

Lake Community Action Agency, Inc.



**ANNUAL REPORT
2016-2017
HELPING PEOPLE.....
CHANGING LIVES**

Lake Community Action Agency, Inc. is a private non-profit corporation. The aim of LCAA is to stimulate a better focusing of all available local, State, private and federal resources upon the goal of enabling low-income families, senior citizens, and other individuals in rural and urban areas, to obtain the skills, knowledge, and motivation and secure the opportunities needed for them to become self-sufficient.

Our Mission Statement

Promoting self-sufficiency by reducing and eliminating barriers that contribute to the instances of poverty through a variety of programs to improve the standards of living.

Our Vision Statement

Lake Community Action Agency strives to become the premier agency in building partnerships that provide professional services to children and families

The Promise of Community Action

“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.”

LCAA Board of Directors

John H. Christian, Sr. – Board President
Louis Ward – Vice President
Bessie Rawls – Secretary
Carla Gnann-Thompson-Asst. Sec.
Catherine Lynum - Treasurer
Art Swanton - Parliamentarian

Tony Fields	Judy Carter
Jack Grant	Lenzy Hodge, Jr.
Walter McGriff, Jr.	Robert Ragin
June Love	Brian Broadway
Sandy Gamble	

The 15 member Community Action Board review and approves all actions of the Agency including requests for funding. Membership is composed equally of representation from the public sector; private business/civic groups/service organizations, and representatives of the poor elected by target area residents. This key body reviews the Agency’s programs and accomplishments, sets general policy, determines priorities, and acts as a public sounding board to hear and respond to community concerns regarding poverty and in causes and conditions of the lives of those living in poverty in Lake County.

Table of Contents

Letter form Board Chair.....	4
Letter from Executive Director	5
Who We Serve	6
Community Services Department Program Summary	7
Energy Services Achievements	8
Featured Success Story: Dominique Bostic	9 & 10
Achievement Training Model.....	11
Funding Sources	14 & 15
Lake Community Action Agency, Inc.....	16

Letter from Board Chair



“Helping some will insure the prosperity of us all.....”

It is my pleasure to bring you greetings on behalf of the Board of Directors of the Lake Community Action Agency, Inc. This year, 2017, we have been providing services to the children and families in Lake County for 51 years. This year we have experienced a reduction in our services to our children but we have not lost our resolve for addressing our overall mission of “Helping People, Changing Lives and “Helping People to Help Themselves and Each Other.”

Let me commend my fellow board members and the staff of Lake Community Action Agency for your continued hard work and commitment to our mission.

We will continue to partner with other agencies as we seek to eliminate barriers that contribute to disadvantaged circumstances and bring about positive change in our neighborhoods and the entire community of Lake County.

Will you please continue to support the Board and staff as we engage in the great challenge?

In His Service,

John H. Christian, II
LCAA Board Chairperson

Letter from Executive Director



Mr. James H. Lowe, CCAP
Executive Director

Continuing the Legacy – 51 Years

Time really flies. It is difficult to believe that it has been 51 years since Lake Community Action Agency (LCAA) was instituted in Lake County. During this time, our agency has **NOT** taken a backseat to any worthy agency assisting the disadvantaged.

This past year has been a bit of a challenge for us due to the reduction in our federal resources this however has not prevented us from staying focused and committed to our mission of promoting self-reliance by reducing and eliminating barriers that contribute to the instances of poverty and our vision of “Striving to become the premier agency in building partnerships that provide professional services to children and families.”

We are still at the forefront when it comes to building partnerships and providing services to help people become self-sufficient. One reason we have been so successful is our ability to build partnerships. They are the life of Lake Community Action Agency. When people who have the same mission come together and pool their resources, more can be accomplished for a greater number of people. We are so grateful for our partners and we salute them.

The second reason we have been successful is because of the vital services we continue to provide to the Community. We have still been able to offer an array of services to the children and families. These services have been in the areas of education, healthcare, nutrition, employment service, weatherization and energy services assistance, and career opportunities. We strongly believe that the key to self-sufficiency is gainful employment

It is vital that Lake Community Action Agency continue its Legacy of “Helping People, Changing Lives.” This is a challenge we remain steadfast in our resolve. Celebrate with us as we share our past accomplishment. We need your support as we forge ahead.

Thank you for allowing me to share 48 years of my life with this great movement called “Community Action. Let me applaud the Board of Directors and the small but committed staff for your continued efforts to keep Lake Community Action alive and well.

Here is hoping we will be able to continue to build partnerships and provide services to children and families into the future.

Peace Be with you and God Bless....

James H. Lowe, CCAP
Executive Director

Who We Serve

Lake Community Action Agency is dedicated to serving the needs of its Community by empowering those with lower incomes to attain and maintain self-sufficiency through a variety of programs. Poverty can affect anyone at any time; the following is an illustration of the Lake Community Action Agency clients served in Lake County.

