







2020 Annual Report







Community Action Wayne/Medina

"We strengthen the community through collaborations and services by promoting self-sufficiency, household stability and family and childhood education."

Last year was tough.

When COVID-19 hit our community, CAW/M was deemed an essential service agency. Our staff continued to prove that our mission has never been so relevant, and their response was innovative, nimble, and successful. As Head Start preschools were shut down, staff developed virtual options through technology platforms, delivery of educational materials, and linkage to other resources. Weekly deliveries of food and other items such as diapers and PPE allowed staff to stay in touch with families and learn of their challenges. As classrooms reopened, Head Start children were served through a combination of in-person and remote learning, to allow for smaller class sizes.

We figured out how to cross-pollinate across programs to the benefit of the people we serve. This included arranging for isolated and health-compromised citizens to use transportation passes for food, grocery, and prescription delivery so they didn't have to leave their homes.

We moved our Rittman Food Pantry to larger quarters and boosted our service from a community-based operation to a countywide, weekly operation. We offer drive up options as well as food deliveries to some of our most vulnerable neighbors. Older adults are needing even more attention, and therefore a service navigator was hired to help with access to resources, medical appointments, and to offer a listening ear when isolation increased loneliness and fear.

One of the most exciting recent developments is the award of funding to assist COVID-19 impacted families to avoid eviction, foreclosure, and utility shutoffs. In the first two months of that funding we served over 313 households, representing over 1,300 people. Additional funding was awarded in 2021, reaching families facing job loss and the health impacts of the pandemic. Many of those families had never before had to access any form of assistance and were not familiar with how to navigate the process. Our terrific community partners help us to reach these people so that they do not lose more.

The Paradox Prize workplace access pilot began strong. Despite the slowdown from the pandemic, 60 people accessed opportunities to keep working throughout the year, enhancing their financial well-being. This project led to a strategic partnership with SARTA (Stark Area Regional Transit Authority) and local private sector providers to expand Wayne County Transit further in 2021 for work, training, access to medical appointments and more.

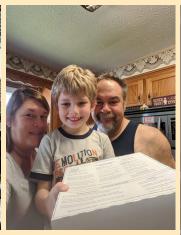
As we continue to work through this pandemic and its aftermath, we know that we will get through it and that healing comes by recognizing how we can help our communities. Then, with self-awareness and determination, we stay the course and embrace the hope. When our resource-challenged neighbors thrive, the quality of life improves in the whole community.

Dr. Heather Fitz Gibbon Board Chair Melissa Pearce CAW/M President/CEO













RAMPING UP SERVICES to ADAPT to CHANGE





PPE was provided for staff, transportation providers, and riders.



Head Start and Early Head Start found innovative ways to work remotely to engage with families and children.



Rittman Food Pantry facility has been expanded. Delivery service is available to seniors and people with disabilities in both counties.





From April to July, all enrolled children received weekly food bags containing nutritious meals to reduce burden of food cost for families while children are home.



RMS continued work rides to access employment.



All Program Departments worked together to provide the best services to our customers.

Since March of 2020, the world as we know it has changed dramatically. The Getting Ahead program (GAP) has done its best to be consistent, flexible and attentive during this time. In 2020, GAP had 35 participants. Of the 35, 22 were graduates, resulting in a 63% graduation rate. 31% of non-graduating participants had to quit the program due to gaining employment. Other participants, who were unable to graduate, did so due to physical/mental health issues as well as relapse into addiction.

Annual Graduation Rates:

2018	2019	2020
49% Graduation Rate (22 graduates)	56% Graduation Rate (38 graduates)	63% Graduation Rate (22 graduates)

Employment/School:

Of the 22 graduates, 9 are permanently disabled, while another 9 obtained employment by the end of the year. No graduates enrolled in school whether that be higher education or training programs.

Homelessness and Stability:

18 (82%) of the graduates in 2020 were homeless and living in Julia's Place. All homeless graduates obtained stable housing by the end of the year. Stability is an important goal of the Getting Ahead program, of the 22 graduates 19 of them are now stabilized with adequate shelter, food security and basic needs met.

