

# LAKE COMMUNITY ACTION AGENCY, INC. ANNUAL REPORT



# AGENCY

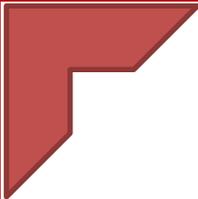


2018

## *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.”*





**Lake Community Action Agency, Inc.**

**Main Office:**

**501 North Bay Street**

**Eustis, FL 32726**

**(352)357-3497**

**Mr. James H. Lowe, CCAP ~ Executive Director**

**Board of Directors:**

John H. Christian II – Board Chair

Louis Ward – Vice Board Chair

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.



**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.”

# **"Corporate & Other Sponsors"**

**Cassidy Construction Company**

**Catherine Lynum**

**CMA Technologies**

**Greenhouse Financial**

**Grizzard**

**Jacobsen Foundation**

**Lake County Paper & Products**

**Michael Stearman**

**Montclair Village**

**Rand Management Company**

**SECO**

**Southern Technical Institute**

**United Southern Bank**

**Spring Harbor**

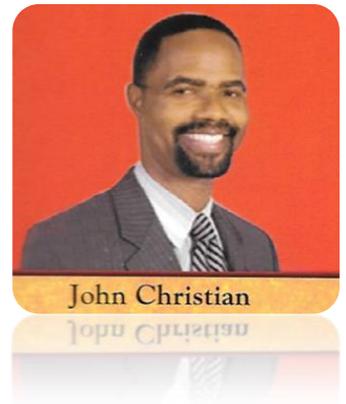


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# LCAA Celebrating 52 Years of Service

## 1966 – 2018



Over five decades ago, LCAA became a viable agency in Lake County. Great strides have been made since that time and much more has been accomplished to help people change their lives to move them toward self-sufficiency. Even with these accomplishments, there is still much more to be done.

On behalf of the Board of Directors, I take this opportunity to thank our community partners, staff, and other supporters for their continued support as we strive together to accomplish the Mission of the Lake Community Agency, “to promote self-sufficiency by reducing and eliminating barriers that contribute to the instances of poverty.”

We invite the entire community to become more engaged in our efforts to make LCAA a stronger and viable agency that continues to provide needed services to the low-income population. As I have stated before: “when you see a good fight, get in it.”

We care about the entire community and we are committed to the work of securing the necessary means to help Lake Community Action Agency stand strong in this “War on Poverty.”

Yours in His Service,

John H. Christian, II LCAA Board President

## Continuing the Legacy – 52 Years James H. Lowe, CCAP & Executive Director



Today, over fifty-two years later, we are still fighting the “War on Poverty.” In the midst of plenty and a country that is rich in resources, we are still experiencing high instances of poverty that existed when this War on Poverty began in the 60’s.

LCAA has played an important role in the lives of thousands of families during the past 52 years and a greater role during the past two years and present by continuing to build the partnerships that would help provide the services and opportunities for the children and families to gain the skills and opportunities that would lead to a greater level of self-sufficiency.

We still remain in the forefront of building these partnerships in spite of our financial challenges. We are committed to the mission of the Agency and the national charge of “Helping People – Changing Lives.”

We are grateful to our Board of Directors, Community Partners, Staff and Corporate as well as Individual Supporters for all of your time, expertise and monetary support. Without your commitment and dedication, none of these accomplishments could have been accomplished that we have administered to the community of Lake County.

We are proud of the accomplishments provided in this Annual Report and there are still many more children and families that still need our services. Therefore, we are soliciting the full support and engagement of the public, private, and individuals we serve to help make Lake Community Action Agency strong and vital again to the total community.

As I have said before, those of us who have long-time served in this struggle of Community Action, let us continue. To those who have grown tired, let us renew our spirit. To those who are just joining the movement, there is a place and part for you.

On a personal note, I have been blessed and honored to have been able to serve 49 years with this great Agency and Movement.

“Thank God and the Community of Lake County, Florida.

Regards,

Mr. James H. Lowe, Certified Community Action Professional & Executive Director of Lake Community Action Agency, Inc.

# 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. The following statistics are based on 3,114 clients served through CSBG and LIHEAP.

## Family Type

Most Households served headed by single-parent females.

