

# Northeast Oklahoma Community Action Agency

May 2018-April 2019

## Annual Report 2019

### *Continuing the Mission*

*My second year has been a rewarding experience. In my first year, I became accustomed to the ebb and flow of our agency and the job of working with other providers and government agencies. This year, our agency experienced no setbacks and plenty of rewards. We continued to reach out to counties in our service area through outreach activities such as the Vinita Calf Fry, Welch Old Settlers' Day, Veteran's Day programs in Tahlequah, REC day in Grove, Cruise Night in Jay, and the Craig and Ottawa County Fairs. We were able to create great collaborations with other service providers in the counties.*

*Our efforts to "spread the word" about our agency and its services has yielded results. Our tax preparation program, RX program and Emergency Services showed an increase in program results. Our Early Head Start continues to serve 24 students and our Early Head Start Partnership worked with 72 students. Our childcare center, Education Station, serves Early Head Start children and pre-school children. The housing program continues to expand, the city of Commerce donated land for four more houses. Weatherization and Home Rehab programs continue to have waiting lists for those services. Our gardens and greenhouse program strives to provide residents with healthy food options as well as seasonal flowers. A few improvements at the agency included adding an office and a cooler to keep vegetables fresh at the gardens and purchasing a storage building in Jay. We also sold our downtown building this year. That was fortunate because a truck smashed into the side of it before we sold it!*

*We ended the 2019 fiscal year with 37 employees and an annual revenue of \$3,433,712.57. Our staff continues to be innovative and inspired to do an excellent job. They are to be commended.*

### **Board**

#### **Membership**

- \*Patsy Winn
- \*Kelly Hampton
- \*Kim Harner
- \*Dr. Clark McKeon
- \*Rep David Hardin
- \*Dr. Ron Cambiano
- \*Misty Bingham
- \*Kim Roblyer
- \*Kim Williams
- \*Paula Walkingstick
- \*Laura Garner
- \*Scott Van Hoose
- \*Mike Lillie
- \*Philip Manes

### **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 a second clinic, and increase the number of health providers willing to donate services or work on a sliding scale fee 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 a marketing plan to effectively communicate agency services and the need for resources via Facebook, radio spots, social media, etc.
- \*Increase the agency's net worth by 100% 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

# Programs & Services

## Strategic Plan 2015-2020



<i>Services</i>	<i>Outcomes</i>
<i>Emergency Services for Families</i>	388
<i>TANF Literacy</i>	15
<i>Free Tax Preparation</i>	810
<i>Housing Weatherization</i>	32
<i>Financial Literacy Assistance</i>	3
<i>Rx for Oklahoma</i>	397
<i>Rentals</i>	40
<i>New Construction</i>	4
<i>Continuum of Care</i>	159
<i>Advocate Services</i>	56

**NORTHEAST OKLAHOMA COMMUNITY ACTION AGENCY, INC.**  
**ANNUAL FINANCIAL SUMMARY**  
**Fiscal Year Ending April 30, 2019**