<u>Family Type</u>		Most Households served were Headed by single-parent females.					
Single Parent Female		39.8%					
Single Parent Male		1.6%					
<u>Ethnicity/ Race</u>		Clients are from a variety of ethnic backgrounds representing the diverse communities within our county.					
African American		54.30%					
White		29.87%					
Native American		0.02%					
Multi-Race		2.60%					
<u>AGE</u>		The majority of our clients were adult high school graduates between the ages 25 to 44 and young children under the age of 12.					
0-5	15.3%	18-24	5.4%	55-59	9.4%	70+	0.0%
6-13	16.9%	25-44	25.0%	60-64	4.0%		
14-17	15.1%	45-54	8.9%	65-74	0.0%		

COMMUNITY SERVICES DEPARTMENT

2016-2017

PROGRAM SUMMARY

Lake Community Action Agency is committed to providing quality services with impact and outcomes for families in our community. Our programs enhance and enrich lives by providing citizens with tools and resources that encourage self – sufficiency and improved standard of living.

Helping People... Changing Lives

Community Action Helps:

7,582 unduplicated clients were served through the administration of the **Community Services Block Grant, Weatherization, School Readiness and Voluntary Prekindergarten (VPK) and Low-Income Home Energy Assistance Programs.**

2,895 households received assistance to maintain home energy through the administration of the **Low Income Home Energy Assistance Program (LIHEAP).**

44 Individuals obtained employment from October 1, 2016 through September 30, 2017.

18 households received assistance for **Weatherization and Home Repair.**

704 families received assistance through the **Family Self Sufficiency Program.**

15,696 meals were served to low-income children and youth through the administration of the **Summer Foods Program** at 21 sites throughout **Lake County.**





LCAA ENERGY SERVICES ACHIEVEMENTS

The Energy Services Department continues to provide stellar services in the delivery of our short-term and long-term energy programs for Lake Community Action Agency, Inc. In the department's mission we are poised to provide a unique range of energy solutions to Residential & Commercial customers through sound energy saving technologies, energy efficiency processes and conservation programs.

In our short-term energy solution program, titled as our LIHEAP Program, the department prevented the home energy crisis and restored home energy in over **1,255 homes** last year. Helping households avoid over **\$22,040** dollars in reconnect & late fees. The program is designed to assist eligible low-income households with their heating and cooling energy costs.

In our long-term energy solution program, Weatherization, the department weatherized over **17 homes** with over **42 individuals** benefitting from the Weatherization Program last year. The purpose of the Weatherization Assistance Program is to reduce the monthly energy burden on low-income households by improving the energy efficiency of the home and the health and safety of families. The Weatherization Program continues to be successful in creating jobs, and lower electric bills of struggling families in the communities we serve throughout Lake County.

The Energy Services Department experienced continued success in developing new revenue streams to expand existing programs through secured partnerships with our local municipalities in providing energy audits and construction management services to targeted areas of Mount Dora. The total investment of the projects combined totals over \$173,500 in energy efficiency upgrades and rehabilitation improvements. Additional partnerships are in progress with the Federal Home Loan Bank of Atlanta to provide Energy Efficiency Weatherization Rehabilitation & Accessibility Rehabilitation Products to median income families in Lake County.

The Energy Services Department will continue to secure vital programs and foster partnerships that will lead to significant investments in our local communities in Lake County. We are dedicated to creating more sustainable communities and creating jobs in the areas we serve.

FEATURE FSSP SUCCESS STORY DOMINIQUE BOSTIC

In January of 2016 Dominique Bostic came in to get assistance with education. Dominique was already going to school for Cosmetology but wanted to get into the Health Care profession. Dominique is a single mother and her only income at the moment is Temporary Assistance for Needy Families (TANF) is \$247.00 a month and she also receives food stamps. Because of her low-income she has to stay with others because she cannot afford a place of her own. Even though her present circumstances were not what she wanted, Dominique was determined to secure a better life.

As our conversation progressed, I informed her of the opportunity to attend the Lake Community Action Agency sponsored Achievement Training Model a Employability/Soft Skills Training Program. She agreed and attended the class. I then scheduled an appointment where I presented the Family Self-Sufficiency Program (FSSP) and she enrolled as a participant. With that we began to develop a personalized action plan and set goals with plans towards the future Dominique wanted to achieve.

As we began to move forward, there was one barrier that needed to be removed; Dominique had background issues that would prevent her from taking the State Nursing Board test that would license her to work in the Health Care field. Even though this obstacle occurred during her teenage years, our only option was to pursue obtaining an Exemption from Health Care Administration that would clear her so she could become employed in her desired career in the Health Care industry. This process took several months and while we waited, Dominique continued to attend other educational programs as a back-up plan.

