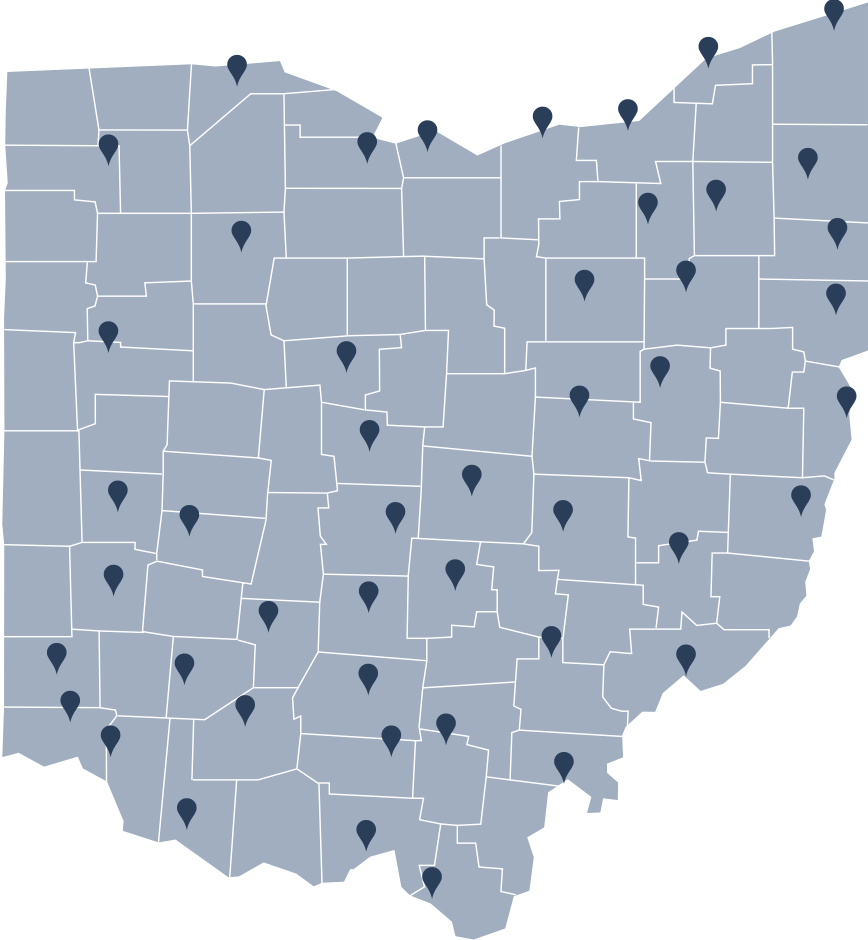
Shelia Triplett  
Mahoning-Youngstown Community Action Partnership

Beth Urban  
IMPACT Community Action

# Ohio's Agencies

To learn more about your local Community Action Agency, visit [www.oacaa.org](http://www.oacaa.org), or visit your local agency's website listed below.

Directory continued on pages 30-31



- Adams Brown Community Action Partnership**  
Counties Served: Adams; Brown  
(937) 378-6041 | [www.abcap.net](http://www.abcap.net)

**Ashtabula County Community Action Agency**  
Counties Served Ashtabula  
(440) 997-5957 | [www.accaa.org](http://www.accaa.org)

**Bridges Community Action Partnership**  
Counties Served: Champaign; Delaware; Logan; Madison; Shelby; Union  
(937) 642-4986 | [www.bridgescap.org](http://www.bridgescap.org)

**Clermont County Community Service, Inc.**  
Counties Served: Clermont  
(513) 732-2277 | [www.cccsi.org](http://www.cccsi.org)
- Clinton County Community Action Program**  
Counties Served: Clinton  
(937) 382-8365 | [www.clintoncap.org](http://www.clintoncap.org)

**Community Action Agency Cincinnati-Hamilton County**  
Counties Served: Hamilton  
(513) 569-1847 | [www.cincy-caa.org](http://www.cincy-caa.org)