Single Parent Female	39.9%
Single Parent Male	1.4%
Two- Parent Household	12.5%
Single Person	30.7%
Two Adults/No Children	10.4%
Other	5.1%

## Ethnicity/ Race

Clients are from a variety of ethnic backgrounds representing the diverse communities within our county.

African American	53.28%
White	31.47%
Native American	0.06%
Multi-Race	2.34%
Asian	0.22%
Native Hawaiian and Other Pacific Islander	0.43%
Other	12.20%

## AGE

The majority of our clients' households were comprised of adult high school graduates between the ages 25 to 44 and young children under the age of 12.

0-5	14.3%	18-24	5.4%	55-59	10.6%	70+	0.0%
6-13	15.5%	25-44	24.9%	60-64	3.6%		
14-17	15.4%	45-54	10.3%	65-74	0.0%		



# COMMUNITY SERVICES DEPARTMENT 2017-2018 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 reliance and improved standard of living.

## Helping People... Changing Lives Community Action Helps:

**5,055** unduplicated clients were served through the administration of the Community Services Block Grant, Weatherization, School Readiness and Voluntary Prekindergarten (VPK), Integrated Services Pilot Project, (ISPP), Summer Foods Program and Low-Income Home Energy Assistance Programs.

**1,505** households received assistance to maintain home energy through the administration of the Low Income Home Energy Assistance Program (LIHEAP).

**45** Individuals obtained employment from October 1, 2017 through September 30, 2018

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

**1,162** services were administered through the Family Self Sufficiency Program.

**23,251** meals were served to low-income children and youth through the administration of the Summer Foods Program at 16 sites throughout Lake County.



## Feature Success Story: Ms. Quacina Lewis

Lake Community Action Agency celebrates Mt. Dora resident, Quacina Lewis, for her achievements. In October of 2016 Ms. Lewis called into Lake Community Action Agency, Inc. in need of assistance with education and employment. Miss Lewis is a single parent, who was working at a fast food restaurant, and not making the kind of income she wanted. She wanted to be more financially stable and have a career. She was advised to attend our Achievement Training Model (ATM)/Soft Skills training to get started. Our ATM training discusses the values that employers are looking for

well as how to apply and keep training in October of 2016 healthcare field. But Miss that had to be dealt with first. exemption through the Health continue her quest into the 2017, Miss Lewis completed finished school at Southern certification in Home Health HHA classes and completing Miss Lewis has also same school and is now date. She is thinking about the medical field to further Lewis is now working with and enjoying being able to



when hiring new employees as a job. Ms. Lewis attended the and wanted to get into the Lewis had background issues We set about getting her an Care Administration in order to medical field. In January of her exemption process and Technical Institute with a Aide (HHA). Since taking the her 1<sup>st</sup> aid and CPR courses, completed a CNA course at the awaiting her Florida State test continuing her education in her career even more. Miss patients in a health care facility utilize the skills and training

awarded to her in her field. She also says she is making more income than she was in the past. Ms. Lewis is continuing her education in the medical field utilizing our Integrated Services Pilot Program (ISPP). This new program is combined with Career Source of Central Florida. The program allows qualified individuals to take classes ranging anywhere from Home Health Aide/Certified Nursing Assistant, Paramedic to Medical Assistant etc. Ms. Lewis is a student at Southern Technical College taking the Patient Care Assistant program and will finish up in January of 2019. With this certification Ms. Lewis has several different options to work in health care. Ms. Lewis states she is glad she came to Lake Community Action Agency, Inc. for help and encourages others to never give up on and doing better for themselves and becoming self-sufficient.



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 **1,505 homes** last year. Helping households avoid over **\$20,550** 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 **9 homes** with over **23 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 \$46,856 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.

## Child Development Center

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 the Lake Community Action. This program provided educational assistance to develop the following five areas of Learning and Child Development: Print Knowledge, Phonological Awareness, Oral Language / Vocabulary, and Mathematics.

The results of the initial assessment that was performed in October, 2017 show that in the area of Print Knowledge, 67% of the students tested were below expectations, 8% were meeting expectations, and 25% were exceeding expectations. In the area of Phonological Awareness, 58% of the students were below expectations, and 8% were meeting expectations and 33% of the students were exceeding expectations. In the areas of Oral Language and Vocabulary, 42% of the students tested were below expectations, 42% of the students were meeting expectations and 17% of the students were exceeding expectations. Finally, in the area of Mathematics, 67% of the students were below expectations, 8% of the students were meeting expectations, and 25% of the students were exceeding expectations. (See attached Assessment Results Sheet).



