

2020 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



I do not think anyone could have anticipated all the changes in 2020. Our staff knew the importance of staying open and staying safe. Not only did we continue to serve the community, but we found new ways to deliver assistance and persevere during our communities time of need. We will continue to be here, no matter what, for our communities and clients.

Governing Board Members

The Board of Directors is made up equally of representatives from the public, private & low income sectors of Pike County.

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)

Representing the Private Sector

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

Representing the Low-Income Sector

Cassandra Smith (Head Start)
Pam Johnson (Recovery Council)
Josh Remy (Faith-Based)
Phyllis Snyder (Partnership Advocacy Center)
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 Elizabeths Hope Pregnancy Resource Center to meet all of our clients' needs as best we can. In 2020, WIC provided food benefits for an average of 665 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 2020, we issued 180 sets of Farmers' Market vouchers worth \$20 per set for a total of \$3,600 worth of farm fresh fruits, vegetables, and herbs.

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



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; as well as water heating inspections and repairs. In recent years, HWAP has had access to additional funding for some improvements. The specific measures to be installed include: heating system repair and replacement, electrical repair and replacement, ventilation measures, minor roof repairs, pest infestation treatment, weatherizing multi-family buildings, energy efficient refrigerator/freezer replacement, and minor plumbing repairs and replacements. Utilizing these additional funds for these specific measures will allow the HWAP to weatherize and install energy conservation measures in homes that would have been deferred.

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 percent of the federal poverty level. Through this program, we performed 161 energy inspections, replaced 183 inefficient appliances, and completed 4 weatherization projects in 2020.

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 2020.



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 works 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
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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
- The most recent Head Start Federal Reviews in 2019 were fully in compliance



2020-21 Early Childhood Program Enrollment Statistics

- **279 children and pregnant women were provided services in Pike County.**
- **Enrolled children received developmental, speech, vision, hearing, and social/emotional screenings.**
- **11% of enrolled children had special needs.**
- **86% of referred children received mental health services.**
- **96% of enrolled preschool children received physical exams.**
- **94% of families were involved in setting family goals to improve self-sufficiency.**
- **90% of preschool children were up-to-date on required immunizations.**

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 **Housing Program** provides assistance in obtaining safe and affordable housing for



individuals and families who are homeless or at risk of becoming homeless. In 2020, our agency's housing program served 240 households, and 669 individuals with rent, mortgage, and utilities. Pike CAC is the lead agency for Ohio's Homeless Planning Region 3, whose partners serve Adams, Brown, Lawrence, Pike, and Scioto Counties. Pike CAC works with other local Community Action agencies and Emergency Shelters to spend our allocated housing grants.

- 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 2020 were 227 with 198 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 5,512 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). The customer must be disconnected or scheduled for disconnect. WBA offers up to \$200 in assistance for one-time help. Applicants 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 389 households for 2020.

	<u>Household</u>
Home Energy Assistance (Federal):	1,977
Home Energy Assistance (State):	2,249
Percentage of Income Payment Plan :	1,947
Homeless Crisis Response Program :	240
Social Security Disability Assistance :	31
Information & Referral Encounters :	48,569



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 Center operates three additional summer meal programs funded through the Mid-Ohio Food Bank

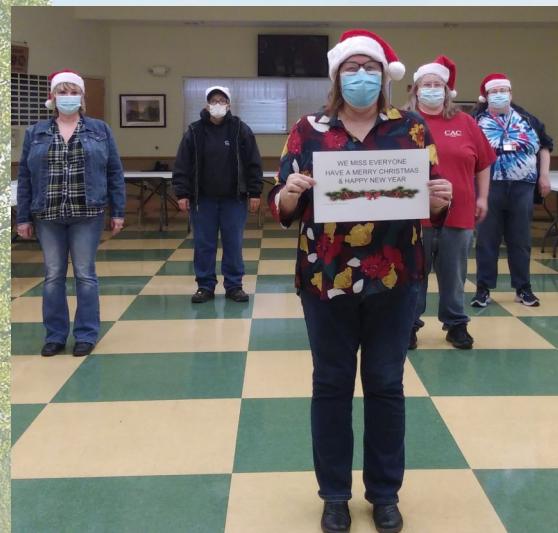
in partnership and support from the Governor's Office of Faith-Based and Community Initiatives, the Ohio Department of Job and Family Services, and the Ohio Department of Education. These programs offer Summer Weekend Meals which provides shelf-stable meals to children each week;



	<i>Served</i>
Congregate Meals:	11,737
Home Delivered Meals :	12,596
Summer Food Meals :	13,485

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.



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

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 are located online at www.catsservices.org or by calling 740.835.8474
- Contracted transportation services are available 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.