Financial Literacy and Goals:

All graduates reported that they felt more they learned how to manage money, avoid predatory lending and budgeting. 98% of graduates stated that they had a budget and had been sticking to it during the Getting Ahead program. The top three financial goals that graduates have created are debt reduction, budgeting and saving.

Life Coaching:

Monthly, the GAP Coordinator, checks in with graduates and works on goals. 30% of life coaching goals are about finding work or improving their current employment status. 45% of goals are regarding finances whether it be "rainy day funds", budgeting and/or debt management. 19% of goals are focused on regaining custody of their children or improving relationships with their children/family. 6% were directed to ongoing transportation issues. Only two graduates have not connected with the GAP Coordinator, post-graduation.



Satisfaction

"My experience has been a great one. It has got me to work on my credit. I want to thank Femi very much for all his teaching and for being an inspiration to me"

"My experience in Getting Ahead was informational, educational, helpful, resourceful and enjoyable. I think Getting Ahead should be offered to teenagers in the shelter. To give them an advantage and knowledge to help them succeed and get out of generational poverty."

"My experience was very positive. I learned so much and it opened my eyes to a lot of things. It has started me on the right track back to being a responsible human being. I would love for my children and loved ones to be able to attend a class as helpful as this one."

Getting Ahead Graduates

Transportation

Despite a global pandemic in 2020, Community Action Wayne/Medina was able to keep transportation services operating. The Wooster Transportation Program provided 72,460 rides, with 6,344 of them work rides. Working with the city of Wooster and transportation providers, vulnerable housebound members of the program were able to have food and prescriptions picked up and delivered by drivers or designated proxies.

The Free Transportation Program funded through Community Development Block Grant provided 1,392 rides in 2020, as well as delivery services or food and medicine. Additionally, 456 rides were given to and from medical appointments.

Collaborating with transportation providers, other agencies, the City of Wooster and County Commissioners, CAW/M got people to work, medical appointments, grocery stores, food pantries and COVID-19 testing. CARES Act funding supported 39 rides.

Through CARES Act funds from the Federal Transit Administration, PPE and cleaning supplies were purchased by the Mobility Coordinator and given to transportation providers and other non-profits. Almost 2,000 safety kits containing a cloth mask, hand sanitizer and COVID-19 information were given to Wayne County residents. In December, UVC lights (similar to what hospitals use) were distributed to the same providers and organizations to sanitize their vehicles.

Even with the pandemic impact, Community Action provided 57 people with 1,990 rides to and from work through the Rural Mobility Solutions (RMS) Work Transportation Program. Also, 39 people received 308 rides to and from

medical appointments outside of Wayne County through a program funded by the Austin-Bailey Health and Wellness Foundation, North Canton Medical Foundation and the Community Services Block Grant. Trips were made to Cleveland Clinic facilities in Cuyahoga, Medina, and Summit counties as well as to medical facilities in Ashland, Franklin, Holmes, Richland and Stark counties. People used this program to get to treatment for cancer, heart issues, oral health, mental health, addiction rehabilitation, and knee replacements.



To further expand affordable Wayne County transportation,

CAW/M entered into a partnership with Stark Area Regional Transit Authority (SARTA) for 2021 focusing on:

- Workplace access with partner sites opening employment opportunity with a curb-to-curb service costing \$5 or less if enrolled in the Wooster Program,
- \$5 trips for employment or internships related to vocational education.
- \$2.50 medical rides in the county for Seniors (67+) and people with disabilities,
- Court-related appointments through court agreements.

CAW/M was awarded funds for a new twice-a-month shopping shuttle for Seniors (65+) and people with disabilities who live at or near Rittman Towne Manor, Shreve Manor and Secrest Village. This grant also allowed for lower cost passes for these individuals and for extended Wooster Transit paratransit bus service to people with non-ambulatory disabilities that prevent them from walking to a bus stop. Funds from the grant will also be combined with Title IIIB funds from the Area Agency on Aging to provide more medical transportation for Seniors who income-qualify.

