

Distance Learning



Another exciting project for NEOCAA is our “Distance Learning” center.

Once the entire system is in place, the equipment will be used to record & distribute training as the agency develops it. The equipment has been installed and, our staff will begin working with Northeastern Oklahoma A&M College to begin offering classes both locally and remotely. The classes and training will be available “live” or by reviewing them later via a website. Our staff is trained, and we are ready to begin teaching with our “Distance Learning” center.

Listed below are our
“Continuum of Care”
Permanent Supportive Housing

Northeast Oklahoma Community Action Agency

Helping People, Changing Live May 2016 – April 2017

Annual Report 2017



Produce & Posties



2016-2017 - The Year of Transition

This year saw many changes within our agency. We lost many years of experience with the retirement of Jean Cooper, Julia Teska, and Mary Ann Overall. These ladies were the face of Northeast Oklahoma Community Action Agency for the last eighteen years! The excellent leadership they provided is reflected in the many new are innovative programs implemented to help our clients and community.

One of these new programs, the Early Head Start Child Care Partnership, is in full operation with all five child care facilities renovated and at capacity. We are able to offer seventy- two children and their families innovative educational lessons and parenting tips. Our healthy food initiative continues to gain more participants. Our partnership with community organizations fosters its success. Of course, we continue to expand the construction of rental properties, thus providing our service areas with affordable housing. These programs are sterling examples of the leadership of Jean Cooper

At the end of the fiscal year, our agency had thirty eight employees. This year's spending increased by 10.42%, with spending of \$4,012,519.81 compared to last year's spending of \$3,633,891.31. Both spending and new employees will begin to stabilize over the next year as our new programs are becoming fully implemented. This year has been an exceptionally busy and successful one for the agency.

Distance Learning



Board Membership

- * Patsy Winn
- * Brian Wagnon
- * Kelly Hampton
- * Dr. Ron Cambiano
- * Kim Harner
- * Laura Garner
- * Paula Walkingstick
- * Rep. Will Fourkiller
- * Kim Roblyer
- * Scott Vanhoose
- * Sherry Sherwood
- * Kristi Scaper
- * Donna Wofford
- * Gary Ice

Officers

- ★ Rebecca Jim – CHAIRPERSON
- ★ Robin Kemp – Vice CHAIRMAN
- ★ Gary Buchanan – SECRETARY
- ★ Jeanie Reed – TREASURER



John Ann Thompson
Executive Director
E-mail: jthompson@neocaa.org

2015 – 2020 Strategic Plan



Education & Wealth Building

ROMA Goal 1 – Low-income people become self-sufficient.

- ♥ Increase opportunities of low-income people to complete the education needed for full-time, living wage employment
- ♥ Provide clients the skills needed to claim ownership of their finances through education, accountability, and, financial empowerment services
- ♥ Job-placement and training

Approximately 26,480 people are food insecure in our five counties. (Feeding America)

Health & Well-being

ROMA Goal 6 – Low-income families, especially vulnerable populations, achieve their potential by strengthening family and other supportive systems.

- ♥ Increase information sharing with clients re: health resources
- ♥ Provide prescription assistance
- ♥ Assist Community Health Clinic double clientele, open second clinic, and increase number of health providers willing to donate services or work on sliding scale fee within three to five years to meet dental and medical needs
- ♥ Implement Community Food Garden initiative: Produce and Posies

Over half of the housing stock is 35+ years old.

Community & Housing Development

ROMA Goal 2 – The conditions in which low-income people live are improved

ROMA Goal 4 – Partnerships among supporters and providers of services to low-income people are achieved.

