

**ANNUAL REPORT
2017
OKANOGAN
COUNTY
COMMUNITY
ACTION COUNCIL**



3/27/2018

*Helping people....
changing lives!*

Presented in Public Hearing before
Okanogan County Board of Commissioners

Annual Report 2017 Okanogan County Community Action Council

BUILDING COMMUNITY...BUILDING FUTURES!

History and Mission

OCCAC has a proud history of serving the community since 1965 when we were incorporated as a private non-profit 501(c)3 organization. We are governed by an all-volunteer Board of Directors which maintains equal representation from the public, private and low-income sectors of the community. Throughout our history, OCCAC has relied primarily on federal and state funds to offer an ever-changing range of services to residents of Okanogan County. Organizations started either directly or with the assistance of OCCAC include: COMMUNITY SCHOOLS, HEAD START, FAMILY HEALTH CENTERS, DISPUTE RESOLUTION CENTER, HOME HEALTH CARE, THE SUPPORT CENTER, OCCED (merged to become the ECONOMIC ALLIANCE), SENIOR CITIZEN CENTERS AND HOUSING AUTHORITIES IN OROVILLE, BREWSTER, AND OKANOGAN COUNTY.

Safety Net services in changing times

Community Action continues to provide Food Warmth and Shelter as we always have. In 2017 we worked with many partners, grew programs, and

CHALLENGES ARE NOTHING NEW IN THE WAR ON POVERTY!

MISSION STATEMENT

OCCAC is a community building organization.

We work with community members of all groups

to raise the poor out of poverty, to feed the hungry,

to provide affordable housing for all,

to empower community members through education,

and in the process to return prosperity and hope for the future to our county.

We forged ahead and accomplished much in basic services as follows:

- **637** families received energy assistance with over **\$321,000** paid to local businesses including the PUD
- Payments to local businesses including contractors, grocery stores, heating suppliers, and landlords exceeded **\$1,011,790** million dollars into the local economy
- **4536** pounds of food were purchased from local growers in a new Farm to Food Bank grant. Over **37 tons of food** was donated 50 farmers, hunger relief partners, and gardeners who believe in making a difference!
- **\$1,258,818** IN KIND donations of food enable us to expand food donations to all the food banks in the county that served **6,968** unduplicated people who were experiencing hunger. **That's 17% of our county!**
- The Housing Coalition for Okanogan County, led by OCCAC completed the first draft of the Homeless Housing Plan after holding a series of public meetings and surveying the public.
- The Point in Time Count and Day of Services for the homeless saw **110 individuals** receive a variety of services including connection with veteran benefits, a warm meal, health screenings, warm clothing, and connection to housing resources among other things. **56 individuals were counted this year.** We know however that this is only reflection of the folks who came to Omak on a snowy day and not the true homeless population count.
- Our CDBG Repair and Rehabilitation grant of \$500,000 was utilized to leverage weatherization and other funding.

New programs connect new clients with services

The Health Homes program took off in 2017!

Health Homes utilizes our staff as Connectors to the services needed by people who have a high rate of emergency room use due to the challenges of their conditions such as diabetes, cancer, high blood pressure, etc. Our staff engages with the clients to identify

the tools these individuals need to manage their health conditions without relying on emergency room services. Examples of this would be the elderly couple with heart conditions who were living in a cabin in the Highlands and had no power, heat, or water. While they did not want to leave their home, we found options for a “winter shelter” for them so that they could return to their home in the spring. We hope to help make their highland home more safe and healthy for them when the thaw comes. Sometimes it’s just a matter of providing an exercise bike, or something as simple as a calendar to keep track of the important appointments with regular care providers. This program is a partnership between clients and the coordinator as we help them achieve the goals that are important to them. We look forward to expanding our participation in the Medicaid Waiver project to help provide supportive housing for individuals in the coming year as well.

