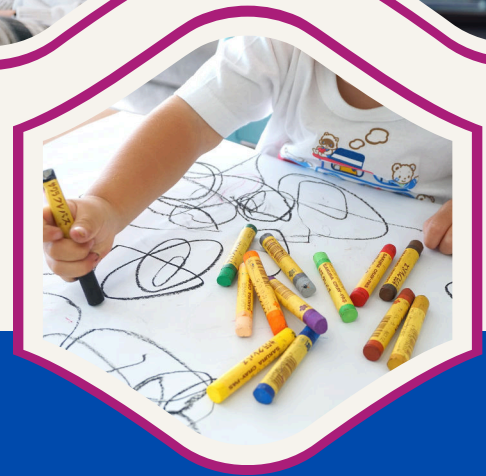


# West Ohio Community Action Partnership

## ANNUAL REPORT

# 2022



SERVING ALLEN, AUGLAIZE & MERCER COUNTIES

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## MESSAGE FROM CEO

Jacqueline Fox

West Ohio CAP has had another successful year serving our communities, even though the effects of COVID continue to be a challenge for all of us. However short-staffed and overwhelmed by rent and homeowners assistance, the needs remain great for low-income customers. While some landlords have made improvements in their properties, a great many haven't; leaving tenants to pay an average of \$1,000 per month in rent. This amount is comparable to the Columbus area in Ohio. A great many tenants are elderly, disabled or suffering with major health issues that put a strain on their budgets. Social Security received a moderate increase in benefits averaging \$914.00 per month. However, food and utility prices went up as well. As you can see, people are paying way more than 30% of their income for rent. We served 129 households in 2022 who were already homeless, and successfully served many more that were facing eviction. It is important to note that rehousing or serving homeless in shelters costs tax payers a lot more than assisting with rent. There seems to be no easy solution in the near future for these problems. However, there is a lot of movement in the field of affordable housing to address this problem. Our rent assistance and tax assistance will soon be exhausted. With that, we will be right back to the existing problems, although rent is much higher than the average \$600 per month we experienced pre-COVID. We all still have a lot of work to do in this arena to improve the affordability and quality of housing. This is an issue across the United States. I urge you to get involved in working together to address these issues. What is interesting to note is that 50% of the people we serve are individuals living alone. This has been a trend in the last several years, as families with dependent children can get assistance through the departments of Job and Family Services. Another trend is the large number of seniors, as 34% of those we served in 2022 were 60 years of age and older. West Ohio CAP staff has been diligently working as hard as they can to serve clients, provide quality Head Start services, and teach individuals how to spend funds wisely. In fact, we completed our Head Start Federal Review at 100% score in May of 2023. Our results are highlighted in this report. Although some government and non-profit agencies have had difficulty spending their allocated rent assistance funds, West Ohio CAP and community agencies in general, have done an outstanding job of serving those in need. Even despite staff shortages, which is a problem in every sector. I have no doubt that staff, although stressed and overwhelmed at times, will still strive to do their best for communities. After all, this is what we do best, responding to the need in a crisis. West Ohio CAP has grown substantially since our humble beginnings. Our most recent award presented in 2022, The Compass Award, from the Ohio Treasurer of State, adds to our many other awards in improving our communities. That is because we have three major goals. Besides crisis assistance, we provide wealth building services such as financial literacy, homeownership and small business startup. We provide early childhood services so children can develop normally and be ready for Kindergarten, as well as parenting classes to help families thrive. We also improve neighborhoods with homeownership, home repair and lead abatement. Our success is because we maintain the highest level of ethics and integrity, spending funds correctly, and because WE CARE. That goes a long way in helping us get through the rough parts. I want to thank WOCAP staff, volunteers, the many partners we work with, and over 600 landlords who have helped us serve those most in need. Together we can get stuff done!

Jacqueline Fox, CEO

## MISSION, VISION & VALUES

West Ohio Community Action Partnership (WOCAP) provides opportunities for people to reach their highest potential by providing stepping stones to success. We shall open paths to self-sufficiency and empowerment for individuals and families to enhance our community

WOCAP's vision is to continue to provide the tools and services needed to build respected, strong foundations in our community through programs and partnerships.

