

# 2019 Report to the Community



# The COMMUNITY ACTION COMMITTEE OF PIKE COUNTY



## Mission Statement

It is the mission of the Community Action Committee of Pike County to improve the well-being and independence of those we serve.

## Vision Statement

It is the vision of the Community Action Committee of Pike County to be the leading community service provider and employer of choice in the region.



## Message from the Executive Director

With each year comes new challenges and opportunities and I am humbled to say that the staff and volunteers of The Community Action Committee of Pike County continuously rise above and embrace every situation. We continue to fulfill our vision and mission statement in every aspect of what we do. Thank you to all.

In 2019, the Community Action Committee of Pike County employed **259** individuals and had a total budget of **\$22.1 million**. The Board of Directors is made up equally of representatives from the public, private & low income sectors of Pike County.

## **Governing Board Members**

### ***Representing the Public Sector***

**Paul Price (Pike Co. Judge)**  
**Justin Brewster (Pike Co. Clerk of Courts)**  
**Blaine Beekman (Pike Co. Commissioner)**  
**Rob Junk (Pike Co. Prosecutor)**  
**Misty Brewster (Pike Co. Recorder's Office)**

### ***Representing the Private Sector***

**Sandi Rhoads (Pike Metropolitan Housing)**  
**Rick Patrick (Peoples Insurance)**  
**Azzie Osborne (Pharmacist)**  
**Thomas Adkins (Chamber of Commerce)**  
**Marjorie Goble (Valley View Health Centers)**

### ***Representing the Low-Income Sector***

**Cassandra Smith (Head Start)**  
**Pam Johnson (Recovery Council)**  
**Josh Remy (Faith-Based)**  
**Phyllis Snyder (Job & Family Services)**  
**Lindsay Schrader (First National Bank)**



# Women, Infants, and Children (WIC) Program *Program Director:*

*Emily Miller*

The Pike County WIC program, located at the Valley View Health Center Waverly Site works to provide nutrition and breastfeeding education services and food assistance to pregnant, postpartum and breastfeeding women, infants, and children. We partner with community resources such as local doctors, Head Start, Help Me Grow, and Elizabeth's Hope Pregnancy Resource Center to meet all of our clients' needs as best we can. In 2019, WIC provided food benefits for an average of 715 people per month. We also were able to offer another mode of safe access to healthy foods through the annual Farmers' Market Nutrition Program (FMNP). During the summer of 2019, WIC issued 197 sets of FMNP vouchers worth \$20 per set for a total of \$3,940 worth of farm fresh fruits, vegetables, and herbs. Additionally, WIC held its first annual Mommy and Me Photoshoot in August with much success.

Pike County WIC's goal is to better the nutritional standings of pregnant, postpartum and breastfeeding women, infants, and children through nutritional education, breastfeeding support, and food assistance. Other goals for WIC include fewer low birth weights, higher iron levels for all the population served, and higher breastfeeding rates.



## Energy Programs

*Program Director: Chad Diehl*

**HWAP:** The Home Weatherization Assistance Program (HWAP) performs home weatherization services including attic, floor, and wall insulation; air leakage reduction, heating unit inspections, and repairs; and water heating inspections and repairs. Our agency completed 23 weatherization projects in 2019 through the HWAP program.

**AEP CAP:** The American Electric Power Community Assistance Program (AEP CAP) provides home energy inspections and weatherization services to AEP customers that are at or below 200% of the federal poverty level. This program can provide families with LED light bulbs, water-saving showerheads, assess the efficiency of refrigerators and freezers, and provide weatherization services. We performed 91 energy inspections, replaced 47 inefficient appliances, replaced 1 inefficient heat pump, and completed 1 weatherization project in 2019 through the AEP CAP program.

**EPP:** The Electric Partnership Program (EPP) provides home energy inspections and weatherization services similar to the AEP CAP program. However, to qualify for the EPP program you must be on the Percentage of Income Payment Plan (PIPP) with American Electric Power or at/below 150% of the federal poverty level. Through this program, we performed 161 energy inspections, replaced 183 inefficient appliances, and completed 4 weatherization projects in 2019.