- ♥ Add more affordable rental housing units, assist families wanting to own a home, and, provide owner occupied rehabilitation services in the five-county area
- ♥ Increase awareness of available housing services to communities and residents
- ♥ Form community partnership to increase access to transportation within three to five years

Agency Capacity

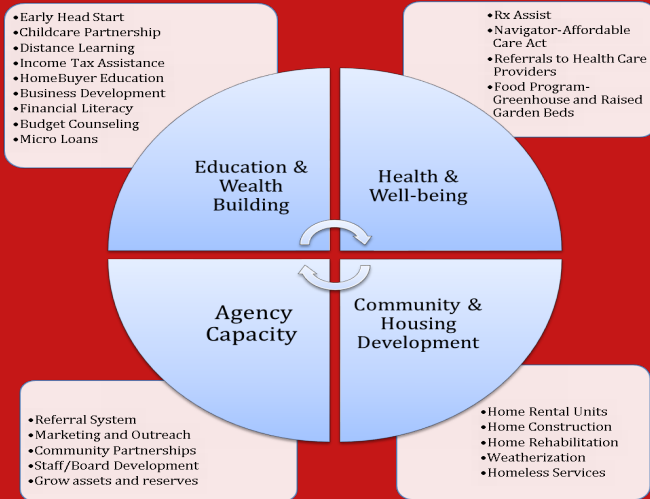
ROMA Goal 5 – Agencies increase their capacity to achieve results.

- ♥ Establish and implement a referral system for agency and external services
- ♥ Develop marketing plan to effectively communicate agency services and the need for resources via Facebook, radio spots, social media, etc.
- ♥ Increase agency's net worth by 10% and expand agency reserves \$50,000 a year
- ♥ Expand partnerships with providers, supporters, and clients to develop solutions to meet needs identified in the community assessment
 - ♥ Enhance partnerships (community, state, and national) to educate staff on national trends
 - ♥ Strengthen services and maintain or increase the number of applicants serv

Programs & Services

2015 - 2020

Strategic Plan



“Community Action changes people’s lives, embodies the spirit of hope, improves communities, and makes America a better place to live. We care about the entire community, and we are dedicated to helping people help themselves and each other.”

Services	Outcomes	
	2015	2016
Emergency Services for Families at Risk of Homelessness.....	356.....	.527
TANF Literacy.....	14.....	14
Free Tax Preparation.....	668.....	..848
Housing Weatherization.....	29.....	40
Financial Literacy Assistance.....	1.....	.0
Jobs/Training & Assistance.....	29.....	.0
RX for Oklahoma.....	374.....	548
Rentals.....	32.....	32
New Construction.....	6.....	6
Continuum of Care.....	18.....	..37
Navigation for Health Insurance/Affordable Care Act.....	103.....	.115

Total Families Served 2,115

Early Childhood Programs

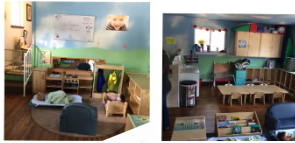
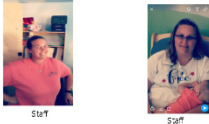


It's All About The Children

This year has been a great year full of new adventures and lots of forward progress at NEOCAA for Early Childhood programs. Early Head Start has once again become an offered program through the agency.

In addition, NEOCAA has also become a part of the **“Early Head Start Child Care Partnership”** grant and is currently working with 5 child care centers to enhance each center in all areas through higher standards and extra funding to better serve our community’s children and families. All of NEOCAA’s Early Head Start Child Care Partnership sites are open and operating. Together, these 5 Facilities combined are serving 72 Early Head Start children. We work with from 6 weeks to 3 years of age. Our children are continually growing and learning as they prepare for their next steps in life. We are happy to report our Partnership site, Kids Company just moved into their newly renovated child care Center located in Grove, Ok. Joyful Learning Center and Henry Lee Doublehead are two of our largest centers and they have All their Partnership classrooms completed and serving our Early Head Start children. Melissa Huffman is our Child Care Home and she is operating at full capacity. Education Station is proud to welcome their new center director Melissa Cooper. She has brought a lot of knowledge and a fresh look to the center.