Total One Way Trips :	20,678
Elderly & Disabled Trips :	7,768
Contract Trips :	6,865

In 2020, the Pike County Community Action had an operating budget of \$25.7 million



In 2020, the Pike County Community Action employed nearly 300 dedicated individuals





Program Director: Lisa Pfeifer

The Workforce & Business Development Program (W&B) serves Pike County and the surrounding area by offering expertise in small business services and lending, free income tax preparation, financial literacy, as well as provides all services under the Workforce Innovation and Opportunity Act (WIOA). The WIOA and TANF programs prepare adults and youth facing serious barriers to employment. Monies are allocated specifically for youth between ages 14-24, adults that are unemployed due to a plant closure or long-term unemployed, and individuals with little or no work experience. Some of the W&B services offered include Career Assessments, Career Readiness Workshops, Resume Development Services, as well as training opportunities such as Occupational Classroom Training, On-The-Job Training (OJT), Work Experience, and Apprenticeships.

WIOA & TANF Participants Served	
Adults	36
Dislocated Workers	11
CCMEP WIOA Youth	25
CCMEP TANF Youth	88



The Transitions Program operates in conjunction with the WIOA Program. This program offers career services to individuals impacted by the substance use epidemic. The goal of this program is to help clients work towards a career through planning, pursuing higher education, or gaining work experience. This is achieved by assisting with individualized goal setting and offering supportive case management services. All services are provided in attempt to support each client in the healing process from addiction.

Transitions Participants Served	
OP Grant 2	21
OP Grant 3	7

During 2020, the W&B was excited to announce the name change of its Youth Program! Formerly known as the Youth Comprehensive Case Management and Employment Program (CCMEP), the program has since been renamed SPARK. The letters of SPARK comprise the core purpose of program which promotes Success, Purpose, Ambition, Responsibility, and Knowledge. The SPARK Program is dedicated to helping the Youth of Pike County (ages 14 through 24) explore their current and future education and employment goals while working individually with Case Managers to help eliminate possible barriers.



Also in 2020, the W&B purchased a van to further enhance the many valuable services available to clients. The van is used to transport participants to meetings, interviews, court appearances; pick up supplies for work; and many other important needs client may require. Some of the W&B Programs that utilize the van are SPARK Youth, Transitions, and the Adult/Dislocated Worker Programs, as well as the GRIT Project. The van will also be used for promotional events in various locations throughout Pike County. It has been equipped with SmartBus Technology provided by Kajeet making the van a mobile Wi-Fi hotspot! Mobile Wi-Fi technology is a tremendous new addition that provides critical internet access for individuals in areas that have limited or no access to broadband.



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 Communication Action Market Street Facility in Pikesville.

In 2020, the FREE Tax Preparation Program completed 970 income tax returns and processed over \$1.4 million in refunds for residents in Pike County. The total savings to those filers in tax preparation fees was \$182,360 for a TOTAL benefit to the community of over \$1.6 million

The W&B 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 2,825 individuals who visited the OMJ career Center from July 1, 2019– June 30, 2020. Some individuals participated

in more than one service. 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.

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, Highland and Lawrence Counties wanting to start, expand, or purchase a small business. In 2020, the Small Business Lending Program completed six (6) small business loans totaling \$345,000!

All Services were provided at NO COST to Individuals and Employers.

Individual Services		Employer/Business Services		Lending Program Facts (1994 through December 31, 2020)	
Utilized computers and resources for Job Search and Open Interviews	804	Employers Assisted	111	Loans Approved	120
Met with OMJ Partners	80	Job Openings Posted	502	Dollars Loaned	\$ 3,445,100
Utilized Re-Employment Services	218	# of Open Interview Events	17	Dollars Leveraged	\$ 6,255,432
Attended Workshops	80	Despite in-person visitor restrictions due to the pandemic in early 2020, the W&B and the OMJ Career Center continued to offer all program services to the public via phone, email, fax, and a Walk-Up Window located near the OMJ Career Center entrance. Customer visits and referrals were greatly impacted, however, Walk-Up Window traffic and phone calls increased dramatically. From March—June, 2020, we fielded 833 tax calls, including tax questions, stimulus check information, tax reviews for client pick up, and drop off instructions; 275 calls about unemployment including PUA; and 84 calls about other OMJ services provided including training programs, job applications, resumes, and supportive services. By June 2020, the OMJ Career Center opened its doors for in-person services on a limited basis.		Average Loan	\$ 27,709
Inquired about WIOA & Transitions Services	402			Business Start-ups/ Expansions	181
Participated in services for Youth	256			Jobs Created or Retained	542
				Participants Completing Classroom Training	445
				Total Enrolled to Date	1,317

located near the OMJ Career Center entrance. Customer visits and referrals were greatly impacted, however, Walk-Up Window traffic and phone calls increased dramatically. From March—June, 2020, we fielded 833 tax calls, including tax questions, stimulus check information, tax reviews for client pick up, and drop off instructions; 275 calls about unemployment including PUA; and 84 calls about other OMJ services provided including training programs, job applications, resumes, and supportive services. By June 2020, the OMJ Career Center opened its doors for in-person services on a limited basis.