Leesburg Fire Department teaching safety.

The results of the second assessment performed in March of 2018 were as follows: In the area Print Knowledge, 50 % of the students tested are below expectations, down from the 67%, which was a decrease of 17%. Of those tested 13% are meeting expectations, an increase of 5% in this area and 38% are exceeding expectations, an increase of 13% of the students now meeting expectations. In the area of Phonological Awareness, only 13% of the students are now below expectations, a decrease of 45% in this area. Of the students tested, 25% are now meeting expectations and 63% of the students are exceeding expectations. In the areas of Oral Language and Vocabulary, 13% of the students tested are now below expectations, a decrease of 29% in this area. Now 25% of the students are meeting expectations, and 63% of the students are exceeding expectations, an increase of 46%.

Finally, in the area of Mathematics, 50% of the students are below expectations, a decrease of 17% , 25% of the students are meeting expectations, up from the initial 8%, and 25% of the students are exceeding expectation ( See attached Assessment Results Sheet).

The results of the third assessment performed in May of 2018 were as follows. : In the area Print Knowledge, 43 % of the students tested are below expectations, down from the 50% in the second testing period, an increase of 7%. Of those tested all students are meeting expectations, a decrease of 13% in this area and 57% of the students are exceeding expectations, an increase of 19% of the students are now exceeding expectations. In the area of Phonological Awareness, 0% of the students were below expectations, a decrease of 13% in this area. Of the students tested, 43% are now meeting expectations, an 18% increase from the second period, and 57% of the students are exceeding expectations. In the areas of Oral Language and Vocabulary, there are no students below expectations, a decrease of 13% in this area. Now 29% of the students are meeting expectations, an increase of 4% and 71% of the students are exceeding expectations, an increase of 8% from the second testing period. Finally, in the area of Mathematics, 43% of the students are below expectations, a decrease of 7% from testing period two (2), 14% of the students are meeting expectations, down from 25%, and 43% of the students are exceeding expectations, up from 25% during the second testing period. (See attached Assessment Results Sheet).

# BALANCE SHEET

LAKE COMMUNITY ACTION AGENCY, INC

For the year ended September 30, 2018

-Unaudited-

## ASSETS

Cash	113,445	
Receivables	246,608	
Fixed Assets (net of accumulated depreciation)	270,841	
<b>Total Assets</b>		<b>630,894</b>

## LIABILITIES

Payables	145,342	
Accrued Expenses	34,206	
Refundable Advance	187,883	
<b>Total Liabilities</b>		<b>367,431</b>

## UNRESTRICTED NET ASSETS

263,463

## TOTAL LIABILITIES AND NET ASSETS

630,894

# STATEMENT OF SUPPORT, REVENUE AND EXPENSES

LAKE COMMUNITY ACTION AGENCY, INC

For the year ended September 30, 2018

-Unaudited-

## SUPPORT AND REVENUE:

### STATE OF FLORIDA

Department of Economic Opportunity	1,158,067	
Department of Health	57,878	
Department of Education	84,792	
		<b>1,300,736</b>

### LOCAL AND PRIVATE

173,179

## Total Support and Revenue

**1,473,915**

## EXPENSES:

### PROGRAM SERVICES

Community Services	453,533	
Emergency Home Repair/Weatherization	102,916	
Home Energy Assistance	597,877	
Voluntary Pre-Kindergarten/School Readiness	214,508	
Summer Food Program	69,310	
<b>Total Program Services</b>		<b>1,438,144</b>

### SUPPORT SERVICES

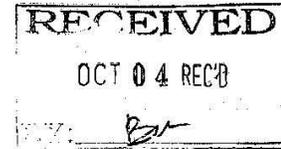
Management and General		<u>165,394</u>
<b>Total Expenses</b>		<b>1,603,538</b>

## INCREASE / (DECREASE) IN UNRESTRICTED NET ASSETS

(129,623)



**RICK SCOTT**  
GOVERNOR



July 25, 2018

Mr. James Lowe  
Executive Director  
Lake Community Action Agency, Inc.  
501 North Bay Street  
Eustis, Florida 32726

Dear Mr. Lowe:

Congratulations to you and the Lake Community Action Agency, Inc. for being selected as a 2017-2018 pilot site for the Integrated Services Pilot Project. Your efforts help to create an economy where businesses succeed, jobs are created, and generations of Floridians benefit from being able to provide for their families. Businesses provide opportunities for families to live their dreams in our state. Floridians like you are helping make our state the best place in the world to raise a family, have a great career, and enjoy a life full of opportunity.

