



REPORT

TO COMMUNITY



HERE FOR YOU

WHAT WE DO

People are often surprised when they find out all that we do here at Community Action. Some of our programs are well known within the community, but they are not always recognized as a service of our agency. We are glad that people are aware of the services available and are using them. But we want to make sure that we connect individuals and families with all of the resources that can help to make their lives better and move them forward. Throughout this report you will see the many ways we have helped our community over the past year. Our network of services is shown below.



Ashtabula County Community Action Agency will help people achieve self-sufficiency and rise above issues of poverty.



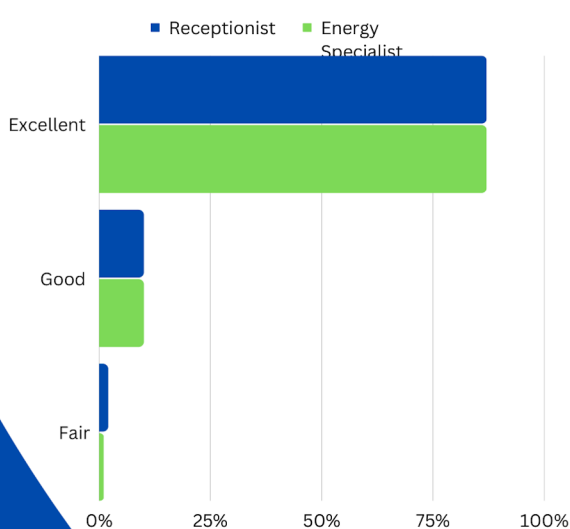
ENERGY SERVICES

UTILITY ASSISTANCE

Community Action has several different programs that make up the Energy Services designed to provide the residents of Ashtabula County with help paying their utility bills. The assistance that is available is primarily for gas, bulk fuel or electricity, but sometimes assistance may be available for other utilities.

Typically, the goal of the Energy Assistance Program is to secure continued utility service for the next thirty days, whether it is for heating in the winter, Winter Crisis Program, or cooling in the summer, Summer Crisis Program.

PIPP Plus, known as the Percentage of Income Payment Plan, allows eligible households to make affordable monthly energy payments on a year-round basis.



SERVICE RATING



"So helpful, it was overwhelming for me."

"I was crying, they told me it was going to be OK."

"I never knew this help existed."

"People do care."

"Very welcoming and super helpful"

"Staff was nothing but helpful."

WINTER CRISIS PROGRAM

4,059

Households Served

\$407,221

Total WCP Utility Assistance Payments Issued

PIPP PLUS

3,906

Households Served

SUMMER CRISIS PROGRAM

399

Air Conditioners Distributed

685

Fans Distributed

\$64,000

Total SCP Utility Assistance Payments Issued

INFORMATION & REFERRAL SERVICES

2 - 1 - 1 ASHTABULA COUNTY

Assistance Through:



10,828
Inquiries



13,542
Referrals

2-1-1 Resource Database:



285
Agencies



776
Programs

Website Visits:



10,281
Unique Visitors

2-1-1 Demographics:



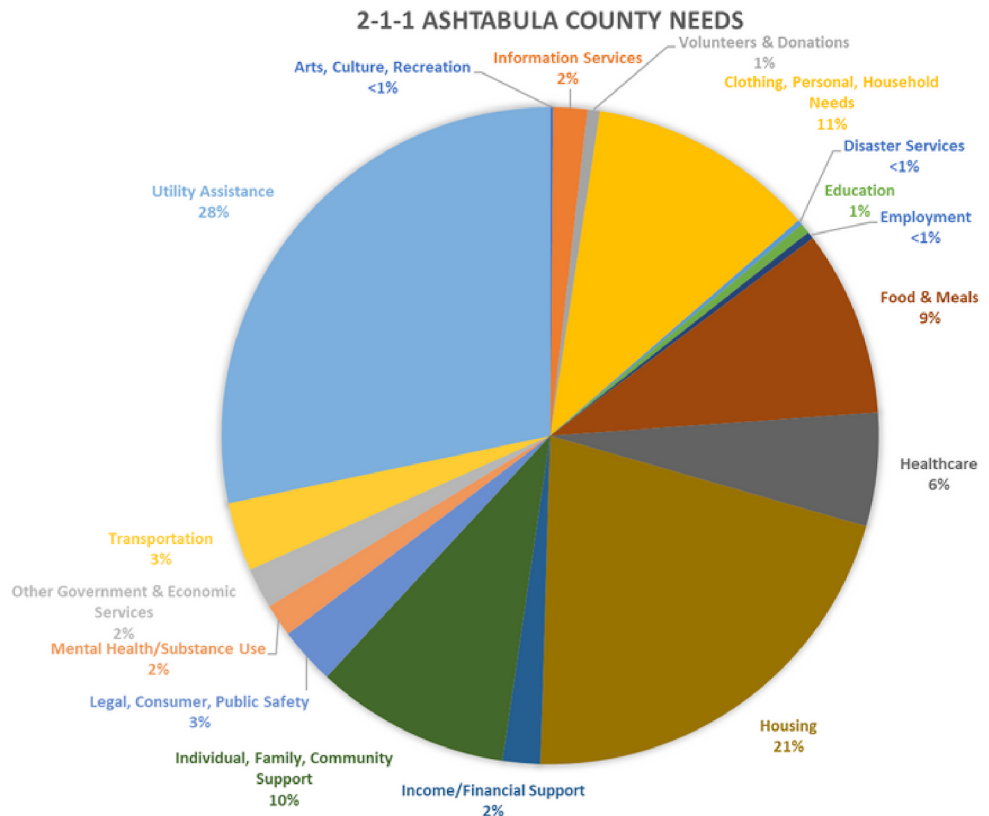
Almost 1 in 3 callers have
minor children in their home*



Over 1 in 3 callers are
older adults (60+)*

*out of info gathered

2-1-1 Ashtabula County connects people in need with services, 24 hours a day, 7 days a week. We provide referrals by phone, email, text, and through our online resource database. For 20 years Community Action has been providing the vital link to resources through the 2-1-1 Ashtabula County program.