**Ohio Housing Trust Fund:** The agency has also partnered with COAD to complete work through the Ohio Housing Trust Fund (OHTF). The OHTF is a flexible state funding source that provides affordable housing opportunities, expands housing services, and improves housing conditions for low-income Ohioans and families. The Funds support a wide-range of housing development, emergency home repair, handicapped accessibility modifications, and services related to housing and homelessness. Through this program, the agency completed 6 housing projects in 2019.





# Early Childhood Programs

***Program Director: Barbara Davis***

The Community Action Committee of Pike County Early Childhood Program promotes school readiness of children ages birth to five by supporting the development of the whole child. The program supports children's growth and development in a positive learning environment through a variety of services which include early learning, health, and family well-being. The program offers two service models and is based on the needs of the community.

The center-based service model is offered at five locations throughout the county. Locations include the CAC Piketon site, the Pike County YMCA, Waverly Primary, Eastern Elementary, and Western Elementary. In addition to Head Start and Early Head Start, the program provides Early Childhood Education (ECE) classes for the Scioto Valley, Eastern and Western local school districts and child care for working families. All teachers have early childhood education degrees and are trained to implement a research-based curriculum. All children receive health and development screenings and receive individualized learning experiences.

The home-based service model assigns a dedicated staff person who conducts weekly home visits to children in their own home and work with parents to promote family well-being. Group



socializations are planned twice a month. Pregnant women can also enroll in the home-based service option to receive support and resource materials throughout pregnancy,

The Early Childhood Program is responsive to the ethnic, cultural, and linguistic heritage of each child and family. Parenting and Kinship Support Group meetings are offered throughout the school year.

## **Reviews and Special Recognitions:**

- All centers are Step Up to Quality 5-star rated
- The Piketon and YMCA sites are certified as Ohio Healthy Programs
- Centers are licensed and inspected at least annually by ODJFS or ODE
- Federal Reviews in 2019 were fully in compliance
- 95% of preschool children were up-to-date on required immunizations

## **2019-20 Early Childhood Program Enrollment Statistics**

- **311 children and pregnant women were served.**
- **100% of enrolled children received developmental, speech, vision, hearing, and social/emotional screenings.**
- **10% of enrolled children had special needs.**
- **93% of referred children received mental health services.**
- **99% of enrolled preschool children received physical exams.**
- **90% of families were involved in setting family goals to improve self-sufficiency.**
- **75 families received Health Care Institute training.**



# Social Services Program

*Program Director: Pam Crawford*

The Social Service Program of the Community Action Committee of Pike County provides a variety of services that help Pike County residents in offices at CAC in Piketon and the Senior Center in Waverly who need assistance from time to time. Services include the following:

- The **Home Energy Assistance Program (HEAP)** provides help with heating and cooling costs through the regular state program, as well as emergency Winter Crisis and Summer Crisis Programs.



- The **Neighbor to Neighbor Program** provides eligible customers with a utility assistance grant applied directly to their AEP Ohio bill. This grant helps limited-income customers maintain or restore their basic electric service. This program helps



those who are experiencing financial hardships and need assistance to help them get back on their feet.

- The **Percentage of Income Payment Plan Plus (PIPP Plus)** program provides reduced gas and electricity payments for low income households with regulated utility companies.



- The **Homeless Crisis Response Program (HCRP)** provides assistance in obtaining safe and affordable housing for individuals and families who are homeless or at risk of being homeless. Pike County served 79 households and 192 individuals in 2019. CAC is the lead agency in Region 3. Partner agencies include Scioto Christian Ministries, Inc., Adams County Shelter for the Homeless, and the Ironton Lawrence Community Action Organization.

- The **Social Security Disability Assistance Program** provides assistance with SSI/SSDI applications through a Licensed Social Worker (LSW) who is certified as a Non-Attorney Representative for SSI/SSDI applicants. The LSW also refers clients to legal aid. Total referrals in 2019 were 224 with 190 receiving legal assistance.

- Pike County has one of the largest participation rates of the **Senior Companion Volunteer Program** funded by the Corporation for Appalachian Development (COAD) with 25,082 hours and 26 senior contracts served by volunteers.