Kids Company Family Child Care Center
In Partnership with Early Head Start



Henry Lee Double Head - Tahlequah
Early Head Start Partnership



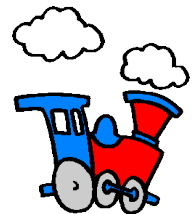
Joyful - Miami
Early Head Start Partnership



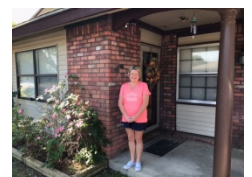
Jay Education Station
Early Head Start Partnership



Northeast Oklahoma
Community Action Agency
Early Head Start Partnerships

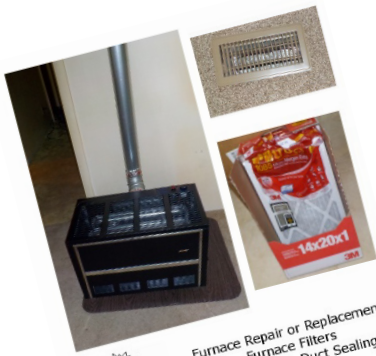


NEOCAA is proud to report that the **“Education Station”** name is known throughout our community. Children are continually growing and as they age & outgrow each program and proceed to the next stage of their lives, we have successfully created a waiting list and as a result we are able to immediately assist both current & new children who have already signed up and are on our waiting list.



Child Care Partnerships

Weatherization



Furnace Repair or Replacement
Furnace Filters
Duct Repair & Duct Sealing

Our agency has a 2 man crew, Ernest Flagg & Will Bark, that works for three different departments. Their main jobs are with the Weatherization Department and they have weatherized 40 homes throughout the year and are currently weatherizing homes year round.

In addition to the Weatherization Department, this 2 man crew works for Housing Rehabilitation, and also give a helping hand to the "New Construction" projects.



Repair or Replace Appliances with High Energy Usage
Water Heater Replacements, Tank Insulation, Pipe Insulation
Refrigerator Replacements & CFL Lightbulbs supplied



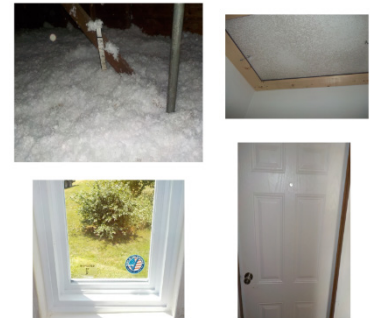
Health & Safety Comes First
Installed Ventilation,
Smoke Alarms &
Carbon Monoxide Detectors



Northeast Oklahoma
Community Action Agency
Weatherization Program

The Weatherization program has strict compliance requirements and part of that compliance is that each completed home be inspected by a "Quality Control Inspector". Our agency is proud to be the only agency in the state to have two QCI's, Victoria Stewart & Ernest Flagg, whom passed the rigorous & comprehensive testing required to be federally certified. Debby Foreman is the weatherization manager.

The Weatherization program takes advantage of two available grants per year: DOE & DHS. Together, with these grants, we work hard to enable clients to save on energy bills and as a result make their homes more comfortable, safe and livable.



We Help Save Even More Energy!
Attic & Wall Insulation & Insulated Attic Access
Window Sealing or Broken Window Replacement
Door Weatherstripping or Leaky Door Replacement

About Community Action Partnership

Community Action Partnership began in 1999, as Northeast Oklahoma Community Action Agency, Inc Community Action Partnership began in 1999, as Northeast Oklahoma Community Action Agency, Inc.

Serving clients in Adair, Cherokee, Craig, Delaware and Ottawa Counties, Community Action Partnership's offerings include housing assistance, weatherization, and emergency and homeless assistance, as well as providing programs related to RX for Oklahoma, taxes, Early Head Start and the Route 66 Health Clinic.

During the renovation project, which took almost two years, the north end of the main building was gutted to create three classrooms, while the former conference center was remodeled to contain three classrooms as well. As part of the grant, Education Station, a private childcare facility, now shares space within the Stan Jones Community Services Center. Four other facilities, including Kids Company in Grove, Melissa Huffman Family Care in Commerce, Joyful Learning in Miami, and a tribal facility for the United Keetoowah tribe in Tahlequah, have also undergone renovations to bring the facilities, as well as the teaching, up to the Early Head Start standards. The Partnership allows, 72 children, within the five facilities, to take part in the programming, which is designed to "provide quality childcare" and " give children an upper hand when they go to school".

**AGENCY
NEW
CONSTRUCTION**

NEOCAA & Cameron Dozier, our housing director are proud to have the opportunity to build affordable housing for our clients in areas where rental housing is difficult to obtain. We are happy to say we now provide low income rentals in all 5 counties – Adair, Cherokee, Craig, Delaware, and Ottawa!