**Community Action Agency of Columbiana County**  
Counties Served: Columbiana  
(330) 424-7221 | [www.caaofcc.org](http://www.caaofcc.org)

**Community Action Akron Summit**  
Counties Served: Summit  
(330) 376-7730 | [www.ca-akron.org](http://www.ca-akron.org)



# Ohio's Agencies

continued from page 29

**Community Action Commission of Belmont County**  
Counties Served: Belmont  
(740) 695-0293 | [www.cacbelmont.org](http://www.cacbelmont.org)

**Community Action Commission of Erie, Huron & Richland Counties, Inc.**  
Counties Served: Erie; Huron; Richland  
(419) 626-4320 | [www.cacehr.org](http://www.cacehr.org)

**Community Action Commission of Fayette County**  
Counties Served: Fayette  
(740) 335-7282 | [www.cacfayettedcounty.org](http://www.cacfayettedcounty.org)

**Community Action Committee of Pike County**  
Counties Served: Pike  
(740) 289-2371 | [www.pikecac.org](http://www.pikecac.org)

**Community Action Council of Portage County**  
Counties Served: Portage  
(330) 297-1456 | [www.cacportage.net](http://www.cacportage.net)

**Community Action Organization of Scioto County**  
Counties Served: Scioto  
(740) 354-7541 | [www.caosciotocounty.org](http://www.caosciotocounty.org)

**Community Action Wayne/Medina**  
Counties Served: Medina; Wayne  
(330) 264-8677 | [www.cawm.org](http://www.cawm.org)

**Gallia-Meigs Community Action Agency**  
Counties Served: Gallia; Meigs  
(740) 367-7341 | [www.galliaameigscaa.org](http://www.galliaameigscaa.org)

**GMN Tri-County CAC**  
Counties Served: Guernsey; Monroe; Noble  
(740) 732-2388 | [www.gmntrico.org](http://www.gmntrico.org)

**Great Lakes Community Action Partnership**  
Counties Served: Ottawa; Sandusky; Seneca; Wood  
(419) 333-6020 | [www.glcap.org](http://www.glcap.org)

**HARCATUS Tri-County Community Action Org.**  
Counties Served: Carroll; Harrison; Tuscarawas  
(740) 922-0933 | [www.harcatus.org](http://www.harcatus.org)

**HHWP Community Action Commission**  
Counties Served: Hancock; Hardin; Putnam; Wyandot  
(419) 423-3755 | [www.hhwpcac.org](http://www.hhwpcac.org)

**Highland County Community Action Org.**  
Counties Served: Highland  
(937) 393-3458 | [www.hccao.org](http://www.hccao.org)

**Hocking Athens Perry Community Action**  
Counties Served: Athens; Hocking; Perry  
(740) 767-4500 | [www.hapcap.org](http://www.hapcap.org)

**IMPACT Community Action**  
Counties Served: Franklin  
(614) 252-2799 | [www.impactca.org](http://www.impactca.org)

**Ironton-Lawrence County Community Action Org.**  
Counties Served: Lawrence  
(740) 532-3534 | [www.ilcao.org](http://www.ilcao.org)

**Jackson-Vinton Community Action**  
Counties Served: Jackson; Vinton  
(740) 384-3722 | [www.jvcai.org](http://www.jvcai.org)

**Jefferson County Community Action Council**  
Counties Served: Jefferson  
(740) 282-0971 | [www.jeffersoncountycac.com](http://www.jeffersoncountycac.com)

**Kno-Ho-Co-Ashland Community Action Commission**  
Counties Served: Ashland; Coshocton; Holmes; Knox  
(740) 622-9801 | [www.knohoco.org](http://www.knohoco.org)

**Lancaster-Fairfield Community Action Agency**  
Counties Served: Fairfield  
(740) 653-4146 | [www.faircaa.org](http://www.faircaa.org)