- The **Crisis Fund** is funded through employee and private donations. These funds are never given directly to the client. For instance, if assistance is needed with electric, a check is sent to the electric company; if boots/clothes are needed for employment, a staff member will accompany the client for the purchase. These funds are used after all other options have been exhausted. If you or someone you know is interested in a tax deductible donation, please call 740-289-2371.

- The **Water Bill Assistance (WBA) Program** is funded through the Community Service Block Grant (CSBG). Customer must be disconnected or scheduled for disconnect. WBA offers up to \$200 in assistance for one time help. Must be at or below 125% FPG.

In addition, the Social Services staff provide advocacy on behalf of social service clients for a variety of services based on individual or household needs, totaling 761 households for 2019.

	<u># Households</u>
<b>Home Energy Assistance (Federal):</b>	<b>2,046</b>
<b>Home Energy Assistance (State):</b>	<b>2,360</b>
<b>Percentage of Income Payment Plan :</b>	<b>2,114</b>
<b>Homeless Crisis Response Program :</b>	<b>79</b>
<b>Social Security Disability Assistance :</b>	<b>26</b>
<b>Information &amp; Referral Encounters :</b>	<b>35,401</b>



# Pike County Senior Center

***Program Director: Michelle Diehl***

The Pike County Senior Center is located at 402 Clough Street in Waverly. It was built in 2009, thanks to a Senior Citizens construction and operating levy which passed in 2008. The residents of Pike County graciously passed a 10-year renewal levy in 2017. That levy provides the Pike County Senior Center essential operating funds and opportunities for growth.

The Senior Center also operates the Summer Food Service Program, which provides lunches to area children during the summer months when school is not in session. The Summer Food Service Program is provided to Pike County children at sites located at all branches of the Garnet A. Wilson Public Library and the YMCA. In addition, the Senior

Weekend Meals which provides shelf-stable meals to children each week, Summer Rural Delivery Meals, which provides shelf-stable meals to children who have limited transportation and access to other summer meal programs. The Mobile Farmers Market Program provides fresh produce to families with children participating in the Weekend Meals and Rural Delivery Meals programs.



Center operates 3 additional summer meal programs funded through the Mid-Ohio Food Bank in partnership and support from the Governor’s Office of Faith-Based and Community Initiatives, the Ohio Department of Job and Family Services, and the Ohio Department

of Education. These programs offer Summer

Activities & Services Provided/Hosted by the Senior Center	
Congregate meals	Flu shot clinics
Home-delivered meals	Bunko games
Tax assistance/preparation	Dances
Senior bus trips	Music
Exercise classes	Craft room
Card games	Bingo
Corn hole games	Information/referral services
Monthly senior food boxes	Utility assistance through the HEAP programs

	<i>Served</i>
<b>Congregate Meals:</b>	<b>7,952</b>
<b>Home Delivered Meals :</b>	<b>30,714</b>
<b>Summer Food Meals :</b>	<b>38,218</b>



# Transportation (CATS)

*Program Director:*

*Michelle Diehl*



The Community Action Committee of Pike County operates rural public transit in Pike County through the Community Action Transit System (CATS), the Designated Grantee of the Pike County Board of Commissioners. The Transit Facility is located at 508 Howard Street in Waverly. The Transit Facility consists of administrative offices, bus storage, and a maintenance garage and was constructed in 2012 through a federal grant in cooperation with the Pike County Commissioners and the Community Action Committee of Pike County.



- All CATS passenger vehicles are wheelchair accessible
- Ten vehicle fleet
- Anyone can ride, regardless of age or income
- Transportation available 6 days per week
- Regular, scheduled trips to Chillicothe, Portsmouth, and Columbus
- Routes and schedules online at [www.catsservices.org](http://www.catsservices.org) or by calling 740.835.8474
- Contracted transportation services for businesses and human services agencies

The Community Action Transit System (CATS) also operates a Mobility Management Project funded through the Specialized Transportation Program (Section 5310 Program). The project provides additional transportation opportunities for seniors and individuals with disabilities, and aims to remove barriers to transportation and expand transportation services to meet the needs of seniors and people with disabilities. A full-time Mobility Management Specialist is employed by CAC to assist with overcoming barriers, increase understanding and awareness of transportation needs, and promote coordination of transportation options.