WORK FIRST

Our engagement with TANF (Temporary Assistance to Needy Families) clients has been met with great enthusiasm on the part of clients and employers alike. We have provided interviewing skills, financial management, and employee success counseling that resulted in placements with schools, health care, manufacturers, and retail businesses. 10 clients participated and 4 moved from the temporary job shadow position to full employment.

Success stories

The following success stories do not use real client names to protect client privacy.

Veteran

Last November, Joe was walking to his rental room when he saw our Supportive Services for Veterans vehicle drive by. He ran to catch up with Shane Barton and asked if we could help his family. Joe, his wife and two daughters (one with a severe disability) had been living in a motel room but were out of funds. Joe was looking for work and just hadn’t scraped together enough for a damage deposit and first month rent after having to leave their rental that was sold to new owners. Shane worked to get initial services, helped with the move-in expenses on a new apartment, and was able to get the family into a home before Christmas. Shane also connected Joe with disabled veteran benefits and referred him for help with WorkSource. Joe’s family had a warm, secure Christmas in their new home and the kids are reported to be thriving now that they have a home where they can have friends visit and life is more stable. Joe and his wife have both found enough employment to supplement VA benefits so that life and finances are now manageable.

Health Homes

When poor health strikes a man, who has always been healthy, independent, and proud, he can have a hard time knowing where to turn, how to manage this new reality, and agreeing to accept

help. Such was the case with Joe B who had put on excess weight after leaving his job in the woods. This led to diabetes and significant issues around mobility. Going to the emergency room was difficult too so when the physician referred him to Jenn in our Health Homes program, he agreed to meet with her. Jenn helped Joe B to develop a regular routine that included taking his medications, remembering his appointments with care providers, and she also found him a free exercise bike that has helped him to be more fit and hopefully lose a few pounds to improve his all-around health. While the costs of care including excess ER visits have gone down and saved the system significantly, the more important impact is that Joe B feels like he not only has a new guide to better health, he has a true CARE provider.

Client services

Josie and her daughter had lost their housing when support payments from Josie's ex-husband stopped paying support. Josie had been going to school at WVC but without the extra support she was now homeless, without a job, and living in a car with her daughter who was in elementary school. A WVC counselor referred her to OCCAC for emergency shelter assistance. We were able to provide her with safe shelter, get her housing move in costs covered, and continue to work with her to find part time employment as well as connections to funds for school. Josie received approximately \$2000 in funds from OCCAC to get to a point where she is now managing her rent independently and is moving forward to a promising career and future.

Financial Literacy

Pam & Paul heard about the Financial Literacy Classes from OCCAC when they signed up for a connection with the PUD. By attending our class, their connection deposit was waived. This savings along with the new financial skills they gained, allowed Pam to start the sewing business she had always seen as a means out of poverty. While she is not fully supporting the family with this new business, she is increasing the family income while being able to stay home with their two children. That savings allowed them to pay off a pay day loan. They have promised themselves to never take out another loan now that they also have a savings account. Financial Literacy classes are truly a proven way to move out of poverty.

Success can be measured in many ways. Having the rent money when it is due is one way. Having a plan for the future may mean 3 months forward or the rest of a person's life. Whatever the plan is, we are there to help - not by *telling* people how to live their lives but rather, by *guiding and referring* them to the resources needed so they can make their dreams come true and be proud of the result.

Strategic Planning

Planning is an ongoing activity in our world. In 2017 we distributed a Community Needs Survey much like the one distributed in 2015 (this is a requirement of our Community Services Block Grant from the Washington State Department of Commerce). We utilized email distribution, client surveys in our office, a booth at the Farmers market, and a booth at the County Fair to obtain over 350 surveys

319 SURVEYS WERE COMPLETED AND TOLD US THESE ARE THE HIGHEST NEEDS:

Affordable Housing

Jobs

Energy Assistance

Health Care

Education opportunities

Food Assistance

Transportation

Family Counseling

In the spring of 2018 our board will be reviewing our complete Needs Assessment which will also compile data from other partners and data sources. We will be developing a strategic plan for the next five years that responds to the needs our board deems most appropriate (some of the needs identified do not fit within our mission).