Colcord New Construction Rental Housing



Westville New Construction Rental Housing



**New Construction Projects
Jay Rental Housing**
Northeast Oklahoma
Community Action Agency
Housing Department



BlueJacket New Construction Rental Housing



Tahlequah New Construction Rental Housing

New construction of 2 duplexes in Westville, and 4 single family homes in Miami, will bring the total to 40 rental units after the construction is complete . More than 38 families & 120 individuals will benefit from these rentals.

**More
Agency
Rentals**



Miami Rental Housing
Northeast Oklahoma
Community Action Agency
Housing Department



Jay Rental Housing
Northeast Oklahoma
Community Action Agency
Housing Department

*It's All About
Healthy Eating, Planting
& Growing*

*NEOCAA
Garden Project*

Greenhouse crops produced well from the year before and sales were much better with a bigger customer base.

Garden beds were planted and The Farmers Market in Jay was open every Saturday morning. Cherokee Nation helped place beds in Turkey Ford, Belfonte, Salina, Roland Osage, Little Kansas, and Leach. The Cherokee Nation, along with the OSU Extension Office and T-Set, helped us with a canning class for salsa.

We had two classes come visit at the garden where kids were able to harvest-.go to Boys and Girls Club and prep it- and incorporate it with a meal.

OETA came to our garden and interviewed Jean Cooper, Rhonda Sloan and Thelma Salker. That was a super exciting day for our project.

With the help of Charlotte Howe and Liberty Spears from NTC, we started a new design for advertising and renaming our "project". We look forward to more collaboration with them on "The Grow-cery". From school kids that helped build their gardens - to folks coming out to our gardens to help harvest, we had over 200 volunteers. Approximately 600 units of food was harvested-sold-or given to the food bank or Senior housing.

Planting was limited this year due to concerns about a water shortage. Hopefully rural water will be in the future. T-Set sponsored our trip to Oklahoma City for the Farmers Market Conference. Good contacts and new resources were found. Spring "Hands on" Farmers Market Display Mobile Market was designed and built for our latest project.. A bed was purchased for the Boy Scouts Healing Garden in Grove. Thunderbird Youth Accademy in Pryor now has 2- 4x16 beds.

John Ann Thompson and Rhonda Sloan presented the Directors in Oklahoma City our new project for promoting Headstart and Early Childhood involvement in gardening. Pictures are always posted on NEOCAA Facebook group if you would like to keep up with our activities throughout the year **A special Thanks to Sarkeys Foundation, Whitetail Environmental, Cherokee Nation, T-Set Healthy Living,**

QuietCove and ODOC for making our gardens and mobile market possible this year



Mobile Market
*The
Grow-cery*



Rx for Oklahoma

This year, Rx for Oklahoma Region 3 assisted 631 new clients, and assisted with 13,155 new claims for a total savings to the clients of \$1,133,483.00.

Rx for Oklahoma is a valuable program for the clients in our five-county service area, and the other 12 counties in Region 3.

Without this program, a large number of our clients would have to choose between purchasing their medications and buying food. Many clients were not taking all their prescribed medications because they could not afford them. Rx for Oklahoma helps these clients get their medications at no cost or low cost enabling them to use their limited income to instead pay for their house payment or rent, pay their utilities and buy food for the month. Rx for Oklahoma helps clients stay healthier and improve their wellbeing. Our clients are very grateful for the services they receive from Rx for Oklahoma.



NEOCAA also offers free licensed Navigator services for clients who are in need of assistance signing up for health insurance through the Marketplace, ACA (Affordable Care Act). Open Enrollment is from November 1st through December 15th. However, Navigator assistance is available all year long and can help you get a head-start on signing up!

Navigator

In the words of our lead Navigator, Tammy Lockhart, “I have witnessed tears of joy & gratitude as well as tears of frustration and helplessness”. Tammy says that her job has evolved from simply signing up clients for health insurance to becoming her client’s counselor, teacher, and confidante.