**W**elcoming , accepting, and recognizing that each person has unique and diverse qualifications and strengths

**O**ffering services with dignity, kindness, and compassion

**C**ommunicating with directness and honesty to find creative solutions

**A**ccomplishing our common goals by providing the tools to build bridges to success

**P**ioneering the way forward in high standards of education and community achievement

## BOARD OF DIRECTORS

Tiffany Wright, President	Jennifer Korte
Josh Unterbrink, Vice Pres.	Ann C. Miles
Natalie Bice, Treasurer	Elizabeth Muether
Brooke Bohman	Jerome O'Neal
Homer Burnett	Erica Preston
Linda Chartrand	Warner Roach
Shane Coleman	Gina Seay
Pam Fitzgerald	Sharetta Smith
Susan Hord	Shannon Tyler
Angie King	Charlene Williams

# PROGRAMS & SERVICES

<b>Early Head Start, Head Start, Preschool &amp; Child Care</b> <b>Allen County</b>	<p>Provides comprehensive health, education, nutritional, social and other services to children from birth up to age 5. We provide a Home-based option where a Home-based Teacher will come to the home once a week and work with parents and their children. We also partner with 5 Child Care Centers in Allen County to serve for families with infants &amp; toddlers.</p>
<b>Kindergarten Kamp</b> <b>Allen County</b>	<p>A 5-week summer school program for students in Allen County who will be entering Kindergarten in the fall. Kindergarten Kamp is designed to give students an opportunity to develop school readiness skills in a school environment, while engaging with their peers before school starts.</p>
<b>Financial Management</b> <b>Allen, Auglaize &amp; Mercer</b>	<p>Financial Management provides classes that help participants with developing their own finances, budgeting, and identifying resources to help families move towards economic independence. In 2022, a total of 21 individuals received education and training in financial management.</p>
<b>Homeownership</b>	<p>In collaboration with the City of Lima, 9 eligible first-time homebuyers completed credits by taking classes and meeting with a Housing Counselor towards down payment assistance. This program is offered year-round.</p>
<b>The MVP Program</b> <b>Allen, Auglaize &amp; Mercer</b>	<p>The MVP: Most Valuable Parents Program is a free program available to parents of minor children in Allen, Auglaize and Mercer Counties. The MVP Program offers 10 parenting workshops in a group setting that allows parents time to socialize with other parents, discuss topics related to their children and learn ways to relieve stress.</p>
<b>Start-Up Lab</b> <b>Allen, Auglaize &amp; Mercer</b>	<p>An 8 week program that equips participants with financial literacy and tools needed for a successful business startup. 41 individuals were served in this program in 2022.</p>
<b>WOCAP Utility Assistance</b> <b>Allen, Auglaize, Mercer</b>	<ul style="list-style-type: none"> <li>-The <b>Home Energy Assistance Program (HEAP)</b> assists elderly and low-income families with seasonal utility bills to avoid utility shut-off.</li> <li>-<b>Winter Crisis Program (WCP)</b> runs November 1st through March 31st</li> <li>-<b>Summer Crisis Program (SCP)</b> runs July 1st through August 31st if funds are available.</li> <li>-<b>Percentage of Income Program (PIPP)</b> assists eligible customers to pay a portion of utility costs based on income</li> <li>-The <b>Low-Income Household Water Assistance Program (LIHWAP)</b> assists income eligible individuals and families (at or below 175% of Federal Poverty Guidelines) with their water and wastewater bills to avoid disconnection of water service year-round</li> </ul>
<b>Rent/Mortgage Assistance</b> <b>Allen, Auglaize &amp; Mercer</b>	<p>Provides short term housing assistance with rent, utilities and mortgage payment to individuals in need to prevent homelessness, or to house people who are already homeless or have been impacted by COVID-19. 220 households received security deposits to obtain safe and stable housing in 2022, and 80 households received assistance with eviction fees to remain housed.</p>
<b>Homeowner Assistance Program</b> <b>Allen, Auglaize &amp; Mercer</b>	<p>The Utility Assistance Plus program (UAP) can assist homeowners that have been financially impacted by the pandemic. The services provided by this program will cover electric, natural gas, bulk fuel, homeowner's insurance, water/sewer, trash, internet, and property taxes.</p>
<b>Fair Housing</b> <b>Allen, Mercer</b>	<p>Provides information, referral, and public education for fair housing issues in Allen and Mercer Counties. The department accepts complaints regarding housing discrimination, which are then forwarded to the Ohio Civil Rights Commission.</p>
<b>Home Repair &amp; Lead Abatement</b>	<p>Home Repair provides emergency home repair and handicapped accessibility modifications for homeowners below 50% AMI. The Lead Safe Home Program offers assistance to low-to-moderate income families with children under the age of 6, or pregnant women, in making their homes lead-safe by eliminating lead hazards</p>
<b>Emergency Services</b>	<p>Provides low-income individuals with needed emergency services such as rent, auto repair, appliances, work uniforms, transportation, eye glasses, dentures, prescription assistance, food, clothing, minor home repairs, and more.</p>