FINANCIAL INFORMATION

BEGINNING YEAR BALANCE		\$858,167
TOTAL REVENUES		\$3,742,669
Public Funds	55.2%	
Private Funds	44.8%	
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Grant or Contract	55.2%	
Grant generated income	.1%	
Misc Income/Donations	.2%	
In-Kind Contributions	44.5%	
TOTAL EXPENSES		\$3,856,355
Salaries/Wages	18.9%	
Employee Benefits	5.5%	
Operations	5.6%	
Direct Benefit	28.8%	
Donated in-kind services	41.2%	
YEAR END BALANCE		\$744,481
ADMINISTRATIVE AND BOARD ACTIVITY = 7.69% OF EXPENSES		

COMMUNITY PARTNERS

OKANOGAN COUNTY PUD

J & C KALBERER

COMBINED FUND DRIVE

ST ANNE'S EPISCOPAL CHURCH

BENEVITY -PAUL ALLEN FOUNDATION

OUR LADY OF THE VALLEY CATHOLIC CHURCH

JOSEPH AND LOUISE LADOUCEUR

ST ANNE'S EPISCOPAL CHURCH

OKANOGAN PRESBYTERIAN CHURCH

LAEL DUNCAN

CHARLES & JANYTH ARVIDSON

H&R BLOCK

KIWANIS CLUB OF OKANOGAN

ST ANNE'S EPISCOPAL CHURCH

OCCAC BOARD OF DIRECTOR'S DONATIONS

AMAZON SMILE

WARREN AND NANCY KANE

OKANOGAN OMAK ROTARY CLUB

ALWAYS PLUMBING

ECONOMIC ALLIANCE

DON KRUSE ELECTRIC

WASHINGTON STATE DEPARTMENT OF
COMMERCE

JESS AUTO DEALERSHIP

WASHINGTON STATE DEPT OF AGRICULTURE

WASHINGTON STATE DEPT OF VETERANS
AFFAIRS

OKANOGAN BEHAVIORAL HEALTH CARE

THE SUPPORT CENTER

ROOM ONE

HOUSING AUTHORITY OF OKANOGAN
COUNTY

OROVILLE HOUSING AUTHORITY

ROTARY FIRST HARVEST

WASHINGTON STATE COMMUNITY ACTION
PARTNERSHIP

PARTNERS FOR RURAL WASHINGTON

STATE ADVISORY COUNCIL ON
HOMELESSNESS

UMPQUA BANK

SHEA BREWER

NORTH CASCADES BANK

GLACIER BANK

CENTURY LINK

TOLLEFSON CONSTRUCTION

STEVE FORMAN

CLOSE TO HOME

WASHINGTON LOW INCOME HOUSING
ALLIANCE

WASHINGTON FEDERAL SAVINGS AND LOAN

WASHINGTON STATE DEPARTMENT OF
COMMERCE

BOARD OF DIRECTORS

The legislation that formed Community Action agencies nationwide requires that our board be comprised in three equal parts of Clients, Private Sector and Elected officials. Elected officials may appoint representatives to attend meetings and vote in their place.

Elected Officials

Cindy Gange, Mayor of Omak Board President

Jim Detro, County Commissioner

vacant, Commissioner Representative

Chris Branch, County Commissioner

Andy Hover, County Commissioner

vacant, Commissioner Representative

Carleen Anders, Mayor of Pateros

Private Sector

Pedro Camarillo Sandoval

Gordon Kyle Board Vice President

Debi Clark

Ernie Rasmussen

Client Sector

Earlon Patterson

Aprile Patterson Board Secretary

Brandi Levanel

Breaynn Pyper

OCCAC LEADERSHIP TEAM

Executive Director

Lael Duncan

Finance and Admin Director

Donna Talbot

Housing Leader

John Baker

Client Services Leader

Leeanne Montoya

Food and Nutrition Leader

John Perry

Supportive Services Leader

Shane Barton