	FY 2019 Actuals	FY 2019 Operating Budget	Budget/Actual Variance
<b>Expenditures</b>			
CACFP	53,730.19	44,389.69	(9,340.50)
SAF/HS	105,601.18	138,330.56	32,729.38
Child Care	230,010.40	302,958.65	72,948.25
Early Head Start Program	367,112.01	354,495.00	(12,617.01)
EHS Partnership	764,114.82	806,888.70	42,773.88
FEMA-Delaware	15,991.00	15,991.00	0.00
FEMA-CHEROKEE	2,435.00	2,400.00	(35.00)
FEMA-Craig	5,275.41	5,495.00	219.59
FEMA-Ottawa	4,660.25	2,488.00	(2,172.25)
SAF/CAA	22,572.20	23,900.06	1,327.86
ESG-Miami CC	43,632.72	54,966.25	11,333.53
ESG-ARK	20,805.89	41,138.30	20,332.41
ESG-Hope House	70,357.72	68,789.31	(1,568.41)
DHS LIHEAP	75,589.54	77,717.32	2,127.78
DOE	215,073.20	165,302.01	(49,771.19)
CHDO Operating	19,920.20	0.00	(19,920.20)
COC-HUD Planning	6,221.65	21,776.51	15,554.86
HUD COC Housing	38,416.00	38,415.99	(0.01)
OHFA 1581 18 MIAMI NC	8.65	0.00	(8.65)
OHFA 1544 MIAMI SINGLE FAMILY	186,435.24	0.00	(186,435.24)
HUD HMIS	19,529.06	27,217.04	7,687.98
AHP	55,068.07	104,296.21	49,228.14
CSBG	492,935.27	462,272.34	(30,662.93)
CSBG Disc Tax Preparation	7,462.97	0.00	(7,462.97)
GARDEN FACILITY AND COOLER	16,916.80	0.00	(16,916.80)
CSBG DISC CASE MAN SYSTEM	5,566.33	5,333.33	(233.00)
OADP TAX	9,413.00	0.00	(9,413.00)
OKACAA	4,200.00	0.00	(4,200.00)
RX Oklahoma	150,739.04	159,800.49	9,061.45
Navigator - Little Dixie	16,423.97	16,600.93	176.96
Literacy	52,538.24	54,994.06	2,455.82
Rental	143,641.27	131,274.41	(12,366.86)
Thanksgiving Baskets	0.00	4,300.00	4,300.00
Neosho Ridge Maintenance	11.86	2,620.11	2,608.25
Unrestricted	110,870.25	49,294.96	(61,575.29)
<b>Total Expenditures</b>	<b>\$ 3,333,279.40</b>	<b>\$ 3,183,446.23</b>	<b>\$ (149,833.17)</b>
<b>Total Revenues Over (under) Expenditures</b>	<b>\$ 100,433.17</b>	<b>\$ 40,534.43</b>	<b>\$ 59,898.74</b>

*Financial information has not be audited*

**NORTHEAST OKLAHOMA COMMUNITY ACTION AGENCY, INC.**  
**ANNUAL FINANCIAL SUMMARY**  
**Fiscal Year Ending April 30, 2019**

	FY 2019 Actual	FY 2019 Operating Budget	Budget/Actual Variance
<b>Revenues</b>			
CACFP	53,730.19	44,389.70	9,340.49
SAF/HS	105,601.18	138,330.56	(32,729.38)
Child Care	230,771.67	257,400.00	(26,628.33)
Early Head Start Program	367,112.01	354,495.00	12,617.01
EHS Partnership	764,114.82	806,888.71	(42,773.89)
FEMA-Delaware	15,991.00	15,991.00	0.00
FEMA-CHEROKEE	2,435.00	2,400.00	35.00
FEMA-Craig	5,275.41	5,495.00	(219.59)
FEMA-Ottawa	4,660.25	2,488.00	2,172.25
SAF/CAA	22,572.20	23,900.06	(1,327.86)
ESG-Miami CC	43,632.72	54,966.25	(11,333.53)
ESG-ARK	20,805.89	41,138.30	(20,332.41)
ESG-Hope House	70,357.72	68,789.30	1,568.42
DHS LIHEAP	75,589.54	77,717.32	(2,127.78)
DOE	215,073.20	165,302.00	49,771.20
CHDO Operating	19,920.20	0.00	19,920.20
COC-HUD Planning	6,221.65	21,776.51	(15,554.86)
HUD COC Housing	38,416.00	38,416.00	0.00
OHFA 1581 18 MIAMI NC	8.65	0.00	8.65
OHFA 1544 MIAMI SINGLE FAMILY	186,435.24	0.00	186,435.24
HUD HMIS	19,529.06	27,217.00	(7,687.94)
OHFA 1240 Neosha Ridge	18,750.00	0.00	18,750.00
AHP	55,068.07	104,296.20	(49,228.13)
CSBG	492,935.27	462,272.35	30,662.92
CSBG Disc Tax Preparation	7,462.97	0.00	7,462.97
GARDEN FACILITY AND COOLER	16,916.80	0.00	16,916.80
CSBG DISC CASE MAN SYSTEM	5,566.33	5,333.33	233.00
OADP TAX	9,413.00	0.00	9,413.00
OKACAA	4,200.00	0.00	4,200.00
RX Oklahoma	150,739.04	159,800.48	(9,061.44)
Navigator - Little Dixie	16,423.97	16,600.93	(176.96)
Literacy	52,538.24	54,994.06	(2,455.82)
Rental	171,821.34	161,212.49	10,608.85
Thanksgiving Baskets	0.00	4,300.00	(4,300.00)
Neosho Ridge Maintenance	0.00	2,620.11	(2,620.11)
Unrestricted	163,623.94	105,450.00	58,173.94
<b>Total Revenues</b>	<b>\$ 3,433,712.57</b>	<b>\$ 3,223,980.66</b>	<b>\$ 209,731.91</b>