In the four years before I took office, Florida had lost more than 1,539,800 jobs, taxes were increased by more than \$2 billion and the economy was in freefall. I am proud that since December 2010, we have cut taxes nearly 100 times in Florida, leading to the creation of over 1.5 million private sector jobs. To continue this growth for years to come, my Securing Florida's Future Budget invests \$85 million in continuation funding for the Florida Job Growth Grant Fund which will promote public infrastructure and job training to help ensure more businesses choose to grow and invest in Florida. We will continue to fight each day to make it easier for job creators to grow in Florida so our families can have the opportunities they need to succeed now and well into the future.

Thank you for helping ensure every family has an opportunity to succeed here in the Sunshine State. Please let me know your ideas for how we can continue to fight for Florida's future and ensure that our children and grandchildren have an opportunity to achieve their dreams.

Sincerely,

A handwritten signature in black ink, appearing to read "Rick Scott".

Rick Scott  
Governor

@FLGovScott

THE CAPITOL  
TALLAHASSEE, FLORIDA 32399 • (850) 717-9249

[www.FLGov.com](http://www.FLGov.com)

# Integrated Services Pilot Project

The Integrated Services Pilot Project (ISPP) is designed to allow select local workforce development boards (LWDBs) and local Community Action Agencies (CAA)s, to jointly develop and implement a comprehensive workforce services strategy that will promote community stabilization and place a deliberate focus on assisting families to gradually transition from public assistance programs to self-sufficiency through employment.

Common significant employment barriers for these individuals include job skill/soft skill deficiencies (such as communication, time management and problem-solving skills), limited work skills, negative or nonexistent employment history, low educational levels, transportation challenges, limited access to affordable child care, and poor skills in navigation available social services needed to fully engage in the workforce system.

We are proud to have been selected as one of the two Community Action Agencies in the state to partner with the local Career Source Agency to accomplish to date these activities in the Lake Sumter Counties area served by Career Source Central Florida.

## Outreach Activities Accomplished

**Recruitment events** – Agency held Soft-Skills training event for recruitment of ISPP clients on October 31, 2018, December 29, 2018, for a total of 24 candidates.

**Specific support services supported by the project** – 75 support services in the form of Housing assistance, childcare. Energy assistance and transportation assistance has been provided to the 53 participants enrolled.

**Referrals to community partners** – 44 referrals have been made to community partners for enrollment in training programs.

**Implementation and/or operational challenges** – There have been no implementation or operational challenges identified.

**Specific types of training participants are enrolled in** – Participants are currently enrolled in Patient Care Assistant Program, AAA Dental School, Certified Nursing Assistance Program, Home Health-Aide, Phlebotomy, and EKG Technician.

**Success Stories of participants who completed training/obtained employment** – 53 participants are enrolled in healthcare training program, 20 have completed training and 30 are still in training courses that have not ended.

**Specific industries and occupations in which participants gain employment** – HealthCare and Dental. Patient Care Assistant Program, AAA Dental School, Certified Nursing Assistance Program, Home Health-Aide, Phlebotomy, and EKG Technician

**Lesson learned to date** – lessons learned to date include identifying needed staff and getting them trained properly, helping potential participants complete enrollment process. Preparing participants for job market. Early engagement of clients and employers for participation in job fairs.

Description	Data
Number of participants enrolled in training	53
Number of participants who completed training	20 total
Number of participants who gained employment	6
Number of participants who received barrier removal or program support services	41 (75 services)
Total number of participants served (unduplicated)	41
Total project expenditures to date	\$105,360.48



**Purpose of the Program:** The Summer Food Service Program (SFSP or Summer BreakSpot) was established to ensure that low income children, 18 years of age and younger, continue to receive nutritious meals when school is not in session, primarily in the summer months. The meals are provided by way of the sponsor to the site(s).