<b>Total One Way Trips :</b>	<b>25,578</b>
<b>Elderly &amp; Disabled Trips :</b>	<b>13,420</b>
<b>Contract Trips :</b>	<b>4,527</b>













**Program Director: Lisa Pfeifer**

The Workforce & Business Development Program (W&B) provides all services under the Workforce Innovation and Opportunity Act (WIOA), as well as assists area small businesses by providing business development services.

The W&B Program serves Pike County and the surrounding area by offering expertise in small business services, free income tax preparation, financial literacy, as well as WIOA and TANF programs and services that prepare adults and youth facing serious barriers to employment.

Participants Served	
Adults	26
Dislocated Workers	10
CCMEP WIOA Youth	26
CCMEP TANF Youth	86

Some of the W&B services offered include Career Readiness Workshops, Occupational Classroom Training, On-The-Job Training (OJT), Youth Programs, and Resume Development Services. Monies are allocated specifically for youth between the ages of 14-24, adults that are

unemployed due to a plant closure or long-term unemployed, and individuals with little or no work experience.

Services offered to area small businesses (including start-ups) include the Business Resource Network (BRN), small business classes, one-on-one training and technical assistance, and computer training. The Small Business Loan Program offers financing to individuals in Jackson, Pike, Ross, Scioto, Adams, Brown, and Lawrence Counties wanting to start, expand, or purchase a small business.

Lending Program Facts (1994 through December 31, 2019)	
Loans Approved	114
Dollars Loaned	\$ 3,110,140
Dollars Leveraged	\$ 6,035,432
Average Loan	\$ 27,281
Business Start-ups/ Expansions	168
Jobs Created or Retained	520
Participants Completing Classroom Training	441
Total Enrolled to Date	1,292

The Workforce & Business Development Program was excited to host a field trip to the Columbus Zoo in October, 2019 for the Comprehensive Case Management Employment



Program's (CCMEP) Youth participants. Along with staff, each Youth had the opportunity to explore all the exhibits the Zoo had to offer. The visit also included an educational scavenger hunt and a tour through the Aquarium. This experience was a first for many in the group and sparked an interest to learn more about, not only the animals in our area, but also wildlife around the globe. The Youth are looking forward to the opportunity to



participate in many more educational events in the future!

The Financial Literacy Program provides classes and one-on-one counseling for any individual seeking a better personal understanding of household money management including personal budgeting and planning. Various topics offered in 2019 included *Managing Your Money Wisely*, *Student Debt Management*, *Dinner on a Dime*, as well as *Couponing Basics* and *Holiday Upcycling!* This program also offers municipal income tax filing courtesy of a grant made possible by:







The W&B Program is an active partner of OhioMeansJobs. The OhioMeansJobs Career Center offers an array of free resources for job search, career planning, and access to community resources. The OhioMeansJobs - Pike County assisted 3,399 individuals who visited the OMJ Career Center from July 1, 2018 - June 30, 2019. Some individuals participated in more than one service.

Employer/Business Services	
Employers Assisted	111
Job Openings Posted	677

Individual Services	
Utilized computers and resources for Job Search and Open Interviews	1,850
Met with OMJ Partners	57
Utilized Re-Employment Services	215
Attended Workshops and Job Fair	469
Inquired about WIOA Services	152
Participated in services for Youth	422

Also, during this time, the OMJ Career Center provided services to Pike and surrounding counties' businesses by posting jobs, taking completed job applications and holding open interviews.

**All services were provided at NO COST to Individuals and Employers**

The W&B Programs and OhioMeansJobs - Pike County began the Transitions Program in 2019. Coordinated through funding from the U. S. Department of Labor & Ohio Department of Job Family Services, the objective of the grant is to provide longer term solutions, intense case management, continuity of care to those affected by the opioid epidemic including those in recovery as well as their family members. Services may include tuition costs, as well as other supportive services needed to obtain gainful employment such as work clothing, obtaining a valid driver's license, and car repair. In addition, the Transitions Program has teamed up with multiple businesses and agencies in the community to provide work experience for enrolled clients. Referrals, as well as assistance may be available to obtain services with other providers such as Legal Aide, Aspire, Bridgehaven Homeless Shelter, Pike County JFS, as well as substance abuse treatment facilities such as ADAMHS Boards, Valley View Health Centers, and Pike County Recovery Council.