Sandra Kelly Community Partner Award

On March 8, 2022, Lighthouse Harvest Foundation was awarded the inaugural "Sandra Kelly Community Partner" award. Sandra "Sandy" Kelly was a longtime operator for the 2-1-1 Ashtabula County Program who passed away in December 2022. Her kind, caring nature was felt by callers and co-workers everyday. We will recognize one agency each year that embodies Sandy's helping spirit and commitment to serving those in need.



FULLY ACCREDITED

In June 2022, 2-1-1 Ashtabula County earned its 3rd Accreditation, proving the program's commitment to service and standards in the field of I&R. The Accreditation, specifically geared for programs engaged in the specialized field of I&R, measures a program's organizational compliance with expected practices within the field as defined by the AIRS* Standards and Quality Indicators for Professional Information and Referral.



**Alliance of Information & Referral Systems*

WAYS TO GET INFORMATION

Providing access to information is the main goal of the 2-1-1 Ashtabula County program and we know that is different for different people. So we provide multiple ways to find the resources you need...



Visit Online

www.211ashtabula.org



Email Us

211@accaa.org



Text Your Zip Code to:

TXT211 (898211)

M-F, 8 am-4 pm



Dial 2-1-1

All day. Every day.



"Like" Us
on
Facebook

[Facebook.com/ashtabulainfo](https://www.facebook.com/ashtabulainfo)

100%

Marked "Yes" to Resource Specialist was polite and helpful

98%

Felt they were listened to and the staff understood their needs

75%

Answered "Yes" the referral helped

12%

Answered "No" because they did not contact the referral

11%

Answered "No" the referral was contacted but could not help them

98%

Would call 2-1-1 again

Success Story

A caller contacted 2-1-1 because they were going in for a major surgery. They knew they would be out of work after the surgery, and wanted to know what programs would be able to help with food, rent, and utilities during that time. Resources were provided over the phone and a resource guide and food pantry list were also mailed. The caller said they had wanted to give up, but after calling they were feeling much more hopeful about what will happen after the surgery.

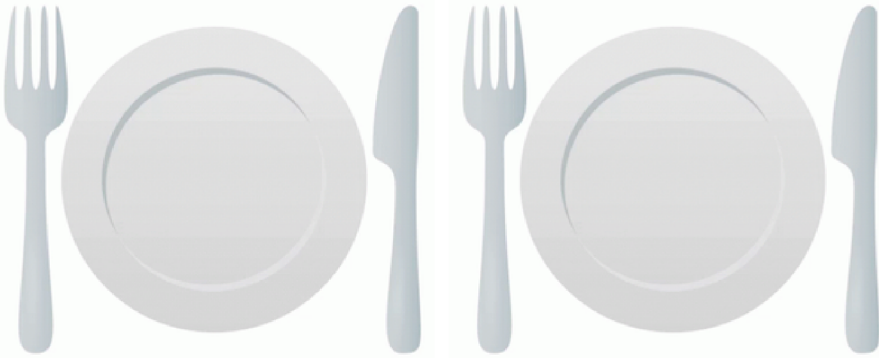
SENIOR SERVICES

SENIOR NUTRITION

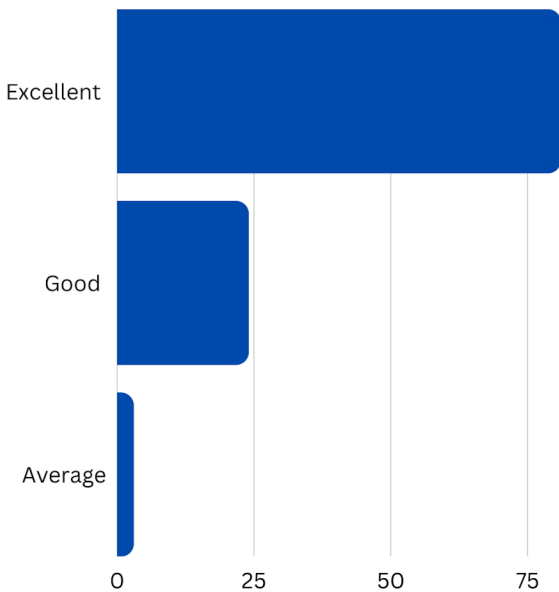
We are privileged to serve our older citizens. From the vital, nutritious, and delicious homemade hot meals delivered to our homebound seniors weekdays by our dedicated Meals on Wheels Drivers, to the Senior Dining Sites that provide that same tasty meal in the company of friends, to the homemaker services...we help keep people safe in their own homes for as long as possible.

HDM 79,996

CONG 20,294



100,290 MEALS



SERVICE RATING

"I have leg problems and can't stand long enough to cook."

"My mom lives alone and is legally blind. So she has difficulty cooking and preparing meals."

"I am getting better nutrition at the site since it's a balanced diet. At home I would only be grabbing a sandwich or worse yet getting fast food!"