The agency is proud to have served **115 clients this year**. In addition, we have attended 15 different marketing & outreach events to further educate ourselves and our clients. These events have resulted in 925 contacts in Adair, Cherokee, Craig, Delaware & Ottawa counties. Way to network and get educated!!!!



Taxes

NEOCAA offers **free tax preparation** and e-filing for our client’s convenience. Our tax preparers, along with the generous volunteers who dedicate their time toward helping our tax preparers, work diligently to ensure our client’s taxes are filed timely and correctly. **This year we assisted 848 clients with filing their taxes**

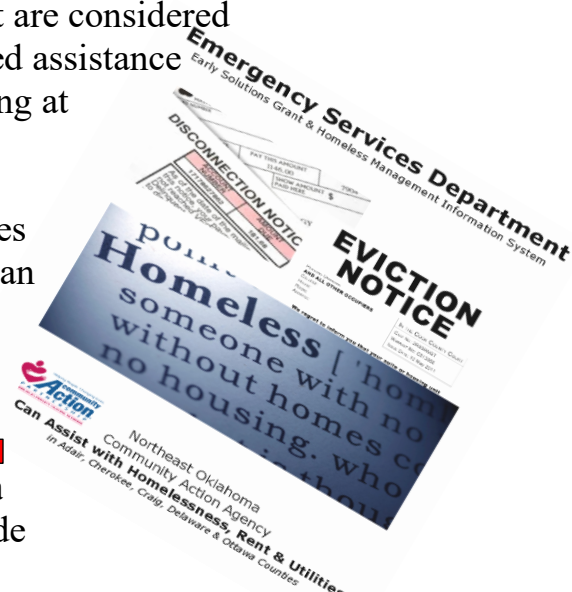


Homeless Management Information System

Emergency Services Homeless/Rent/Utilities

Whether it's a job loss, sudden illness, or natural disaster, an unexpected life event can affect anyone regardless of social or financial status. It is often those that are considered to be "average working people" who need assistance when unexpected life events come knocking at their door.

The various grants our agency uses have their own eligibility requirements & income guidelines that must be followed. Often we can use more than one grant to help our clients with more services. This enables us to serve more people when they need us the most.



This past year, **156 households were assisted with a total of 400 services.** Each service is a payment made toward a household's rent &/or utility bill.

Those 156 households were made up of individuals that were homeless, at risk of being homeless, on limited income or no income, and of course this included "average working people".

A total of \$75,812.78 of funds used from multiple grants was used for rent payments. An additional \$32,788.36 was used for utilities.

The case managers in the emergency service department, Terri Cole & Virginia Lillich, do not just provide intake & financial service for the clients. They also provide resources that may be able to further assist households/individuals and give referrals to other entities if the individual situations need outside help.

Our case managers go the extra mile to help their clients in every way possible by not just assisting with the immediate need, but working with the household/individual after the assistance has been given so the client has all the tools to help remain self-sufficient.

Currently the agency has two licensed case managers



Distance Learning



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**CoC
&
EMERGENCY
SOLUTIONS
GRANT**

We use an “Emergency Solutions Grant” which enables us to partner with these shelters and share funding so that more clients in our community are assisted with their immediate shelter needs.

The yearly count of individuals served from May, 2016- April, 2017

The Ark Shelter	174 clients
The Ark Transitional	168 clients
Community Crisis Center	122 clients
Hope House Shelter	63 clients

In addition to the shelters, we also help clients with “Rapid Re-housing”:

Neocaa/Ark RRH	14 clients
Neocaa/Community Crisis Center RRH	28 clients
Neocaa/Hope House RRH	28 clients

Listed below are our “Continuum of Care” Permanent Supportive Housing units and # clients served this year:

Grand Lake Men’s Permanent Supportive Housing	3 clients
Grand Lake Women’s Permanent Supportive Housing	2 clients
Cherokee Home Permanent Supportive Housing	3 clients
N. Miami Permanent Supportive Housing	4 clients
Creoks Men’s Permanent Supportive Housing	9 clients
Creoks Women’s Permanent Supportive Housing	11 clients



Our newest enterprise

“The Grow-cery”

Has been a vehicle to promote healthy eating to our Early Head Start center and all employees.

We encourage and support each of the programs.