In March, 2020, the W&B Program in conjunction with partners from the Ohio Department of Job & Family Services,

the Ohio Department of Rehabilitation & Corrections, ADAMH, The Recovery Council, the Ohio Bureau of Worker's Compensation (BWC), Insite, and the Pike County Chamber of Commerce hosted *Business Summit 2020: A Glace at Second Chance* at the Twin Lakes Resort in Piketon. The focus of the event was to highlight the advantages for local businesses to offer second chance employment opportunities to individuals in recovery. Success stories were shared by individuals in recovery, as well as local businesses who already offer second chance employment. In addition, information was presented on the Transitions Program at Pike CAC,

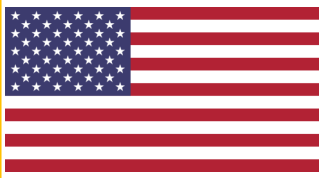
ODJFS' Work Opportunity Tax Credit, and the BWC's Work Place Safety Program. Partners were also invited to display informational handouts and promotional items. Short breaks in the agenda allowed for opportunities to network and a drawing was held to give away four gift certificate door prizes.



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

A referral was received for Social Security Disability from the Director of Veterans Military Resource Center in Chillicothe. He stated that he had a Pike County Veteran in need of assistance with this process. The veteran was contacted and an interview was completed.

The interview went well, and it was determined that he was at the Administrative Law Judge stage. With assistance from both the Veterans Administration in Chillicothe and the Veterans Service Director of Pike



County, we were able to have testing completed at the VA Medical Center. Over 1,700 pieces of medical information was collected from the VA Medical Center; but unfortunately, the Judge's decision was unfavorable.

After receiving this devastating decision, it was explained to the claimant that we had the opportunity to appeal to the Appeals Council. After a two year waiting period, a remand was received ordering the case back to the Administrative Law Judge. An interrogatory brief requesting a redetermination was completed based on medical evidence on record. After a period of three months, a fully favorable decision was granted and the Administrative Law Judge found that he was disabled from October 2018 to present.

A client experienced a temporary loss of employment due to COVID-19. He then got behind on rent and couldn't get caught up. Due to this, he lost his house and began living in his car. The client had heard about services at CAC from a friend who had received assistance. He called in, was given the list of information that was needed, and completed an application. CAC was able to assist him with rent and deposit on a place he had already lined up. He signed the lease and was moving into his new home the very next day! The client was also referred to PIPP for assistance with his electric bill.



In November, 2020, two (2) Transitions Program clients gained full-time employment with The Recovery Council as paraprofessionals. The positions were offered to Amber Hatfield and Kim Burkitt after being employed as Work Experience Technicians at the Recovery Council for two months during this past summer. Work Experience activities are offered through enrollment in the Transitions Program, a program operated by the Workforce & Business Development Program (W&B), a division of the Community Action Committee of Pike County (CAC). We wish both of these ladies continued success in their careers.



"The Work Experience Program lead me to employment! I am currently employed at The Pike County Recovery Council all because the work program gave me the opportunity to do so! This program has been a wonderful, life-changing experience for me! Thank you!" Amber Hatfield .

"I'm grateful for the opportunity to be part of the workforce program as it has opened opportunities for me to chase my goal of helping people. It allowed me to gain new and more skills needed to pursue what I want do. It helped prepare me to pursue new job opportunities and new life skills." Kim Burkitt

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

Ryan and Tamela Salmons, long-time Wheelersburg residents, dreamed of opening a coffee shop. The idea was talked about for so long that their family and friends told them would open one when pigs fly.

The Salmons' endeavor was planned and started for Adam, their son (and the namesake of the business). Adam is autistic, and they wanted to start a business for him to work in and set up a program to help other adults with disabilities to work.

After securing traditional financing with their bank for the construction and renovations for the coffee shop; in early 2020, Ryan contacted Lisa Pfeifer at the Community Action Committee of Pike County's Workforce & Business Development Program for assistance with a small business loan for equipment and inventory. Lisa worked with Ryan and Tamela providing technical assistance with their loan application package. And, as a result, they were able to secure the loan to purchase the equipment and inventory they needed.



After researching excellent coffee and places that assist people opening a coffee shop, Tammy and Ryan chose Crimson Cup™ Coffee & Tea as coffee business consultants. Crimson Cup™ has more than 50 years of collective experience and has consulted close to 200 coffeehouses on how to be successful in specialty coffee. They have award-winning coffee and a proven system for success.