In June of 2017, Dominique was approved by the State Board of Nursing Examination division to take the Certified Nursing Assistant exam. Dominique took the exam and passed with flying colors. DOMINIQUE NOW HAS HER CNA LICENSE and is working for an Assisted Living Facility that serves children and adults who have physical and mental disabilities, with an annual income of over \$30,000 A YEAR. She and her daughter are in their very own home and they are doing great!!



Dominique plans to continue her education because she wants to advance her career in the Health Care Profession.

Dominique extends a heartfelt "thank you" LAKE COMMUNITY ACTION AGENCY, INC. for the helping hand up that has placed her on the path to becoming self-sufficient.



Dominique's' success story was submitted to the South Eastern Association of Community Action Agencies (which represents the 8 states in the Southeastern region of the country) Conference for the Lonnie D. Burton Achievement Self-Sufficiency Award and she was the winner!!

The Achievement Training Model

In 2008 when our country experienced a drastic economic downturn, the federal government awarded grass root agencies funding to create and strengthen to workforce that would fill the employment vacancies once things got better. LCAA staff and other partners began to survey some of the local employers and asking this question: “what are some of your pressing issues as it relates to having a good employee?” The answer was one that was simple: “I need employees that have good people/soft skills because I can teach them the skills to perform the work I need but I do not have the time or resources to teach them how to be a good person.” After researching, canvassing and laboring to address this response the Achievement Training Model Curriculum was birthed. The name Achievement Training Model suggests that each person has have deposits made into their lives that to them it is their normal way of carrying themselves. However, some of the cultural and diverse ways of behavior are not desirable in the work place. The ATM program gives participants a “for real” discussion on what employers value and influence them to view someone as “a good employee.” The instruction is designed to help participants see that the information we teach, when applied, will increase their chances of securing and maintaining the career of their choice. The program stats for 2017 are as follows: **58** attended the training; of that 58, **20** took the C.N.A. course; **10** took the Phlebotomy course; **5** took the Home Health Aide course and **1** is enrolled into the LPN program. The status of the remaining **22** is as follows: some are addressing background issues and the others did not go any further with this program.

Achievement Training Model Feature Success Story:

Ms. Nellie Hatcher

Eustis resident Nellie Hatcher came to our Employability/Soft Skills, Achievement Training Model (ATM) class. Utilizing this program and putting into practice the 15 standards we share with our clients provided her with the necessary tools to advance her towards achieving self-sufficiency. Nellie was childcare facility not earning needed to be self-sufficient. and wanted something attending the ATM training Technical Institute with through our Community stream and became a started out working in the Leesburg, where she got experience in Phlebotomy. She soon applied and got a position working for Quest Diagnostics, a leading Laboratory in Lake County. Nellie has been with Quest for almost a year making more than sufficient income and does not need or qualify for government assistance of any kind. Congratulations to Nellie Hatcher for striving to do better for herself and her family.



working part time at a the kind of income she She has two small children better for them. After she attended Southern financial assistance Service Block Grant funding Phlebotomist. Nellie North Campus Hospital in most of her training and

Lake Community Action Agency, Inc. Montclair VPK/School Readiness Program

The following is a summary of the educational services provided and progress that was demonstrated by the high-risk underserved low-income pre-school children ages 1 to 5 as a result of the Childcare services provided by Lake Community Action Agency, Inc. This program provided educational assistance to develop the following areas of Learning and Child Development:

- ✚ Print Knowledge
- ✚ Phonological Awareness
- ✚ Oral Language/Vocabulary
- ✚ Mathematics

The results of the initial assessment was performed in October 2016, show that in the area of Print Knowledge:

- ❖ 71% of the students tested were below expectations
- ❖ 21% were meeting expectations
- ❖ 7% was exceeding expectations

In the area of Phonological Awareness:

- ❖ 79% of the students were below expectations
- ❖ No students were meeting expectations
- ❖ No students were exceeding expectations

In the areas of Oral Language and Vocabulary:

- ❖ 79% of the students tested were below expectations
- ❖ No students were meeting expectations
- ❖ 21% of the students were exceeding expectations

In the area of Mathematics:

- ❖ 71% of the students were below expectations
- ❖ 14% of the students were meeting expectations
- ❖ 14% of the students were exceeding expectations

The next assessment was performed in March of 2017 and the results are as follows:

Print Knowledge:

- 67% are below expectations which is a 4% decrease in this area
- 22% are meeting expectations which is a 1% increase in this area
- 11% are exceeding expectations which is and 4% increase in this area

In the area of Phonological Awareness:

- 28% of the students are below expectations, a decrease of 51% in this area
- 17% are now meeting expectations
- 56% are now exceeding expectations in this area