93%

HDM seniors feel receiving meals helped them remain in their home

98%

HDM seniors say their driver is courteous and professional

99%

Of Dining Site seniors say the meals have improved their health

MEAL TASTE

90%

Rate the meals excellent or good

HOME REPAIR FOR SENIORS

As part of our overall Home Repair programs, we have special funds available just to assist the older adults in our community who may not have it within their budget to afford repairs that will allow them to stay safely in their own home.

21 SENIOR HOUSEHOLDS SERVED

39
VARIOUS
REPAIRS
COMPLETED

HOMEMAKER

1,609
HOURS OF SERVICE
115
SENIORS SERVED



ENHANCED INFORMATION & REFERRAL FOR SENIORS

Navigating our complex social and human service systems can be difficult for any of us, but it can be even more confusing for our older adults. At 2-1-1, we provide extra assistance to seniors to ensure they get connected to the help they need.

134 Enhanced I&R Senior Callers

922
Total Transactions

Total Advocacy 78
Total Follow-Ups 26
Total Materials Provided 706
Total Research 112



Three simple
numbers... 2-1-1

Success Story

A caller was having trouble after receiving custody of their grandchildren. They were feeling overwhelmed and looking for resources that would help them adjust to this big change in their life.

The 2-1-1 Ashtabula County Community Resource Specialist was able to provide multiple resources to assist with this major transition, including in-home support and counseling services

HOUSING SERVICES

WEATHERIZATION



Through our Home Weatherization Assistance Program, we install materials to make homes more energy efficient, assess the safety of the combustion appliances, and address the quality of the indoor environment. Our team of professionals help make homes healthy, warm, and safe, while lowering energy bills.

99

JOBS
COMPLETED

91%

Marked "Yes" to "Staff Were Professional and Courteous"

92%

Would Recommend Weatherization to Family and Friends



"Very professional!"

"Didn't expect all the work they did, very happy!"

"Asked if I would recommend, already have!"

"No more electric heaters needed."

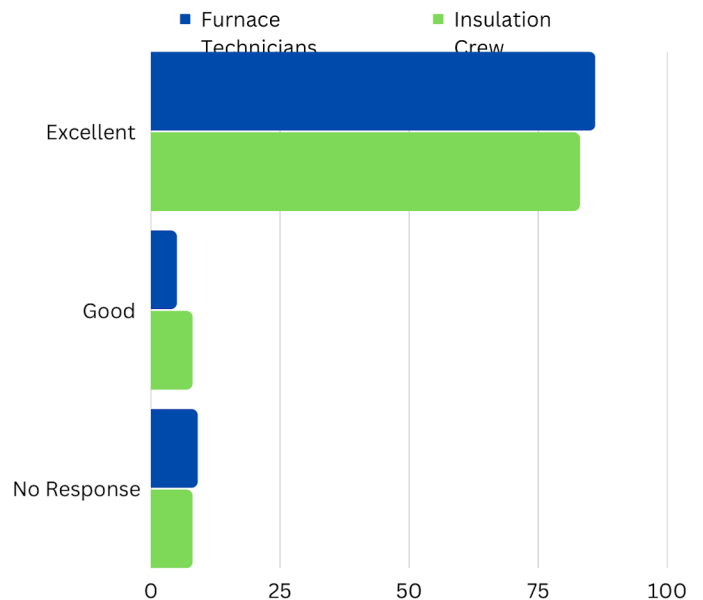
"Good attitudes, would not hesitate to have them back."

"This program has been such a blessing in my life."

"I don't have to be cold anymore."

"My house warms up so quickly now."

"They understood my situation."



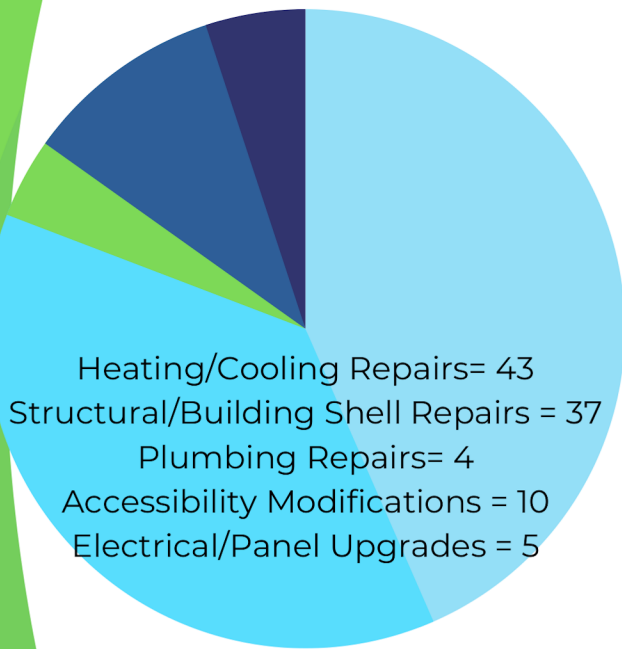
SERVICE RATING

\$372

Average Annual
Energy Cost Savings

HOME REPAIR

In addition to our Weatherization Program, we offer home repairs to help maintain or restore the structure or systems of the home. From a furnace or hot water tank repair, porch or step repair, ramp, grab bar, or handrail installation, roof or electrical repair, correcting these issues help people stay in their homes safely.