In 2019, the W&B Program held its second annual Job Fair Expo on May 8, 2019. The Job Fair Expo was held at the Pike County CTC. Approximately 29 area employers were available to meet 52 job seekers during the event. Job seekers were able to submit applications and resumes, network with other job seekers, speak with business representatives, and use the computer lab to file online applications. Many promotional items were handed out from various employers, as well as approximately 25 door prizes (donated by participating employers).



Through the Free Tax Preparation Program, the Volunteer Income Tax Assistance Program (VITA) provides IRS-certified volunteers who prepare current tax year and past years returns for low-to-moderate income taxpayers during the tax filing season (typically January 2—April 15). Returns are prepared at the Pike County Senior Center and the Community Action Market Street Facility in Piketon.

**In 2019, the FREE Tax Preparation Program completed 952 income tax returns and processed over \$1.3 million in refunds for residents in Pike County. The total savings to those filers in tax preparation fees were \$167,552 for a TOTAL benefit to the community of over \$1.5 million**

# Success Stories and Thank Yous: How we are Making a Difference

A client came into the Social Services office with a Job & Family Services Representative. She has severe spinal injuries and has been sleeping in her car for over a month. She recently divorced and started living with a friend in another state. She felt uncomfortable with the living situation and decided to leave. She came to Waverly because this was her hometown as a child. She wasn't allowed to stay at the homeless shelter with a dog because of other residents' allergies. Social Services was able to house her on the same day. They were also able to assist with her first month rent and deposit through the HCRP program. With funds from the Emergency Homeless fund, they were able to help purchase some move-in items from Wal-Mart.



Our Grandmother, has been utilizing the CATS system since its inception in 1984. CATS is a lifeline for her and her independence. She is a widow: has outlived her parents, siblings and children; has never held a driver's license; and has no means of transportation living in rural Appalachia. She uses CATS to go to the Pike County Senior Center, her doctor appointments, and all of her personal errands, i.e.: banking, grocery shopping, haircuts. Thanks to CATS, she has been able to live alone and maintain her independence which is vital to her at 99 years old.

A client came into the CCMEP program as a mandated client with Ohio Department of Job and Family Services at the age of 24. When she enrolled in the program, she was unemployed, pregnant, and living with her parents. She gave birth to her daughter one day after completing her intake paperwork and quickly began her journey in the CCMEP Program. While in the program, staff assisted her with obtaining stable, independent housing as well as essential items necessary to live independently. Once housing was secure she made the decision to enroll in an Adult Training Program. In just four weeks, she completed the Nursing Assistant Program through ASPIRE and was promptly hired by The Pavilion of Piketon Nursing Center. She has since taken, and passed, the Nursing Assistant State Test. She is no longer receiving cash assistance and is working 40+ hours a week in a profession that she enjoys. Although she is no longer mandated to participate in CCMEP, she continues to be an active participant and credits the program for her continued success.



# Success Stories and Thank Yous:

## How we are Making a Difference

A youth began the program at the age of 16, was referred to the CCMEP program by a school guidance counselor when he was enrolled in high school midway through his sophomore year. He had been participating in virtual learning and was having significant issues adjusting to the academic and social pressures of attending high school. Once enrolled in the CCMEP program, he began participating in the Work Experience program working 12 hours per week. He was assigned to a worksite that offered him both structure and hands on mentoring. He began to flourish in that environment while gaining confidence and life skills. Not only did his work hours provide him with a monetary gain, the hours were also counted toward his Alternative Graduation Plan. Once he entered his senior year, he began to have difficulty keeping up with his class assignments and was in danger of not having adequate grades to graduate. Through the CCMEP, program our office was able to secure private tutoring for him through the remainder of the school year. He credits this tutoring for his ability to graduate on time with his fellow classmates. He continues to be very active in the program and is currently working toward gaining his driver's license and future employment goals.



A recently divorced client sent in a letter, after he initially came in seeking HEAP assistance.

"...My first contact was Deanna McFann and she was amazing, and made me feel like she'd knew me all my life. I even remember crying in her office talking to her. She got me started on PIPP for assistance with my electric bill and signed me up for help with home weatherization. She was so kind and knowledgeable.