In the area of Oral Language and Vocabulary:

- 39% are now below expectations, a decrease of 40% in this area
- 17% are now meeting expectations and increase of 17%
- 44% are exceeding expectations, an increase of 23%

In the area of Mathematics:

- 44% of the students are below expectations, a decrease of 27%
- 28% are meeting expectations, this is up 14%
- 25% are exceeding expectations, an increase from the original 14%

The impact of the program this year is that, Lake Community Action Agency was able to offer Childcare services to 47 high-risk underserved low-income pre-school age children ages 1 to 5 and provide the families of those children with wrap around services coupled with intense case management to help them obtain a greater level of self-sufficiency. The objective of this program is to assist at-risk households with services that can aide them in becoming economically self-sufficient by removing barriers that prevent self-sufficiency in achieving family stability (i.e. Early Childhood educational services, employment, housing).

Mrs. Linda Watts and The Miss Leesburg Scholarship Program and the Shang Ra La Senior Mobile Home Community adopted our Childcare Center and shared Christmas gifts with the children December 2017.



STATEMENT OF SUPPORT, REVENUE AND EXPENSE

LAKE COMMUNITY ACTION AGENCY, INC.

For the year ended September 30, 2017

-Unaudited-

SUPPORT AND REVENUE:

STATE OF FLORIDA

Department of Economic Opportunity	1,027,835	
Department of Health	81,898	
Department of Education	115,351	
		1,225,084
LOCAL AND PRIVATE		140,917

Total Support and Revenue		<hr/> 1,366,000
----------------------------------	--	------------------------

EXPENSES:

PROGRAM SERVICES

Community Services	343,339	
Emergency Home Repair/Weatherization	183,030	
Home Energy Assistance	574,685	
Voluntary Pre-Kindergarten/School Readiness	281,364	
Summer Food Program	105,727	
		1,488,145

Total Program Services		1,488,145
-------------------------------	--	------------------

SUPPORT SERVICES

Management and General		180,215
Total Expenses		<hr/> 1,668,360

INCREASE / (DECREASE) IN UNRESTRICTED NET ASSETS		<hr/> (302,359)
---	--	------------------------

Balance Sheet

LAKE COMMUNITY ACTION AGENCY, INC.
For the year ended September 30, 2017
-UNAUDITED-

ASSETS

Cash	110,669
Receivables	241,559
Prepaid Expense	11,418
Fixed Assets (net of accumulated depreciation)	294,632
Total Assets	658,279

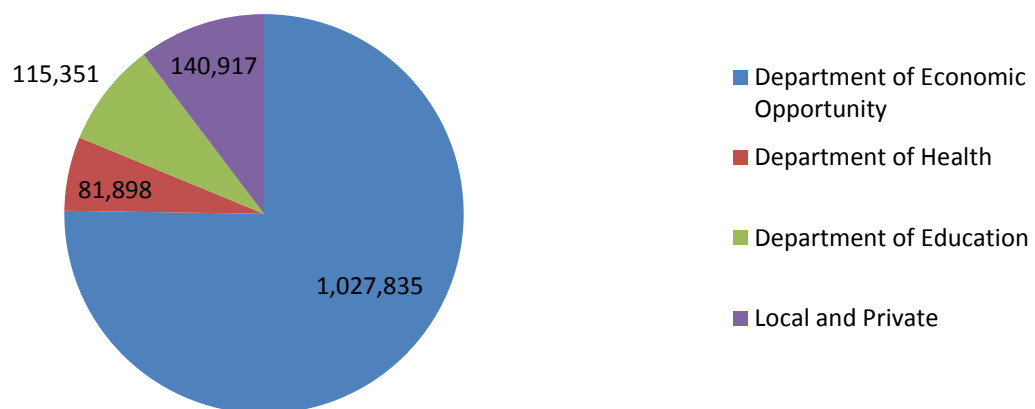
LIABILITIES

Payables	90,344
Accrued Expenses	37,169
Refundable Advance	137,393

Total Liabilities
264,906

UNRESTRICTED NET ASSETS **393,372**

TOTAL LIABILITIES AND NET ASSETS **658,279**



Lake Community Action Agency, Inc.

Visit us at: www.lakecaa.org

The Leesburg
Neighborhood Service

(352)787-1156 Center
and the Montclair
VPK/School Readiness
Center (352)326-8277 are
located in Leesburg, FL

*Leesburg Target Area

LCAA Administrative
Office and the
Neighborhood Service
Center are located in
Eustis, FL

(352)357-3497

Okahumpka/Yalaha
Target Area

South
Lake
Target
Area

Sumter County:

The Coleman Enrichment Center
4606 Lime Street – Coleman, FL

Mid Florida Homeless Coalition

Serving:
Lake, Sumter, Citrus & Hernando
Counties