**Jobs listed may include repairs done in coordination with the senior home repair funding.*

99
VARIOUS
REPAIRS
COMPLETED

66
HOUSEHOLDS
SERVED

NEW HOPE HOMELESS ASSISTANCE

At times circumstances force people to leave their homes and they find themselves seeking a place to live. The New Hope program can help people get back on their feet and stabilize their housing situation. The program provides rental subsidy and support services to homeless individuals and families to help them get re-established. Together with the New Hope staff, they will set goals, identify barriers to success, and determine the resources available to help them move forward.

34
Individuals
or Families
Housed

74%
Households
with
Children

112
Rental
Assistance
Payments

\$138,239
Total Rental
Assistance Payments

EDUCATION SERVICES

HEAD START

Head Start is a federally funded school-readiness program that focuses on preschool children and their education but that is only where things start. We see school readiness as well beyond just ABC's and 123's and we focus on the whole child because children who are struggling in other areas are less able to be successful in the classroom. Also, a large part of the Head Start program relates to the Family and engaging the Family in the education process for their child.

We know that the success of the child is dictated by the success of the family. In order to help your child, get ready for school, we also help your family with setting and achieving their goals.



Ashtabula County Head Start is a 5-star rated (via the State of Ohio – Step Up to Quality Program) preschool at all sites in operation, meaning each site provides the highest quality preschool educational services.



98%

Attendance

395

Children Served

Head Start parent, Alyssa, finished her online classes and in January she completed her Associates Degree in Applied Sciences with a major in Business Administration.



\$984,999

Value of In-Kind Services

We embrace a play-based philosophy as children learn best through play at this age.

SCHOOL SUPPORTS

The Dragon Empowerment Center (DEC)-Community Learning Center is a collaboration with the Ashtabula Area City Schools. Started in 2018, this initiative continues to provide support services to students, families, and the community so that all can be successful in school and in life. The DEC offers assistance with basic needs, health services, academic supplements, and enrichment activities. The goal is simple- remove barriers so that all kids can come to school ready-to-learn.



115
VOLUNTEER
HOURS

200

Students
Received
Dental Services
Onsite

8

Students
Received Help
With Vision



6

Students
Intensive
Tutoring

109

Students Served
In Summer

528

Summer Meals
Provided

CLC PROJECTS ASHTABULA COUNTY

The Community Learning Center expansion continued at Grand Valley Local Schools with activities at The Mustang Stable. Basic needs were provided for and work began on implementation of the outcomes of the Community Input phase. Also launched the Community Input Phase for Buckeye Local Schools District's, The EDGE.



Student Comments:

"I love tutoring!"

I wish I could stay at the DEC all day!"

Parent Comments:

"I don't know what I would do without your help."

"It is so nice to have a place like this to help."

Success Story:

"K.B., a first grader was held back because she was not academically prepared to progress with her same age peers. She started tutoring after school two days per week and is now performing above grade level. She asks everyday 'Do I get to come to DEC today?'"

DOLLY PARTON'S IMAGINATION LIBRARY

As the local affiliate of the Dolly Parton's Imagination Library of Ohio, Community Action enrolls and promotes this well-known literacy program that provides a free book each month to all children birth to age 5 in Ashtabula County.



2,852

Children Served

30,907

Books Provided

BOOK BUDDIES



Through a grant from the Molina Foundation we received boxes and boxes of brand new books, 30,000 new books! The shipment included random quantities and a variety of titles and authors. The books, for adults and young adults, were to be given away free to encourage reading and increase literacy.

CAREER READINESS



The inaugural Career Summer Day Camp was held in August 2022 at Camp Beaumont. Students learned more about in-demand career fields, met with local employers, and engaged in team building activities.

94%

Would recommend the camp to a friend

77%

Stated they learned something new about local careers

"I loved the camp. I enjoyed it all and would want to come back."

Partners included: Growth Partnership of Ashtabula County, Youth Opportunities, and Lake Erie Council Boy Scouts/Great Lakes Adventures

HEALTH SERVICES

WOMEN, INFANTS & CHILDREN

WIC helps eligible pregnant and breastfeeding women, women who recently had a baby, infants, and children up to 5 years of age. provides infants and children with a healthy start in life by improving poor or inadequate diets. WIC provides nutrition education, breastfeeding education and support, supplemental, highly nutritious foods and iron-fortified infant formula, and referral to prenatal and pediatric health care and other maternal and child health and human service programs.

2,610

FAMILIES
SERVED

6,779

TOTAL VISITS

WIC CLINIC LOCATIONS:



COMMUNITY ACTION HOME VISITING

Home visiting services provide education and support to families to increase prenatal care for improved childbirth outcomes, promote positive parent-child interactions, ensure healthy child development, increase access to healthcare services and promote family self-sufficiency.

192

FAMILIES
SERVED

1,713

TOTAL VISITS

Success Story

We started services with Mom in early 2021 when her baby was a few months old. She is a single Mom with three other young children, the oldest having special needs.

She participated actively in all aspects of the program, while working to complete her college degree in December 2021. She is now working full-time, to provide for her family, and expecting the birth of another baby in March 2023. Her family goal was to move out of public housing; she has now purchased and has a home of her own. She is grateful for the support she has been given by ACCAA.

Community Action Home
Visiting is a...



COVID RELIEF SERVICES

During the past year, there were still several programs available to help provide relief from the lingering impacts of the pandemic.