Housing and Economic Assistance

The Housing Department provides services to low-income individuals under several different programs. Clients are assisted within their homes with the Home Weatherization Assistance Program (HWAP) to make their homes more energy efficient and through the HWAP Enhancement Grant which leverages and supplements the HWAP grant. Allowable projects under the enhancement grant include small roof repairs, furnace repair or replacement, replacement of knob and tube wiring, and ventilation. In addition, CAW/M partners with the major utilities through their assistance programs – Dominion Gas: HouseWarming, Columbia Gas: WarmChoice, and First Energy: Community Connections. All of these programs work together to reduce the energy burden on the families that we serve so that homes can be made as energy efficient as possible through insulation, furnace upgrades, lighting upgrades, refrigerator replacements, and other minor repairs that improve the air quality inside the home. In addition, the Housing Assistance Grant Program allows for use of funds for minor repairs of homes and handicap modifications.

CAW/M's Economic Assistance Department helps support and stabilize individuals and families through programs that reduce the financial burdens of heating, cooling and electrical service in their homes. The Home Energy Assistance Program (HEAP) provides credits for electric or gas bills for low-income individuals and families. During the seasonal crisis programs (Winter Crisis and Summer Crisis) payments made on behalf of the clients are designed to prevent households from having a disruption to energy service or to restore disconnected services. Households may also qualify for the Percentage of Income Payment Plan (PIPP+), which is an income-based payment arrangement for regulated utility companies designed to reduce the financial burden on families. CAW/M works with the Columbia Gas, Ohio Edison and AEP Neighbor to Neighbor Fuel Funds. In 2020, CAW/M expanded utility services through use of CARES Act money to assist those affected by COVID-19 to pay their utility bills.

Housing and Energy Programs Units of Service by Program	
Home Weatherization Assistance Program	65*
Home Weatherization Enhancement	64*
Columbia Gas- Warm Choice	6*
Dominion Gas- Housewarming	14*
First Energy- Community Connections	50*
American Electric Power (AEP)	18*
Home Energy Assistance Program	4030
HEAP Summer Crisis Cooling Program	809
HEAP Winter Crisis Program	1463
PIPP Plus Applications	3060
Water Bill Assistance	127
Cares Utility Assistance	164
Home Relief Rent, Mortgage, and Water Assistance	285

^{*}Housing programs were shut down from 3-6 months (depending on program) due to the pandemic

Economic Assistance Program

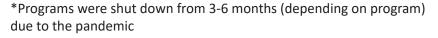


Kimberlee Sheller Senior Outreach Specialist

Senior Outreach Program

CAW/M's Senior Outreach Program was new in 2020 starting in the last quarter of the year. The program is designed to reach out to isolated seniors in Wayne County who have limited resources and may need assistance connecting with other agencies or accessing services. It is not designed for those seniors who may need Adult Protective Services or more intensive case management services from Direction Home. The program arose out of a need that became clear in speaking with clients during the early stages of the pandemic when seniors were at home and didn't know where to turn to get assistance with items such as food and pharmaceutical deliveries and were experiencing stress-related issues. The program is designed to provide referrals, check-in service, eligibility determinations, assistance with program/benefit applications and limited case management.

Economic Assistance Programs Units of Service by Program	
Transportation	2664
Car Repairs	104
Free Tax Preparation Services	202
Emergency Food at Rittman Food Pantry	1094
Getting Ahead Assistance Program	35*
R Rules	30*
City of Wooster Transportation Program	73435
Plant Program	30
Bridges out of Poverty	35*





2020 Plant Program



Through Head Start's programs, learning experiences are offered that holistically support the well-being of prenatal to five year old children, encompassing physical, cognitive, social, and emotional health for the entire family. Head Start promotes language and literacy development, early math and science concepts,

and positive attitudes towards learning. Staff support learning through play, creative expression, and guided activities using researchbased curricula.