At Adam's Flying Pig Coffee House, customers can choose from a full menu of hot and cold specialty coffee drinks, including handcrafted espressos, lattes, cappuccinos and mochas, plus frozen smoothies, hot chocolate and premium hot and iced teas.

The shop also has Crimson Cup's crafted Nitro cold brew on tap. Infused with nitrogen bubbles, Nitro is an effervescent iced beverage with a rich, creamy texture and natural sweetness.

The Salmons employ about nine full and part-time baristas and other staff, including Adam. "He loves to come in a few days, but he loves his other jobs, too!" Tammy said. They hope to add other staff with special needs as the business grows.

CATS has a rider that has been utilizing our services for approximately 15 years. She has been confined to a mobility device for the last 6 years, unable to walk. CATS has transported this individual numerous times over the last decade and a half. Not calculating errands to the store, and other errands, CATS has transported her **248 times** just in the last two years to doctor appointments in Columbus, Logan, Chillicothe, and Waverly. Because of our services, she has begun walking again. She said, "it's only a few steps at a time, but by Thanksgiving or Christmas, I hope to walking even more." Without our vehicles and lifts, she would not be able to get to these appointments in order to gain back her independence.

THANK YOU!



Valley View
HEALTH CENTERS
Growing Healthy Communities

2020 Milestones

- In 2020, VVHC served 13,596 unduplicated patients, provided over 43,007 medical, dental, behavioral health, and vision encounters. 83% of VVHC's patients are under 200% poverty, 5% are uninsured and 59% are covered by Medicaid.
- Five (5) of VVHC's sites are recognized through the National Committee of Quality Assurance as Patient-Centered Medical Homes (PCMH). To be recognized as a PCMH, the health center must meet specific criteria and standards of care. The measures include, but are not limited to, access to care, quality of care, and continuity of care to improve clinical outcomes.



Valley View Health Center

Program Director: Archie Spangler

Valley View Health Centers (VVHC) is funded by the Department of Health & Human Services; Human Resources and Services Administration (HRSA).

As part of a state network of safety net primary care providers, VVHC filled a vital role in the local response to the coronavirus pandemic. Through 2020, VVHC contributed to response efforts by providing a safe testing site at no cost to the patient. We triaged patients and reduced the burden on local hospitals, we increased our capacity for those seeking behavioral health services, and continued providing primary care for patients with acute and chronic conditions.

VVHC is comprised of seven (7) locations in four (4) southern Ohio counties; Pike, Scioto, Jackson, and Adams. Currently, VVHC employs two (2) physicians, two (2) pediatricians, nine (9) family practice nurse practitioners, two (2) psychiatric nurse practitioners, two (2) licensed independent social workers, two (2) licensed professional clinical counselors, four (4) licensed social workers, six (6) dentists, five (5) dental hygienists, four (4) expanded function dental auxiliary, one (1) optometrist, and an additional eight-six (86) support staff to complete the total patient experience.



Meet the TEAM behind the scene

(Left to center) Front row: Ginger Mathews, Marketing & Communications Coordinator;; Sandy Osborn, Clinical Services Manager; Jessica Fremder, Patient Access Manager.

Back row: Teresa Tuttle, Quality Services Manager; Katie Trapp, Marketing & Communications Director; Michael Curtis, Administrative Assistant; Christopher Blackburn, Deputy Director of Operations; Sandy Perdue, Clinical Quality Data Manager, Keith Pitts, Executive Director; Sean Miller, Nurse Manager.



In 2020, COVID-19 Pandemic did not stop CAC from serving clients. The safety of our staff and clients was most important, but we understood that the services we offer are vital. Social Services completed intake via phone and gathered information from clients at the door or drop box. Workforce & Business Development and OhioMeansJobs Career Center had a walk-up window. The Senior Center allowed seniors to pick up meals drive-thru style with an increase of 49% and was able to deliver more meals to seniors with an increase of 46%. Seniors also had the option to pick up food boxes. The Summer Food program



was also offered to children in the county. This program had an increase of 332%! Valley View Health Centers were able to offer drive-thru style rapid COVID-19 testing and began offering telehealth to patients. Transit continued to run all routes during the pandemic with an increased focus on safety by ensuring social distancing, mask-wearing, and sanitizing between each trip. Transit also deferred payments to keep riders and staff safe. Food delivery from grocery stores, the food pantry, and food box delivery were also offered to home bound and immunocompromised riders. Early Childhood was shut down due to state mandates at the beginning of the pandemic. Once the state mandate was lifted, parents had the option to allow children to come to class in person or attend remotely. Home visits were also completed remotely or outdoors. WIC offered services to clients in a drive-thru fashion and over the phone.



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