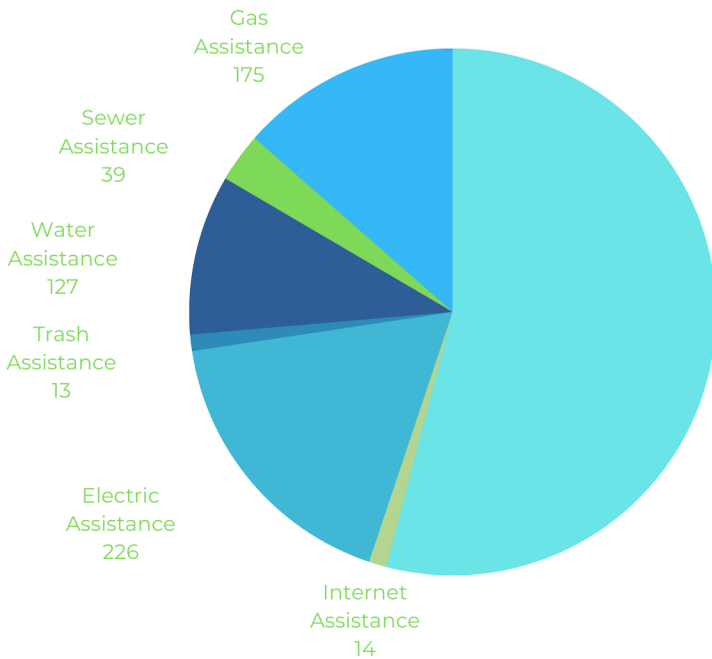
CARES HOME RELIEF

\$2,201,245

Total Assistance Provided

Rent Assistance
699

Offering rent and utility assistance for households impacted by COVID.



SAVE THE DREAM

Mortgage, homeowner fees and taxes, and utility assistance to homeowners impacted by COVID 19.

\$1,042,546

Total Assistance Provided

964

Households Served

19

Mortgages Saved

\$578,645

Total Tax Assistance Provided



CAR REPAIR PROGRAM



30

Total Served

With the supply issues presented by the pandemic, the available automobile inventory was low. Additionally, inflation made cars unaffordable for many. The Car Repair program provided assistance of up to \$2,000 for repairs needed to help keep our customers on the road.

EMERGENCY SUPPLY DISTRIBUTION

Vulnerable populations and those experiencing homelessness continued to struggle to stabilize due to the COVID impacts, emergency kits and boxes were distributed to assist them.

239

Kits/Boxes
Distributed

LOW-INCOME HOUSEHOLD WATER ASSISTANCE PROGRAM



A new program to assist with a water and/or a wastewater utility if it has been disconnected, in disconnection, transferring service, or starting new service for those impacted by COVID.

256 Households Served

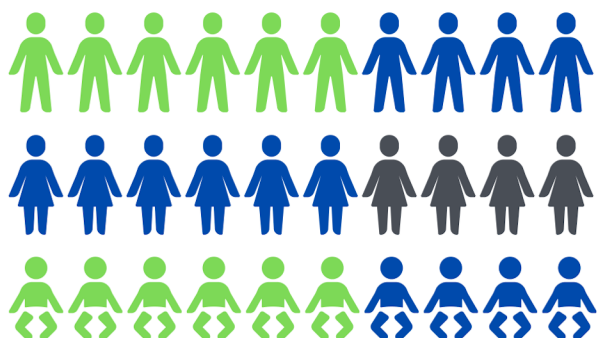
DIGITAL SUPPORT

25

Households
Served

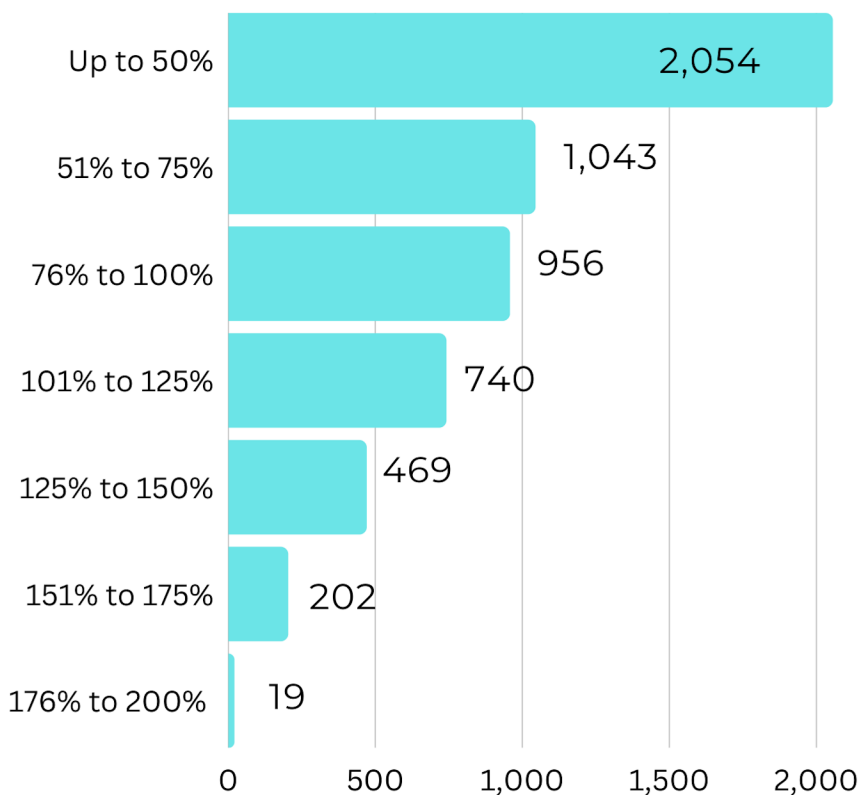
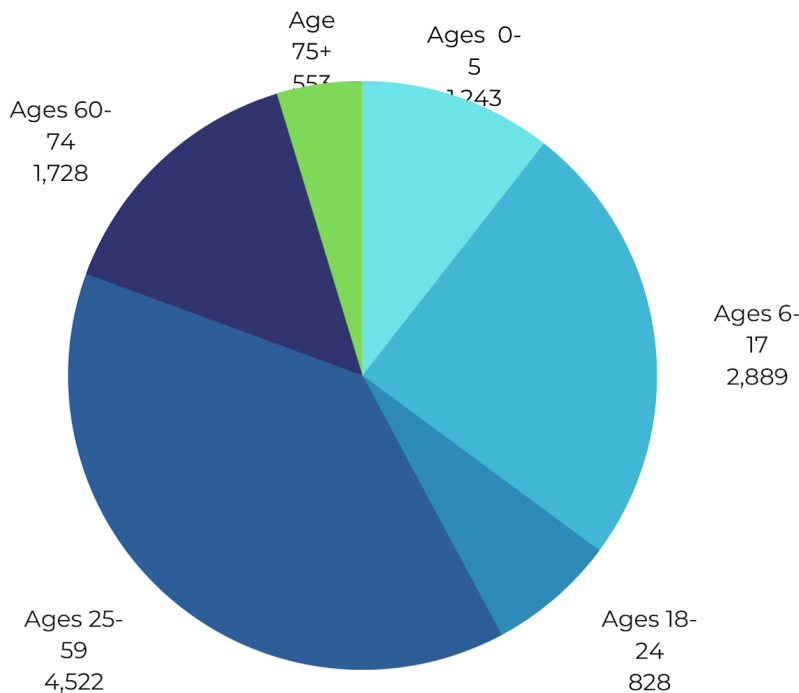
The goal of this program was to assist low-income households to access services digitally. Refurbished Chromebooks were provided, as well as digital literacy skill training.