With a minimum of 10% of Head Start enrollment set aside for children with disabilities, emphasis on developmental growth includes partnerships with Help Me Grow, local school districts, and preschool special education programs.

Advancing early childhood development and education has both short- and long-term benefits. In the immediate term, our programs have been shown to increase earnings and employment for parents. In the long-term, payoffs materialize over time resulting in increased earnings and employment, improved health, reduced spending on anti-poverty programs, and reduced crime – generating economic returns of more than \$8 for every \$1 spent. In the 2019-20 program year, 270 Head Start parents secured employment.

During the 2019-20 school year, in-person services were transitioned to virtual as a result of the COVID-19 pandemic. Children and families received dedicated one on one time with their teacher or family visitor as well as group time using video conferencing. Teachers provided activities and materials for the children to continue learning throughout the week. All activities followed the curriculum.







As services returned to in-person, CAW/M adopted a hybrid model that allowed for smaller class sizes and social distancing. Two-days per week, children were in the center and two days per week were virtual. Home visits were conducted outdoors when possible.

CAW/M promotes parents and caregivers as the primary educators of their children by providing them with the tools to enhance their role from pregnancy and beyond. Parents are supported in setting goals for their children as well as themselves and it is recognized that in order for a child to learn and be successful in school, they have to have stability in other areas such as housing and food. Resources are provided to parents to help meet their goals and family needs.



















The Head Start program offers parent engagement opportunities that center around the Conscious Discipline for Parents curriculum, which educates parents on effective parenting techniques that include: choices, assertiveness, composure, encouragement, and positive intent. CAW/M implemented the curriculum in 2017 and has seen a steady rise in participation over the following two years. In the 2019-20 school year, participation was much lower, which we attribute to the emergence of the COVID-19 pandemic. This year, 210 parents actively participated and 1,589 opportunities were provided.

Parents also have the opportunity to be involved in the program's planning and decision making processes through the Policy Council and center Parent Committee meetings. While these opportunities were still offered at the same frequency as years past, adjustments were made after the start of the pandemic and all meetings were held via video-conferencing. In 2019-20, 187 volunteers provided 64,695 hours of time assisting the program.

CAW/M's car seat program provides no-cost child passenger safety seats and education for eligible parents, hands-on demonstrations, and child passenger safety seat check ups by a Certified Safety Seat Technician. Classes were on hiatus for several months over the spring and summer, then resumed on a one-on-one basis in the summer. In 2020, 72 car seats were provided.

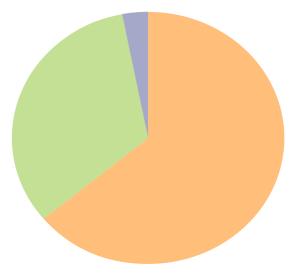
During times of virtual services, Head Start provided meals and snacks to children and their families via weekly food distributions. The food bags were a combination of Child Adult Food Care Program (CACFP) meals and Head Start CARES Act funding for supplemental items such as additional fruits, vegetables, and personal care items like diapers, toilet paper, cleaner, and more.

Also as a result of the Head Start CARES Act funding, the Head Start program was able to provide a limited summer program in 2020. Eight classrooms operated with small groups of children using a hybrid in-person/ virtual model in and effort to make up for some of the lost classroom hours at the start of the pandemic. Services were provided to 72 children over a three week period in July, just prior to the start of the new school year.

Head Start/ Early Head Start



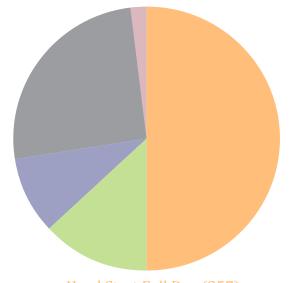
Children and Family Served



Head Start (435)
Early Head Start (225)
Early Head Start Pregnant Women(19)

Eight out of eight centers are five-start Step up to Quality rated (the highest rating possible). The Step Up to Quality rating system is through the Ohio Department of Job and Family Services and indicates that a program exceeds the minimum standards of care for children.

