

## NEOCAA Filling Food Baskets



## Fall Festival EHS & CCP



# Northeast Oklahoma Community Action Agency

Helping People, Changing Lives May 2017– April 2018

## Annual Report 2018

### A New Beginning

#### Board Membership

- Patsy Winn
- Misty Bingham
- Kelly Hampton
- Dr. Ron Cambiano
- Kim Harner
- Laura Garner
- Paula Walkingstick
- Rep. Will Fourkiller
- Kim Roblyer
- Scott Vanhoose
- Sherry Sherwood
- Clark McKeon
- Danyell Crabtree
- Kim Williams

This annual report marks my first full year as Executive Director. It has been a “hands-on” learning experience. I have enjoyed exciting times, like the open house for our Miami rentals, and being awarded a three-year Federal Home Land Bank Rehab grant (52 houses), while also enduring a disappointing loss of Muskogee County Community Action Agency. In spite of this one small setback, our agency remains strong. The agency staff continues to implement existing programs while working to improve and enhance services to our clients.

In January, we welcomed a new Early Head Start Director, Suzie Hemphill. Our Early Head Start Program and the Early Head Start Child Care Partnership Program were both at capacity and offered innovative educational lessons to twenty-four and seventy-two children, respectively. Education Station, our child care facility, increased from three classrooms to four. Our healthy foods initiative, “Produce and Posies” continues to offer fresh food options. Our Mobile Market, “The Grow-cery” was available at various community functions to offer healthy and colorful produce. We continue to construct affordable housing in communities of our service area. Homes were finished in Westville and three homes were built in Miami. Our Navigator, RX, Case Management, and Tax Prep programs show growth in the number of clients served. Offering insurance information, prescription assistance, emergency assistance, and tax preparation address critical needs in our community.

At the end of the fiscal year, our agency had forty employees. This year’s spending decreased by 9.83% with spending of \$3,946,327.55 compared to last year’s spending of \$4,012,519.81. All agency programs are fully implemented. Thanks goes to our staff for doing a wonderful job!

#### Officers

- Rebecca Jim— CHAIRPERSON
- Brian Wagnon— VICE CHAIRPERSON
- Gary Buchanan— SECRETARY
- Jeanie Reed— TREASURER

*John Ann Thompson*  
*Executive Director*

# 2015-2020 Strategic Plan

Helping People  
Changing Lives

## Education & Wealth Building

Roma Goal 1— Low -income people becoming 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

## 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

## Community & Housing Development

Roma Goal 2—The conditions in which low-income peoples lives 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

## 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 served



10

10

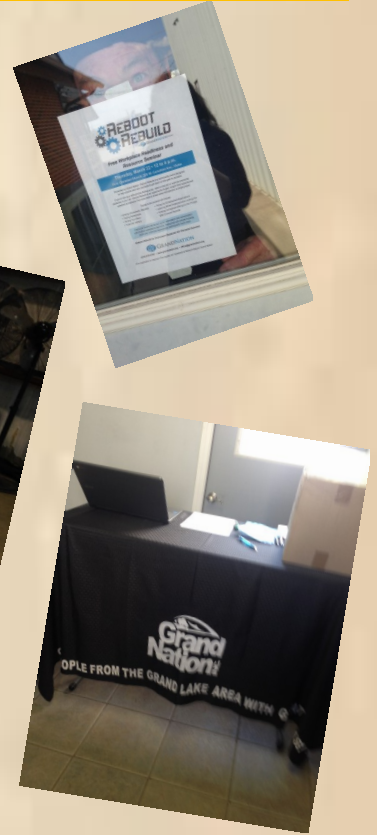
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OKACAA  
Service Awards  
Elesa, Blue, & Kristi  
Thank You!

NEOCAA  
Holiday  
Festivities



**REBOOT & REBOUND EVENT**  
Sponsored by Grand Nation, in Vinita



Amy

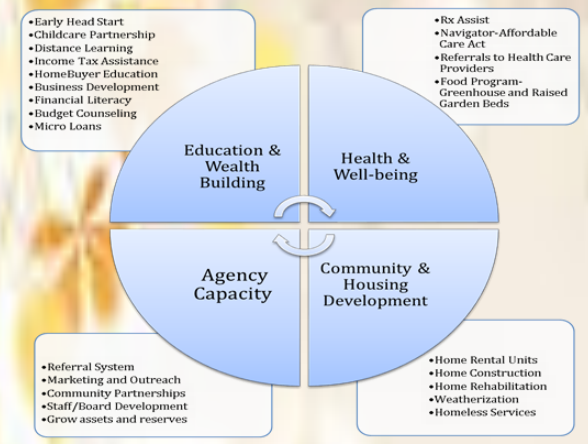
Rotary Club  
Bell Ringing

EHS



# Programs & Services

## Strategic Plan 2015-2020



*“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
Emergency Services for Families	230
TANF Literacy	15
Free Tax Preparation	755
Housing Weatherization	40
Financial Literacy Assistance	0
Jobs/Training & Assistance	0
RX for Oklahoma	615
Rentals	37
New Construction	3
Continuum of Care	22
Navigation for Health Insurance/ACA	130

# RX for Oklahoma



RX for Oklahoma Region 3 assisted 615 clients for the fiscal year. Region 3 had a total of 511 new clients, 3,535 new claims and an estimated value of medication of \$1,298,790.00.