*Financial information has not be audited*

*Agency  
New Construction  
Rental/Housing*

NEOCOA 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!



The Agency has completed four single family homes in Miami , and will start construction of four more homes in Miami. The agency has also been awarded a grant through OHFA to build four new single family homes in Commerce, which will give the agency forty-eight rentals in our five county region. More than forty eight families and one hundred forty individuals will benefit from these rentals.

Our agency has a two man crew, Tyler Hallett and Billy Hanna, they work for three different departments. Their main job is with the Weatherization Department. They have weatherized thirty-two homes throughout the year and are currently weatherizing homes year round.

In addition to the Weatherization Department, this two man crew works for Housing Rehabilitation projects and NEOCAA rentals.

The weatherization program has strict compliance requirements and part of that compliance is that each completed home be inspected by Ernie ,the Quality Control Inspector. Ernie Flagg, the weatherization manager and Will Bark assist in energy audits, all weatherization duties, and all rehabilitation duties.

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.

W  
E  
A  
T  
H  
E  
R  
I  
Z  
A  
T  
I  
O  
N

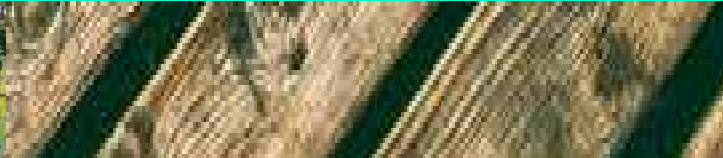


# NEOCAA Garden Project

## Produce and Posies

*Here are a few things we accomplished*

- We harvested approximately 4,363 lbs. & 107 units of produce.
- Four canning classes and one recipe exchange class were held. We felt like they were a huge success.
- Placed garden beds in nine schools, Boys & Girls club, and Youth Academies.
- We hosted the Preschool-Kindergarten classes for their Tasty Tuesday unit. Kansas School visited two times, once to plant, and second to harvest what they planted. Also, J-Club visited as well. We so enjoy teaching these young kids about gardening. The kids always go home with at least one plant to plant at home.
- We hosted a Spring Fling in May & have a Fall Harvest scheduled for September with vendors!
- We have started planting our Fall garden with broccoli, cabbage, cauliflower, peas, scallop squash, spaghetti squash and more to follow.
- Approximately one hundred units of food were given to families in need, and were distributed in our community,
- Please follow our adventure on NEOCAA Garden Project on Facebook
- Of course you are always welcome at *Produce and Posies*





# Produce & Posies



## IT'S ALL ABOUT THE CHILDREN

Early Head Start services are provided at the NEOCAA Inc. facility, operating 3 classrooms with 24 children with 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, Oklahoma, and Henry Lee Doublehead in Tahlequah, Oklahoma. Early Head Start Child Care Partnership provides enhanced Early Head Start services to 72 children from 6 weeks to 3 years. The partnership program is designed to provide support to a child care center so that the center can provide enhanced Early Head Start services to eligible low income families within their community.



### Education Station

Education Station is Northeast Area Community Action Agency's Child Care Center. It is located just across the playground from NEOCAA's Early Head Start Center. Education Station has 4 classrooms. Room one is a preschool child care classroom with a maximum of eight children. Room two is one of the Early Head Start Child Care Partnership classrooms where eight children from 6 weeks to 3 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 from 6 weeks to 3 years are cared for by two teachers. Room four is a preschool child care classroom where a maximum of nine, three year old children are cared for by one teacher. Each classroom follows either the Creative Curriculum for infants, toddlers and two's or preschool curriculum designed to develop skills needed for future success in school.