# DEMOGRAPHICS

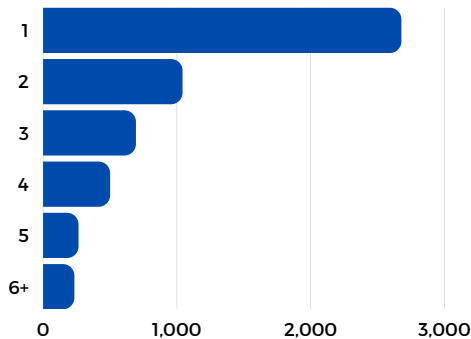
## SERVICE AREA

TOTAL POPULATION  
ALLEN COUNTY - 101,115  
AUGLAIZE COUNTY - 45,948  
MERCER COUNTY - 42,348

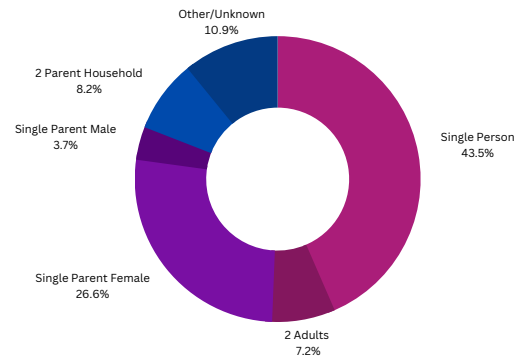
11,705 INDIVIDUALS SERVED

5,401 HOUSEHOLDS SERVED

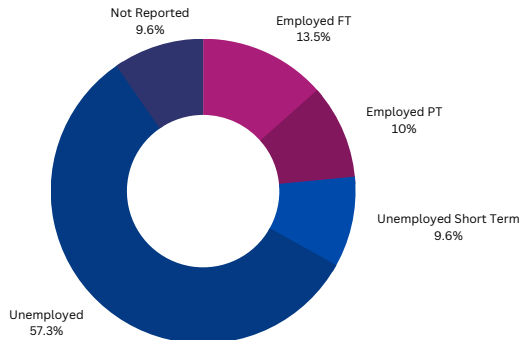
## Household Size



## Household Type

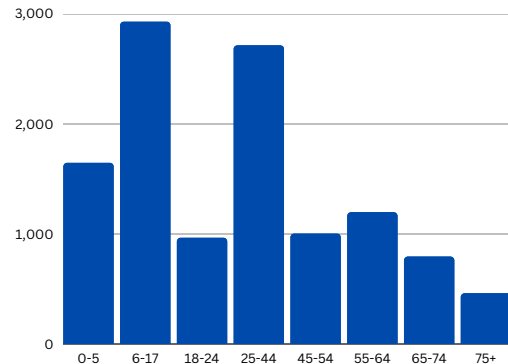


## Work Status

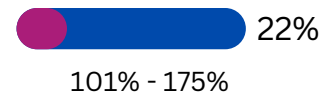
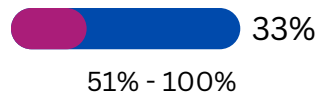


20% of the individuals we served in 2022 had a disabling condition

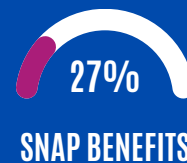
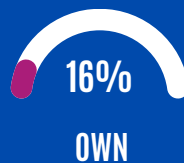
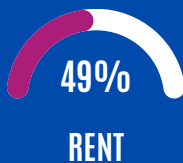
## Ages Served