SUMMARY OF THOSE WE SERVED



11,763

Total individuals about whom one or more characteristics were obtained



1 IN 5

Single Person Household

1 IN 10

Female Single Parent Household

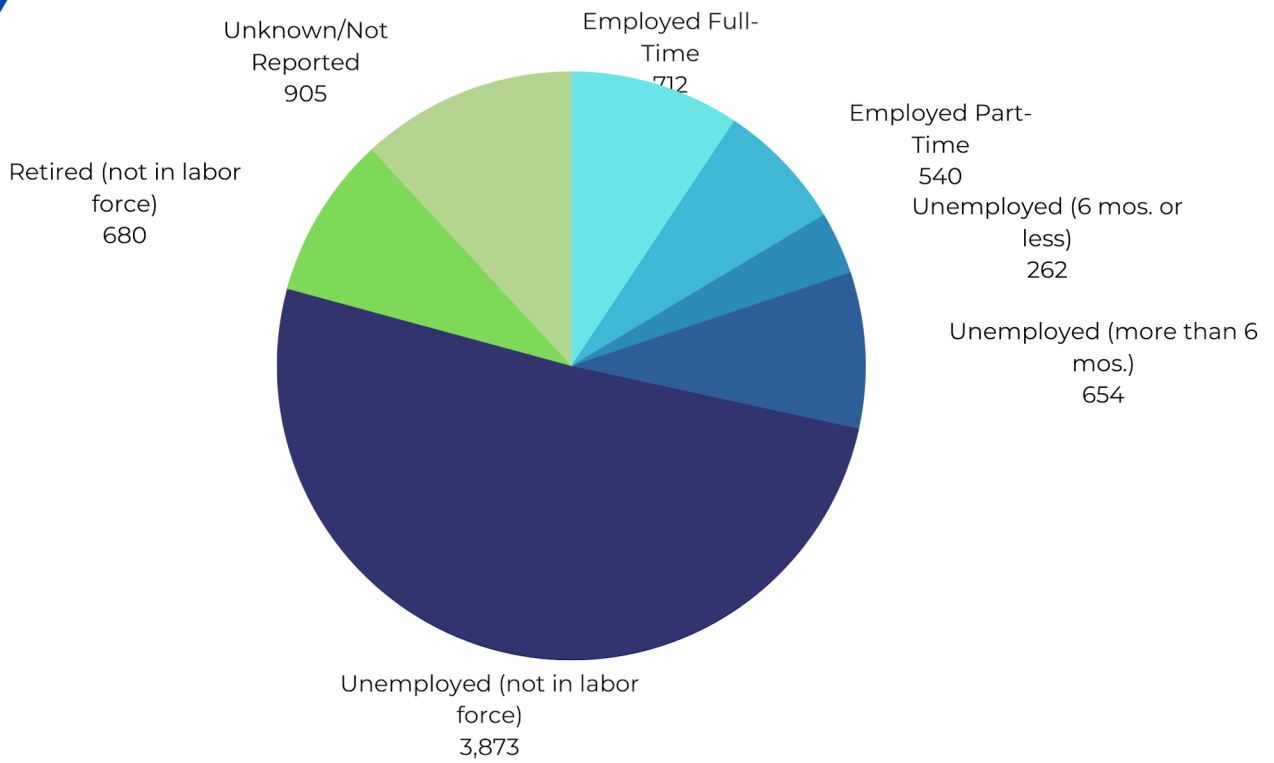
8,401

Medicaid Health Insurance

LEVEL OF HOUSEHOLD INCOME

Almost... **4,000**

Reported their source of income was Non-Cash Benefits only



EMPLOYMENT STATUS

STRATEGIC PLAN

The Agency completed its 3 year strategic plan. Five major goals and areas of improvement were developed based on surveys to staff, community partners, and through discussion groups.