So my next contact was Mitch. A young man who was very pleasant and non-judgmental as well. He gave me 2 power strips and lightbulbs and he looked into my fridge, and I found out it was 29 years old. I was amazed. And you all got me a brand new fridge which was just a Godsend and Mitch was every bit as professional and courteous as Deanna.

My next contact was Sid Royster. He was like the others just as nice as can be. He walked through my entire home inside and out and he ran that fan that shows how weatherproof your home is and he told me a crew would be here to insulate my home. I was wondering what was happening to me because this is the polar opposite as my normal luck. During my time with them my fridge came in. Then the guys came to insulate my home which I thought it would take longer to get to me. Matthew, Mark and Paul were amazing and did a very thorough job. They were amazing men to deal with. They answered every question I had... They were very polite and professional and easy to talk to...They were all very professional, courteous and friendly. I would recommend them to anybody. They did an amazing job and left no stone unturned... I would have lost my home had the PIPP not been approved... So now I have a beautiful brand new fridge, electricity assistance, a home that is properly insulated, a brand new dryer vent and the difference it made in the heating being retained was awesome and made an immediate change in the feel of my home. I could not be happier with the people I mentioned. You made a terrible situation 100% better. I feel like I am friends with all of them now and it has made an amazing difference in my situation, so I did not lose my home. I would recommend every person I mentioned to anyone and they were all so helpful and nice. You have assembled an all-star staff that I was honored to have help me.

*Thank  
you*





**Valley View**  
HEALTH CENTERS  
*Growing Healthy Communities*

## 2019 Milestones

- In 2019, VVHC served 15,384 unduplicated patients, provided over 53,289 medical, dental, behavioral health, and vision encounters. 91% of VVHC's patients are under 200% poverty, 6% are uninsured and 60% are covered by Medicaid.
- Five of VVHC's sites are recognized through the National Committee for Quality Assurance (NCQA) as Patient Centered Medical Homes (PCMH). To be recognized as a PCMH, the health center must meet certain criteria and standards of care. The standards include but are not limited to, access to care, quality of care, and continuity of care in an effort to improve clinical outcomes.



# Valley View Health Center

***Program Director: Lori Bellomy***

Community Action Committee of Pike County (CAC), dba Valley View Health Centers (VVHC) is funded by the Department of Health & Human Services; Human Resources and Services Administration (HRSA).

HRSA-funded health centers emphasize coordinated primary and preventive services or a "medical home" that promotes reduction in health disparities for low-income individuals, racial and ethnic minorities, rural communities and other underserved populations. The health center quality of care equals and often surpasses that which is provided by other health care providers.

VVHC is comprised of (7) locations in four (4) southern Ohio counties; Pike, Scioto, Jackson and Adams. Currently, VVHC employs; (2) physicians, (2) pediatricians, (2) certified nurse midwives, (1) clinical nurse specialist, (10) family practice nurse practitioners, (2) psychiatric nurse practitioners, (1) licensed independent social workers, (1) licensed social worker, (4) dentists, (4) dental hygienists, (2) expanded function dental auxiliary (EFDA), (1) optometrist and an additional (80) support staff to complete the total patient experience.



**(Left to center) Front row:** Christopher Blackburn, Deputy Director of Operations. Elizabeth Hoover, Risk Manager. Sarah Williams, Director of Dental Operations. Sandy Osborne, Clinical Service Manager. Sandra Perdue, Data Manager. Shawn Lenegar, Operations & IT Support Specialist.

**Back row:** Dona Sanders, Perinatal Director. Teresa Tuttle, Quality Service Manager. Sean Miller, Director of Nursing & Clinical Operations. Lori Bellomy, Chief Operating Officer. Josh Newland, Outreach & Enrollment Coordinator. Jessica Fremder, Patient Access Manager. Ginger Mathews, Administrative Assistant.







**3rd Annual  
Taste of Pike County  
MARDI GRAS  
2019**

- ◆ **Fundraising Total:  
\$7,642 to support the  
Pike County Senior  
Center.**
- ◆ **Over 100 guests  
attended.**
- ◆ **Nearly \$3,000 of  
auction items donated.**



**Thank you to everyone  
who supported the  
Taste of Pike County  
Fundraiser!**



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