## Level of Household Income of Households Served

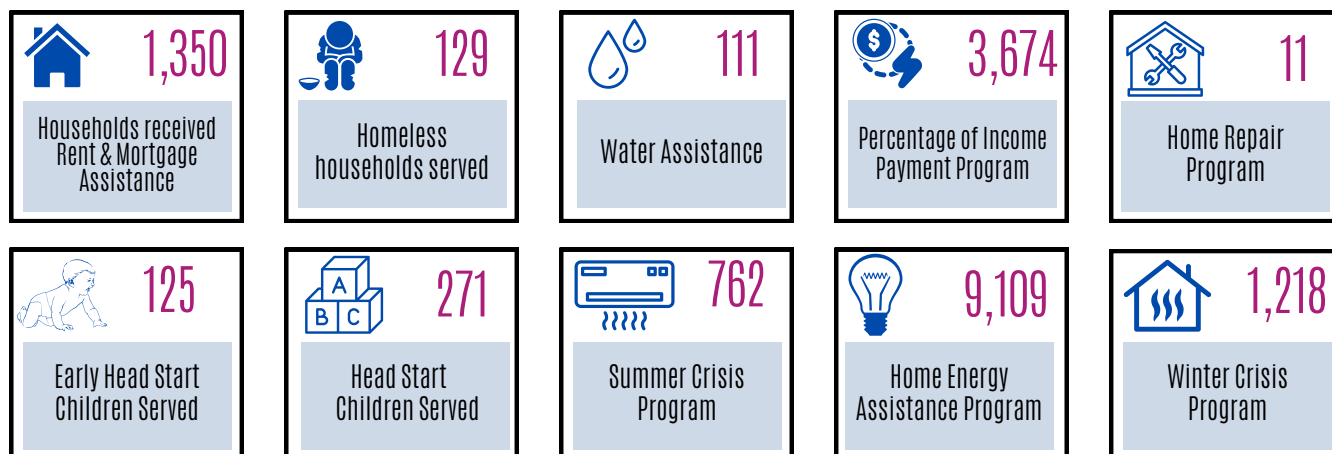


## Customers who..





# SERVICE HIGHLIGHTS



**71**

Fans Provided

**152**

A/C Units Provided

**133**

Households Who Received Supportive Services

**112**

Households Who Avoided Foreclosure

## Compass Award

On July 8, 2022, West Ohio CAP was honored to have received the Compass Award from Ohio Treasurer Robert Sprague. The Compass Award is presented for demonstrating innovation and excellence in the field of financial literacy.



## West Ohio CAP Early Learning Center

In July of 2022 an Open House was held to celebrate the opening of our agency's new Early Learning Center. The new building hosts two Early Head Start classrooms and four Head Start Classrooms.

Three Head Start Directors, both past and present, celebrate the new Early Learning Center opening. Pictured left to right: Jackie Fox, Jacqueline O'Neal, Phyllis Montrose





## Head Start Meals

**Our Early Head Start and Head Start Programs provided a total of 48,835 meals to children ages birth - 5 years**



## MVP Parents

**Our Most Valuable Parent Program served a total of 174 parents and/or caregivers for a combined total of 1,257 classes attended**



## Dental Exams

**Our Early Head Start and Head Start Programs completed 198 dental exams through our WOCAP dental days. 60 of those children also received a dental treatment.**



## Holiday Gifts

**Our agency, with the help of generous sponsors and donors, provided Holiday gifts to 176 children, as well as gift bags of household necessities**



## Fair Housing Calls

**Our Fair Housing Team received a total of 244 calls from customers in Allen & Mercer Counties regarding Fair Housing concerns and questions**



## Health Screenings

**Our Early Head Start and Head Start Programs provided a hearing screening for 346 children, and 245 children received a vision screening**

# FINANCIALS

## Consolidated Agency-Wide Budget. 2022 Actual/2023 Budgeted

	2023	2022
<b>REVENUES</b>	(\$000's)	(\$000's)
Total Revenues	<b>\$15,703.1</b>	<b>\$14,572.3</b>
<b>EXPENSES</b>		
Assistance to individuals	\$4,649.0	\$6,244.0
Administrative Cost Pool/Board Mtgs	\$172.0	\$66.3
Salaries and Wages	\$4,415.5	\$4,198.8
Employee Benefits, Taxes, Recognition	\$1,647.2	\$1,363.9
Centralized Program Services	\$1,330.0	\$458.0
Consultant- Legal, Audit	\$30.9	\$57.0
Advertising and Promotion	\$97.4	\$52.7
Equipment-Building Purchase/Maintenance/Lease	\$159.7	\$269.2
Office/Program Expenses	\$446.5	\$322.7
Information Technology & Telecommunications	\$160.5	\$216.5
Occupancy	\$648.0	\$379.5
Travel	\$44.2	\$18.5
Training and Parent Involvement	\$174.5	\$165.5
Insurance	\$69.3	\$87.8
Other: In-Kind Services	\$1,460.9	\$439.2
Other: Vehicle Fuel and Maintenance	\$27.8	\$41.2
Other: Food Cost, Meals	\$143.5	\$156.4
Other: Licensing, Compliance, Dues, Memberships	\$26.2	\$35.1
	<b>\$15,703.1</b>	<b>\$14,572.3</b>