Strategic Planning process assistance facilitated by Ohio Community Action Training Organization (OCATO)

Staff support and development

ACCAA seeks to provide more staff recognition activities as well as review pay/benefits for all staff.

Technology upgrades

ACCAA seeks to upgrade its software and hardware and make other related improvements and cyber security protections.

New programs and services

ACCAA has a number of new pending opportunities to pursue. In addition, expansion of some services will be explored.

Social Enterprise expansion

ACCAA seeks to expand its existing social enterprises and investigate new potential enterprises in order to meet its mission and raise needed revenue.

Communications and branding

ACCAA would like to develop stronger branding of all programs and services under ACCAA and improve communications, especially internally.

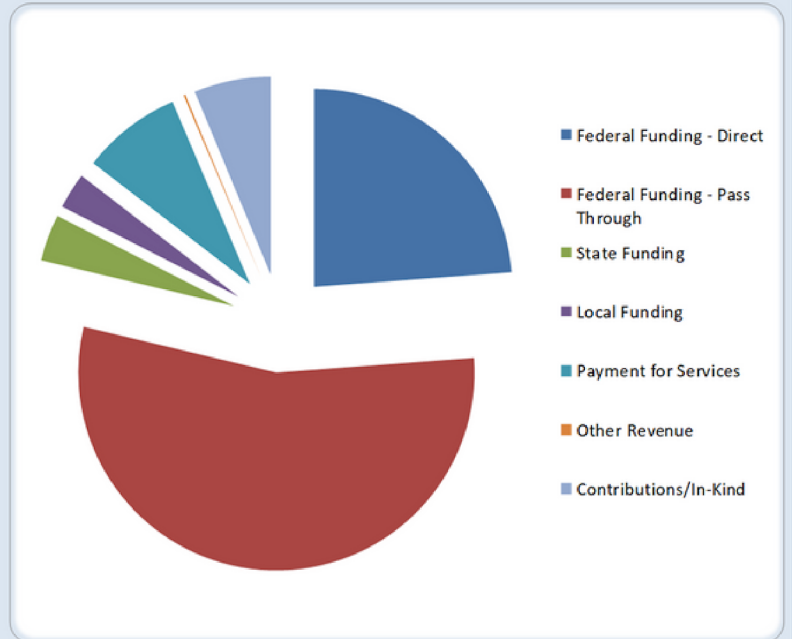
ACCAA

ANNUAL REPORT FY 2023

Fiscal Year April 1, 2022
through March 31, 2023

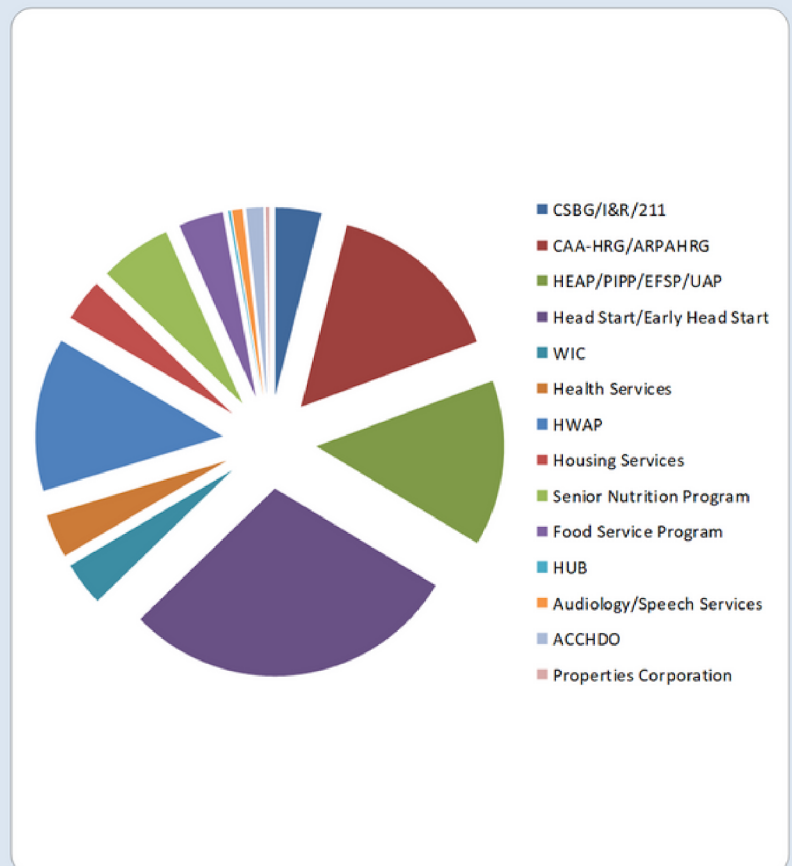
SOURCES OF FUNDS

Federal Funding - Direct	\$	3,762,785
Federal Funding - Pass Through	\$	8,670,182
State Funding	\$	601,494
Local Funding	\$	463,538
Payment for Services	\$	1,286,413
Other Revenue	\$	22,809
Contributions/In-Kind	\$	988,286
Total	\$	15,795,508