*Week of the Young Child*



*Bug  
Week*



*First Annual Camp Bandage*



*New Play Ground Equipment*



*Child Abuse Awareness Month*

# RX for Oklahoma

RX for Oklahoma Region 3 NEOCAA processing center assisted 580 clients for the fiscal year. Region 3 had a total of 397 new clients, 4,539 new claims and an estimated value of medication of \$1,998,093.00.

The RX for Oklahoma Region 3 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 seventeen county region and one Regional Area Director, who is from NEOCAA. The staff has a good working relationship with one another and 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.



## Advocate Services

Navigator services were discontinued due to budget cuts and lack of funding, leaving Northeast Oklahoma and other counties without representation.

The Advocate has helped fifty-six people renew insurance, apply for insurance, renew Sooner Care for children, or helped with SNAP applications. The Advocate has also helped a few seniors apply for Social Security.

The Advocate is available by appointment to assist those with no computer skills or limited knowledge, and help them find services such as dental care, hearing aids, vision care, and health care services.

NEOCAA OFFER FREE TAX PREPARATION AND E-FILING FOR OUR CLIENTS' CONVENIENCE. OUR TAX PREPARERS, WORK, ALONG WITH THE GENEROUS VOLUNTEERS TO DEDICATE THEIR TIME TOWARD HELPING OUT. THEY WORKED DILIGENTLY TO ENSURE OUR CLIENTS TAXES ARE FILED TIMELY AND CORRECTLY. WE HAVE EIGHT VOLUNTEERS PREPARING TAXES AND THREE GREETING CLIENTS.

V  
I  
T  
A  
  
T  
A  
X  
E  
S



TAXES PREPARED....810

REFUNDS.....\$810,265.00

## EMERGENCY SERVICES

### HOMELESS/ RENT/UTILITIES



Whether it's a job loss or a sudden illness, unexpected life events can affect anyone regardless of social or financial status. Too often it's the "average working people" needing assistance during such situations. The various grants our agency uses have individual eligibility criteria that must be followed and often more than one grant can be used to assist during a time of need.

This past year 388 Individuals and households were assisted with a total of 388 services. Each service is a payment made toward the applicant's rent and/ or utility bill. Those who received assistance were homeless, on a limited, fixed, or without income including the "average working person".

A total of \$65,636.14 of our funding was used for rent payments while \$26,165.17 was paid for utility bills.

The case managers within the Emergency Services Department does not just provide intake and financial services for the clients, they also provide resources to further assist in the immediate need.



**Homeless  
Management  
Information  
System**

## 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 ,2018\* April, 2019

The Ark Shelter	58 clients
The Ark Transitional	86 clients
Community Crisis Center	206 clients
Hope House Shelter	79 clients

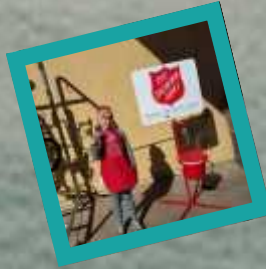
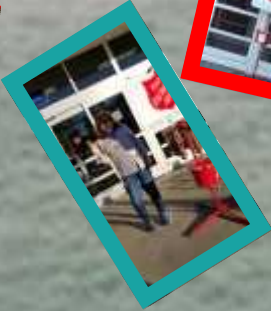
In Addition to the shelters, we also help clients with "Rapid Re-housing":

NEOCAA/Ark RRH	14 clients	6 Families
NEOCAA/Community Crisis Center RRH	28 clients	3 Families
NEOCAA/Hope House RRH	28 clients	5 families

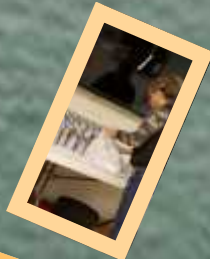
Listed below are our "Continuum of Care" Permanent Supportive Housing units and # of clients served this year:

Grand Lake Men's Permanent Supportive Housing	33 clients
Grand Lake Women's Permanent Supportive Housing	21 clients
Cherokee home permanent Housing	24 clients
N,Miami Permanent Supportive Housing	17 clients
Creoks Men's Permanent Supportive Housing	33 clients
Creoks Women's Permanent Supportive Housing	31 clients

## BELL RINGERS



## THANKSGIVING FOOD BASKETS



## DONATION



## CHRISTMAS GIFTS FOR INMATE'S FAMILIES





*EHS Fall Festival*



*Trick or Treating at Sam Hider Clinic*



*EHS Thanksgiving Feast*



# CHEROKEE NATION VETERANS PROGRAM

2018



REC DAYS 2018

# OTTAWA COUNTY FAIR

2018



CRAIG COUNTY FAIR  
2018

WELCH DAYS 2018





**RX OUTREACH KANSAS**



**2018 VINTAGE BY THE CREEK**

**REBOOT & REBOUND OUTREACH VINITA**



**RX OUTREACH  
AFTON**



**CHRISTIAN MEDICAL CLINIC**

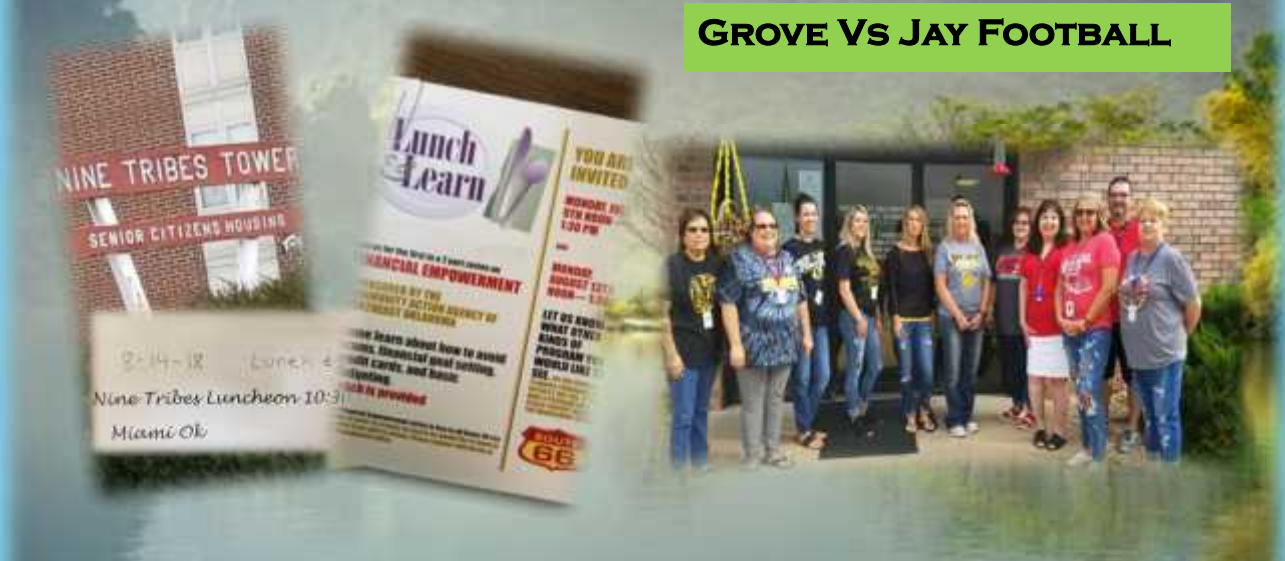


# NEOCAA DONATION TO JAY SPORTS COMPLEX AND CITY PARK



## FINANCIAL EMPOWERMENT

## GROVE VS JAY FOOTBALL



## NEOCAA HELPING WITH THE JAY SENIOR APPLICATION WEEK



## ANGEL TREE GIFTS FOR EHS & EDUCATION STATION



## NEOCAA STAFF ENJOYING THE HOLIDAY PARTY



# 2018 Annual Meeting at Candlewyck Inn



**2018 RETIREMENTS**



**TERRY-PLANNER**



**DEBBY— SERVICE DIRECTOR**



**PAT— RECEPTIONIST**