**Who Administers the Program:** This program is administered by the United States Department of Agriculture's Food and Nutrition Services at the national level and the Florida Department of Agriculture and Consumer Services, Division of Food, Nutrition and Wellness (FNW) at the state level.

**Lake Community Action Agency, Inc. stats for the summer of 2018 are as follows:**

**Program Operational Dates:** June 4<sup>th</sup> – July 31<sup>st</sup>

**Number of Sites:** 16

**23,251** meals were served to low-income children and youth through the administration of the **Summer Foods Program** at 16 sites throughout **Lake County**.



Staff from all sites MUST participate in the training to prepare them for operating the summer foods program.



## Giving Back to the Community

Staff of the DaVita Dialysis Centers got together and decided they wanted to give back to their community. Several of them are former LCAA Child Care students and so they chose LCAA Montclair Child Care Center to make a donation to.



## Success Story: Jasmine Sailor

Lake Community Action Agency wants to congratulate Eustis resident, Jasmine Sailor, for her achievements. In February of 2018 Ms. Jasmine Sailor called into Lake Community Action Agency, Inc. in need of assistance for education and employment. Jasmine is a single parent, and wanted a better life for herself and her two little girls. Jasmine was working in fast food restaurants in Lake County, and was not making the kind of income she wanted. At that time she was staying with her fiancé and his family because she couldn't afford a place of her own. She wanted to be more financially stable, and wanted a career. She also needed help with housing. Jasmine was advised to attend our Achievement Training Model (ATM)/Soft Skills training to get started so we could help her become self-sufficient. Our ATM training discusses the values that employers are looking for when hiring new employees as well as resume writing, and how to apply and maintain a job. Jasmine attended the training and made an appointment to get started in the Family Self-Sufficiency program. She wanted to get into the healthcare field and gain a career. Jasmine came in for her appointment with her case worker at Lake Community Action Agency, Inc. and together they set goals to be accomplished. Jasmine started with the Home Health Aide program at Southern Technical University. During the time Jasmine was working on becoming self-sufficient she suffered a loss, her fiancé was murdered, leaving Jasmine devastated and eventually, homeless. At the same time her child's grandmother had taken her baby girl and wouldn't give her back, and would not give the child back. She told the Department of Children and Families that Jasmine was an unfit mother because she didn't have a place for them to live. We advised Jasmine to contact our local Legal Aid office so she could get help getting custody of her daughter. She has been working with them and things are looking better and she is in the process of gaining custody. Through all of the things Jasmine has been going through she managed to finish school at Southern Technical Institute with a certification in Home Health Aide (HHA). Since taking the HHA classes, Jasmine has now completed a CNA course at the same Institute and now has obtained her CNA state license. She is now gainfully employed, making a nice and decent income and is thinking about continuing her education in the medical field to further her career even more.

Jasmine is now working with patients in a health care facility and is enjoying being able to utilize the skills and training that were awarded to her in her field. She is now making more income than she was in the past. While Jasmine had been living in a motel, she was also looking for a stable place to live and found a duplex apartment. With a little help from Lake Community Action Agency, Inc. Jasmine has finally moved into her own place for her and her children to live in and is now starting over. Jasmine stated that she is glad she came to Lake Community Action Agency, Inc. She too helps and encourages others to never give up so they can better themselves so they can become self-sufficient



# Lake Community Action Agency, Inc.

*Office locations and area's served*

Visit us at: [www.lakecaa.org](http://www.lakecaa.org)

LCAA Administrative Office and the Neighborhood Service Center - 501 North Bay Street-Eustis, FL 32726  
(352)357-3497

Okahumpka/Yalaha Target Area

South Lake County Target Service Area



The Leesburg Neighborhood Service Center – 1010 North Blvd. East – Leesburg, FL - 3474 (352)787-1156 and the Montclair VPK/School Readiness Center – 2000 Park Circle-Leesburg, FL – 34748

(352)326-8277 are located in Leesburg, FL

\*Leesburg Target Area



**Mid Florida Homeless Coalition**

Serving:  
Lake, Sumter, Citrus & Hernando Counties

**Sumter County:**

The Coleman Enrichment Center  
4606 Lime Street – Coleman, FL