Agency budget has grown significantly from \$345,000 in 1994

### West Ohio CAP Total Funding (\$ Millions)



**\$5,368,182**

Direct Financial Benefits to residents provided by our 14 programs

**\$4,312,147**

Rent & Mortgage Assistance

**\$739,414**

Utility Assistance

**\$316,621**

Support For Homeless Families

**\$203,913**

Homeowner Assistance Fund

**\$559,923**

Economic Value of the Home Energy Assistance Program to community in direct client benefit payments to energy providers



## Public & Private Funds Received by West Ohio CAP

Head Start and Early Head Start represent over one-half of WOCAP's annual funding. The total amount of public and private funds received and the amount from each source are reported in Table 1, below

## Budgetary Expenditures & The Proposed Budget, FY 2022/2023

Table 1. WOCAP Early Head Start & Head Start Budgets PY 2022/23

		Head Start	Early Head Start	Early Head Start Child Care Partnerships
<b>INCOME</b>		<u>05CH011258</u>	<u>05CH011258</u>	<u>05HP000309</u>
	HHS/ACF/OHS	\$3,343,949	\$1,430,657	\$1,068,909
	CACFP/OTHER	\$112,594	\$11,192	-
	Non-Federal Match	\$835,988	\$357,664	\$267,227
<b>TOTAL</b>		<b>\$4,292,531</b>	<b>\$1,799,513</b>	<b>\$1,336,136</b>
<b>EXPENSES</b>				
	Personnel	\$1,966,022	\$923,098	\$131,590
	Fringe Benefits	\$707,787	\$332,315	\$46,912
	Travel	\$8,838	\$7,580	\$5,300
	Equipment	-	-	-
	Supplies	\$249,538	\$42,408	\$4,715
	Contractual	\$115,802	\$449,921	\$287,658
	Construction	-	-	-
	Other	\$1,244,544	\$449,921	\$287,658
	Indirect Costs	-	-	-
<b>TOTAL</b>		<b>\$4,292,531</b>	<b>\$1,799,513</b>	<b>\$1,336,136</b>

## Classroom Assessment Scoring System (CLASS) Results

A primary tool used in reviews is the Classroom Assessment Scoring System (CLASS). Tables 2 & 3, below, shows scores from the most recent WOCAP Internal Review. The Classroom Assessment Scoring System (CLASS) is an observation instrument that assesses the quality of teacher-child interactions in center-based classrooms. The system includes 1- "Dimensions" which look at details of teachers' interactions with children. The "Dimensions" are based on developmental theory and research. Assessments are performed by trained and certified observers using a specific protocol. Observers independently rate each dimension on a 7-point scale. A score of 6 or 7 represents consistent, effective teacher-child interaction throughout the observation period. The "Dimensions" are grouped into three categories, called "Domains": Emotional Support, Classroom Organization and Instructional Support. Analysis and discussion of CLASS assessments generally revolves around scores in these three "Domains". The Emotional Support score represents the degree to which teachers establish and promote a positive climate in their classrooms through their everyday interactions. The Classroom Organization score represents routines and procedures related to organizing and managing children's behavior, time, and attention. The Instructional Support score represents ways teachers use the curriculum to promote cognitive and language development.

Table 3. CLASS Scores, by relevant dimension, PY 2022/23

DIMENSION	WOCAP Avg Fall 2022	Federal Review CLASS Video Pilot Observation	WOCAP Avg Spring 2023
Positive Climate	6.11	6.0	6.08
Negative Climate	1.07	1.8	1.16
Teacher Sensitivity	5.59	5.68	5.66
Regard for Student Perspectives	5.52	4.86	5.48
Behavior Management	5.73	6.05	5.95
Productivity	6	6.23	5.84
Instructional Learning Formats	5.75	5.32	5.82
Concept Development	3.45	2.41	3.3
Quality of Feedback	3.93	2.64	4
Language Modeling	3.83	3.36	3.83

DOMAIN	CLASS Quality Threshold	OHS Competitive Threshold	WOCAP Fall 2022	Federal Review CLASS Video Pilot Observation SCORE	WOCAP Spring 2023
Emotional Support	6	5	6.06	5.8409	6.02
Classroom Organization	6	5	5.83	5.8636	5.87
Instructional Support	3	2.3	3.73	2.8030	3.7