**LEADS Community Action Agency**  
Counties Served: Licking  
(740) 349-0809 | [www.leadscaa.org](http://www.leadscaa.org)

**Lifeline, Inc.**  
Counties Served: Lake; Geauga  
(440) 354-2148 | [www.lclifeline.org](http://www.lclifeline.org)

**Lorain County Community Action Agency**  
Counties Served: Lorain  
(440) 245-2009 | [www.lccaa.net](http://www.lccaa.net)

**Mahoning Youngstown Community Action Partnership**  
Counties Served: Mahoning  
(330) 747-7921 | [www.mycaphelp.com](http://www.mycaphelp.com)

**Miami County Community Action Council**  
Counties Served: Miami  
(937) 339-2111 | [www.miamiacac.org](http://www.miamiacac.org)

**Miami Valley Community Action Partnership**  
Counties Served: Darke; Greene; Montgomery; Preble; Warren  
(937) 341-5000 | [www.miamivalleycap.org](http://www.miamivalleycap.org)

**Muskingum Economic Opportunity Action Group**  
Counties Served: Muskingum  
(740) 453-5703 | [www.meoag.org](http://www.meoag.org)

**Northwestern Ohio Community Action Commission**  
Counties Served: Defiance; Fulton; Henry; Paulding; Van Wert; Williams  
(419) 784-5136 x1101 | [www.nocac.org](http://www.nocac.org)

**Ohio Heartland Community Action Commission**  
Counties Served: Crawford; Marion; Morrow  
(740) 387-1039 | [www.ohcac.org](http://www.ohcac.org)

**Opportunities for Individual Change of Clark County**  
Counties Served: Clark  
(937) 323-6461 | [www.oicofclarkco.org](http://www.oicofclarkco.org)

**Pathway, Inc.**  
Counties Served: Lucas  
(419) 242-7304 | [www.pathwaytoledo.org](http://www.pathwaytoledo.org)

**Pickaway County Community Action Org.**  
Counties Served: Pickaway  
(740) 477-1655 | [www.picca.info](http://www.picca.info)

**Ross County Community Action Commission**  
Counties Served: Ross  
(740) 702-7222 | [www.rosccac.org](http://www.rosccac.org)

**Stark County Community Action Agency**  
Counties Served: Stark  
(330) 454-2157 | [www.sccaa.org](http://www.sccaa.org)

**Step Forward**  
Counties Served: Cuyahoga  
(216) 696-9077 | [www.stepforwardtoday.org](http://www.stepforwardtoday.org)

**Supports to Encourage Low-Income Families**  
Counties Served: Butler  
(513) 868-9300 | [www.selfhelps.org](http://www.selfhelps.org)

**Trumbull Community Action Program**  
Counties Served: Trumbull  
(330) 393-2507 | [www.tcaphelps.org](http://www.tcaphelps.org)

**Washington-Morgan Community Action**  
Counties Served: Morgan; Washington  
(740) 373-3745 | [www.wmcap.org](http://www.wmcap.org)

**West Ohio Community Action Partnership**  
Counties Served: Allen; Auglaize; Mercer  
(419) 227-2586 | [www.wocap.org](http://www.wocap.org)

# Staff

Philip E. Cole  
Executive Director

Greg Bollenbacher  
Fiscal Director

Kathryn A. Clausen  
Communications Director

Jeannette M. Jarrett  
Operations and Support Specialist

Lorie McClain  
Program Specialist

Emily Nolan  
Communications and Development Specialist

Josh Summer  
Development Director

# Internal Consultants

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Social Services Director  
Community Action Committee of Pike County

Jeffrey Diver  
Executive Director  
Supports to Encourage Low-Income Families

Laurice Kennedy-Brown  
Community Services Program Manager  
Step Forward, Inc.

Shirley Maul  
Community Action Professional, Retired  
Former Workforce Development Manager

Marylin Montes  
Chief Operating Officer  
Mahoning-Youngstown Community Action Partnership

Julia Wise  
Executive Director  
Highland County Community Action Organization