EXPENDITURES BY MAJOR PROGRAM

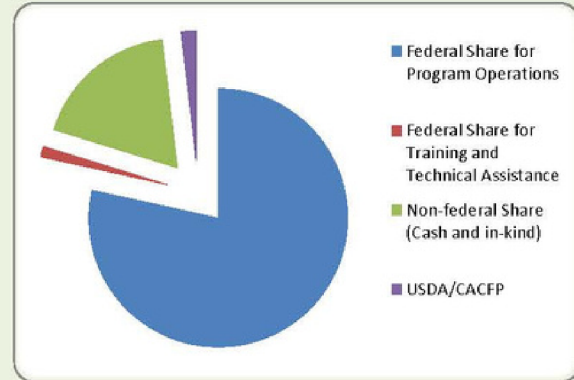
CSBG/I&R/211	\$	606,791
CAA-HRG/ARPAHRG	\$	2,366,471
HEAP/PIPP/EFSP/UAP	\$	2,198,734
Head Start/Early Head Start	\$	4,474,887
WIC	\$	582,562
Health Services	\$	578,530
HWAP	\$	2,031,853
Housing Services	\$	560,352
Senior Nutrition Program	\$	950,207
Food Service Program	\$	590,475
HUB	\$	25,974
Audiology/Speech Services	\$	138,908
ACCHDO	\$	227,387
Properties Corporation	\$	42,634
Total	\$	15,375,767



Fiscal Year April 1, 2022
through March 31, 2023

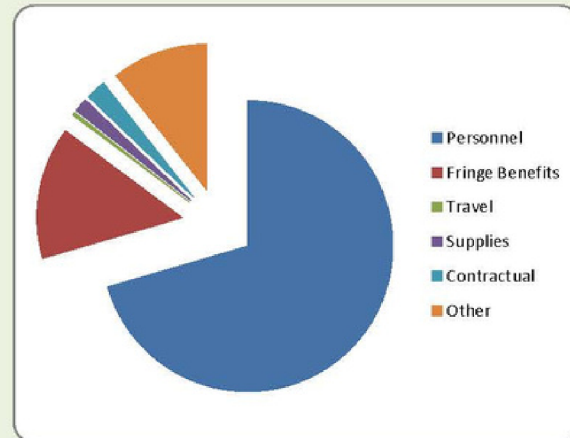
SOURCES OF FUNDS

Federal Share for Program Operations	\$	3,654,108
Federal Share for Training and Technical Assistance	\$	61,809
Non-federal Share (Cash and in-kind)	\$	855,441
USDA/CACFP	\$	88,178
Total	\$	<u>4,659,536</u>



EXPENSES BY CATEGORY

Personnel	\$	3,178,229
Fringe Benefits	\$	663,015
Travel	\$	16,879
Supplies	\$	70,190
Contractual	\$	101,228
Other	\$	480,009
Total	\$	<u>4,509,551</u>



Personnel - includes wages paid to employees for their services in the Early Head Start and Head Start Programs. It also includes In-Kind wages for donated services.

Fringe Benefits - include the costs for FICA/Medicare, Workers Compensation, Unemployment Compensation, Health/Dental/Life Insurance and Retirement Benefits.

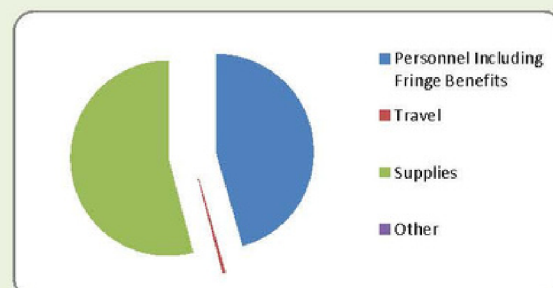
Travel - includes transportation and Hotel/Per Diem charges for out of service area travel.

Contractual - includes the costs for Training Consultants, Health/Disabilities/Mental Health Consultants, Employment related Consultants, Legal and Auditing services and for Computer/Copier/HVAC contracts.

Other - includes costs for all related costs for Buildings/Space, Telephones, Insurance, Vehicles, Staff Development, Postage, Advertising and Recruitment, Local Travel, and Membership Dues.

CHILD AND ADULT CARE FOOD PROGRAM BUDGET

Personnel Including Fringe Benefits	\$	68,759
Travel	\$	556
Supplies	\$	81,550
Other	\$	-
Total	\$	<u>150,866</u>



The USDA Nutrition Assistance Programs provide children and low-income individuals access to food, a healthful diet, and nutrition education. Through the provisions in the Improving Head Start for School Readiness Act of 2007 (Public Law 110-134), any child enrolled in Head Start is now automatically eligible for free meals provided by the USDA Programs. We provide a Breakfast, lunch or afternoon snack while the child attends our Head Start program.

LOCATIONS

Dial 2-1-1 for specific program locations, hours of operation, and other details.



6920 AUSTINBURG RD.
Weatherization Program, Planning,
and Administration Offices



4200 STATE RD.
WIC, Health Service & Senior
Nutrition Program Office, Energy
Assistance Program, Head Start
Satellite Classrooms, and
Community Development



4510 MAIN AVE.
Head Start

COLLINS
Early Head Start



BOARD

OF DIRECTORS

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Policy Council*

Michael Meaney- *Advisor***

Our Board is composed of fifteen members... 1/3 public officials representatives, 1/3 private sector representatives, and 1/3 participant representatives. *The Board also has a seat for an appointee from ACCHDO. **As well as an advisory position for legal expertise with Head Start regulations.