Table 2. CLASS Scores, PY 2022/23

## Results of Most Recent Head Start Federal Review, May 2023

From May 1, 2023 to May 5, 2023, the Administration for Children and Families (ACF) conducted a Focus Area Two monitoring review of West Ohio Community Action Partnership Head Start and Early Head Start programs. It was determined that our program met the requirements of all applicable HSPPS, laws, regulations, and policy requirements, and we are proud to have received a score of 100%. Our program's focus on the experiences and lives of all students, employees, and families helped create a culture of inclusion. Our collaborative efforts increased children's preparedness to meet school readiness goals. Children, families and staff received timely and comprehensive mental health services, ensured that funding supported healthy and safe environments, and extended family resources. The strategies implemented to promote enrollment helped to create a waiting list that supported enrollment goals. We are grateful to our staff, parents, policy council and governing body for their efforts and engagements that led to a successful review score of 100%. It would not be possible without each and every one of them.

## West Ohio CAP Enrollment Data, Head Start & Early Head Start, PY 22/23

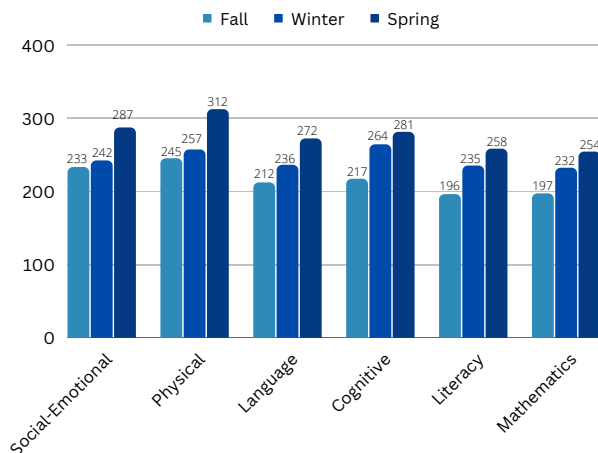
	Funded Enrollment	Avg. Daily Attendance (% of Funded)	Cumulative Children Enrolled	Total Families Served	Income Eligibility	Public Assistance	Homeless	Foster Care
Early Head Start-05HP000309-200	72	73.93%	116	97	41%	40%	5%	5%
Early Head Start-05CH011258-200	118	73.67%	112	99	47%	37%	2%	11%
Head Start-05CH011258-000	322	76.84%	277	233	33%	47%	3%	10%
<b>Total</b>	<b>512</b>		<b>505</b>	<b>429</b>				

Table 4. WOCAP Enrollment Data, EHS & HS, PY 2022/23

## Child Outcomes Progress

WOCAP focuses on 23 developmental/learning objectives, grouped into 6 areas: Social-Emotional, Physical, Language, Cognitive, Literacy and Mathematics. For the Program Year beginning August 1, 2022, child assessments were completed in October 2022, February 2023, and May 2023. The program analyzes developmental outcomes for individual children and the program as a whole to determine if all children are making progress towards school readiness goals and to make program improvements. The progress shown reflects only students who were tested in all assessment periods and does not reflect late enrollees or children who withdrew from the program mid-year. Table 5 below displays the number of children who met or exceeded the widely held expectation for their age at each checkpoint.

## West Ohio CAP TSG 2022-2023 Child Outcomes



Comparative 4 years. Spring 2023 Widely Held Expectations										
WOCAP	Bottom	Top	# Children	Avg	# Below	% Below	# Meeting	% Meeting	# Exceed	% Exceed
Social Emotional	442	522	101	461	28	27.7	71	70.3	2	2
Physical	556	668	101	599	14	13.9	87	86.1		
Language	473	602	101	514	27	26.7	72	71.3	2	2
Cognitive	448	563	100	483	23	23	73	73	4	4
Literacy	487	560	101	502	28	27.7	72	71.3	1	1
Mathematics	371	446	101	379	39	38.6	59	58.4	3	3

Table 5. Comparative 4 years, Widely Held Expectations



## VOLUNTEERS

# THANK YOU

**763**

VOLUNTEERS

**81,720**

VOLUNTEER  
HOURS

**\$1,444,645**

VOLUNTEER  
DOLLARS

## STAY CONNECTED



419-227-2586



[www.wocap.org](http://www.wocap.org)



[facebook.com/WestOhioCAP](https://facebook.com/WestOhioCAP)



@wocap540



@WOCAP3



### Allen County

540 S. Central Avenue  
Lima, OH



### Auglaize County

13039 Infirmary Road  
Wapakoneta, OH



### Mercer County

420 N. Brandon Avenue  
Celina, OH