The RX for Oklahoma Region 3 Regional Area Director manages NEOCAA's five-county service area, three counties from Deep Fork and nine counties from CARD. There are ten Customer Service Representatives in the 17-county region and one Regional Area Director, who is from NEOCAA. The staff has a good working relationship with one another. They work exceptionally hard to help clients in their service areas receive their medications at no cost or low cost.

RX for Oklahoma enables low income clients to pay their rent or mortgage payments, pay their utility bills, pay doctor or hospital bills, and buy food with the money they save on their medications each month.

RX for Oklahoma clients are very thankful and appreciate the help they receive from the program. Many of our clients would have to do without their medications if not for the RX for Oklahoma program. The program helps clients stay healthier and improves their quality of life.

# Navigator



NEOCAA offers free certified licensed Navigator services. Though experiencing major cut backs in program funding, our Navigators continue to offer assistance to low income families or individuals in need of insurance, in fact we have expanded our service area. We now offer services to Delaware, Ottawa, Craig, Adair, Cherokee and Muskogee counties.

Navigators were invited to speak or provide information at 17 events this year. In addition to that, Navigators sponsored a total of 47 events in our counties. We also ran a radio ad this year reaching tens of thousands in the listening area. Getting the word out for open enrollment, special enrollment, and tribal enrollment happens all year long. Navigators are available to provide information to doctors and patients alike. Navigators attended 4 training seminars and webinars through the year for updates on training and the ever changing policies of the Affordable Care Act. 130 clients were served through the Marketplace or Insure Oklahoma. Outreach in all our counties reached thousands of people. Let me say that again, outreach has reached THOUSANDS of people!. As lead Navigator I'm very proud of the work we're doing, as someone once said, "If it was easy everyone would do it". Thank you for your time! Tammy Lockhart-Navigator

## It's All About The Children

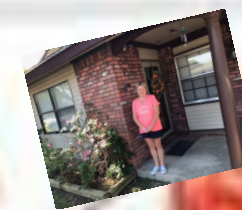


Northeast Oklahoma Community Action Agency offers services in Adair, Cherokee, Craig, Delaware and Ottawa Counties. Community Action offers services that include housing assistance, weatherization, emergency and homeless assistance, programs related to RX for Oklahoma, taxes, Early Head Start, Early Head Start Child Care Partnerships and the Route 66 Health Clinic.

Early Head Start services are provided at the NEOCAA facility, operating 3 classrooms with 24 children and 2 teachers in each classroom. Early Head Start Child Care Partnerships include Education Station located across the playground from NEOCAA EHS in Jay, Oklahoma, Kids Company Child Care Center in Grove, Henry Lee Doublehead in Tahlequah, Joyful Learning Center in Miami, and Melissa Huffman Child Care Center in Commerce, all in Oklahoma. Early Head Start Child Care Partnership provides services to 72 children from the age of 6 weeks to 3 years. The partnership is designed to enhance a child care center in providing quality child care to low income families in its community.

### Education Station

Education Station is Northeast Oklahoma Community Action Agency's Child Care Center and it is located just across the playground from NEOCAA's Early Head Start Center. Education Station has four classrooms. Room one is a preschool child care classroom where a maximum of eight, three year old children are cared for by one teacher. Room two is one of the two Early Head Start Child Care Partnership classrooms where eight children from six weeks to three years are cared for by two teachers. Room three is the second of the two Early Head Start Child Care Partnership classrooms where eight children for six weeks to three years old are cared for by two teachers. Room four is a preschool child care classroom where a maximum of nine, three to four year old children are cared for by one teacher.



## Early Head Start Child Care Partnership

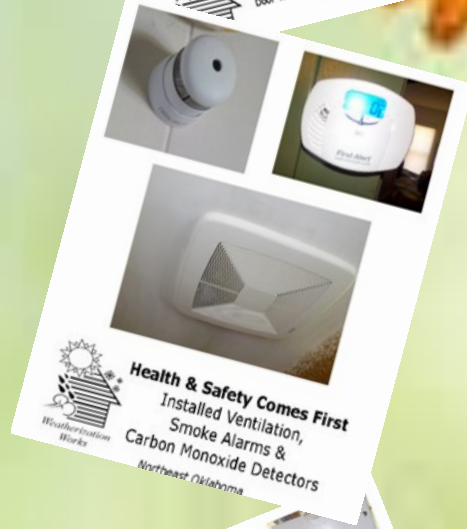
# Weatherization

Our agency has a 2 man crew, Will Bark and Rod Wooten, they work 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, projects.

The Weatherization program has strict compliance requirements and part of that compliance is that each completed home be inspected by a "Quality Control Inspector". Ernie Flagg has passed the rigorous and 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 and 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.



## VITA Taxes



NEOCAA offers *free tax preparation* and e-filing for our clients' convenience. Our tax preparers, along with the generous volunteers who dedicate their time toward helping our tax preparers, work diligently to ensure our clients taxes are filed timely and correctly. **This year we assisted 755 clients with filing their taxes.**

## Distance Learning

The equipment has been installed and will be used to record and distribute training as the agency develops it 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.



# COC & Emergency Solutions Grants

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, 2017- April, 2018

The Ark Shelter	86	clients
The Ark Transitional	174	clients
Community Crisis Center	91	clients
Hope House Shelter	25	clients

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

NEOCAA/Ark RRH	14	clients	6	Families		
NEOCAA/Community Crisis Center RRH	28	clients	3	Families		
NEOCAA/Hope House RRH	28	clients	5	Families		
<b>Total Assisted</b>	<b>14</b>	<b>Families,</b>	<b>21</b>	<b>Individuals,</b>	<b>and 45</b>	<b>served</b>

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

Grand Lake Men's Permanent Supportive Housing	5	clients
Grand Lake Women's Permanent Supportive Housing	4	clients
Cherokee Home Permanent Supportive Housing	3	clients
N. Miami Permanent Supportive Housing	4	clients
Creeks Men's Permanent Supportive Housing	6	clients



NEOCAA Gardens



**FREE**

What: Canning Class 101  
 When: Thursday October 5th  
 Where: Triple Cross Ranch Event Center  
 1 mile East of New Hope Church on 380 Rd  
 Time: 10:00 A.M.

Class taught by: Mary McQuaid  
 Hosted by: Amy Stanford,  
 Northeast Community Action Agency, Garden Assistant

Please Call Amy @ 918-253-7134 to let them know you are coming so they can be fully prepared.

**EVERYONE**  
is  
**Welcome**



## NEOCAA Garden Project & The Grow-cery

### Here Are a few things we accomplished

- Harvested approximately 1000 lbs. and /or units of produce. (water source was an issue) This was with 5 beds instead of our normal 10 beds planted
- Held 4 canning classes and 2 cooking classes. We felt like they were a huge success
- Placed garden beds in 4 schools, some beds being larger than others, 150 bags of pre-mix and several bags of essential elements were sold
- Boys and Girls Club spent a morning with us for planting and harvesting. Jay Club also toured the garden and each of the children from both programs always go home with at least one plant to plant at home
- We also hosted a family of eight to plant 2 of the garden beds that were sponsored by the Nigh Foundation. The parents taught the children how to plant, harvest, and put the food on the table
- Huckleberry Canyon Park was a project we helped with in February. Since this is close to one of Community Action properties we wanted to see it cleaned and made useful for our town. We had a great turnout and are hoping to see continued progress
- Approximately 150 units of food were given to the Feed My Sheep program in Jay, and was distributed in our community .The Senior housing receiving some produce, as well
- Please follow our adventure on **NEOCAA Garden Project on Facebook**
- And of course you are always welcome at *Produce & Posies*



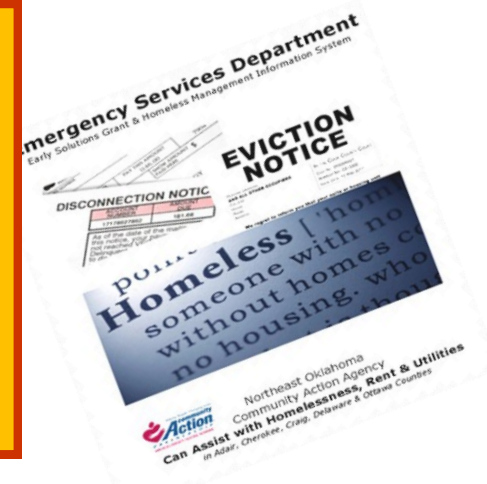
## Emergency Services Homeless/Rent/Utilities



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 and 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 **114 households were assisted with a total of 320 services**. Each service is a payment made toward a household's rent & / or utility bill. Those 114 households were made up of individuals that were homeless, at risk of being homeless, on a limited income, or no income, and of course this included "average working people".

**A total of \$56,664.06 of funds used from multiple grants was used for rent payments. An additional \$20,779.53 was used for utilities.**



**Homeless  
Management  
Information  
System**

The case manager in the emergency service department, Terri Cole does not just provide intake & financial service for the clients. She also provides resources to further assist households or individuals. She gives referrals to other entities if the individual situations need outside help. Our case manager goes the extra mile to help clients in every way possible by not just assisting with the immediate need, but working with the household or individual after the assistance has been given so that the client has all the tools to remain self-sufficient. Currently the agency has one licensed case manager.

*Agency  
New Construction  
Rental / Housing*

NEOCAA and 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 five counties-Adair, Cherokee, Craig, Delaware, and Ottawa!



**New Construction of four single family homes in Miami, will bring the total to 40 rental units after construction is complete. More than 40 families and 120 individuals will benefit from these rentals.**



*More  
Agency Rentals*



*New Construction*



*NEOCAA thanks the city of Miami*



*KODE 12 interview with Cameron*