Program Options



Head Start Full Day (257)
Head Start Part Day (68)
Head Start Home Base (48)
Early Head Start Home Base (132)
EHS Full Day (9)



Head Start/ Early Head Start

AVERAGE MONTHLY ENROLLMENT

Head Start	80
Early Head Start	88

Percentage of Income-Eligible Children Served

Total for Ages 0-5	46.85%
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*Income-eligible families living within the two-county area. This reflects percentage of eligible children served by Head Start.

Percentage of Enrolled Children Who Received Medical Examinations

Head Start	85%
Early Head Start	92%
Average	88.5%

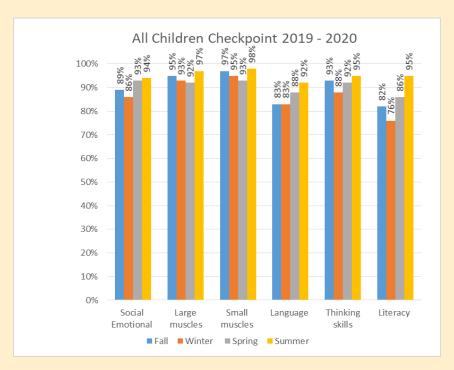
Percentage of Enrolled Children Who Received Dental Exams /Screenings

Head Start	52%
Early Head Start	92%
Average	72%

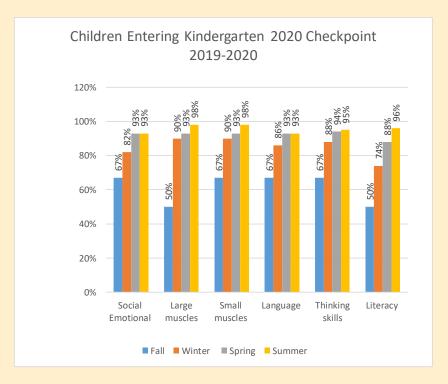


Community Action Wayne/Medina's School Readiness Early Childhood Education Results 2019-2020 Program Year

The information provided reflects CAW/M's child school readiness outcome results. The graphs represent the percentage of children meeting age expected school readiness goals based on the formal observation tool Teaching Strategies Gold® (TS Gold® online). The TS Gold® online covers federal and state education standards with an emphasis on preparing children for lifelong learning and meeting the expectations for public school entry. The TS Gold® online is completed using parent input, screening results, and on-going observations.



The TS Gold® online process happens on an on-going basis, however there are three formal CAW/M established checkpoints used to see how well children are doing toward becoming school ready throughout the year. Results from this data help guide future trainings, supplies, and experiences offered to children, families, and staff throughout the agency. Individual child results and progress are shared with parents throughout the program year during home visits and parent/teacher conferences along with information sent home as appropriate.



Financial Activity

Statement of Activities and Changes in Net Assets (unaudited) For the Twelve Months Ended December 31, 2020

Support and Revenue	
Grants and contracts	10,964,243
Other income	154,283
Support in kind and donations	2,939,078
Total Support and Revenue	14,057,604
Expenses	
Program services:	
Wages	3,946,459
Fringe Benefits	1,217,097
Contracts and Consultants	63,374
In Kind	2,847,659
Travel and Training	183,427
Occupancy	981,610
Supplies	490,364
Telephone	80,122
Equipment/Vehicles	83,065
Staff Related	10,333
Miscellaneous	55,887
Direct Program services	2,868,345
Insurance	18,059
Total Program Service Expenses	12,845,801
Supporting Services:	
Management and General	957,891
Total Operating Expenses	13,803,694
Change in Net Assets	253,912
Net Assets, Beginning of Year	1,558,830
Net Assets, End of Year	1,812,742
Financial Audit of 2020 will begin in summer of 2021.	

Most recent financial audit results – 2019 – no findings.

Revenue Sources for 2020

Child & Adult Care Food Program – CACFP: \$185,468 Community Development Block Grant – CDBG: \$20,809 Community Services Block Grant – CSBG: \$703,080

CRF - Home Relief Grant - \$960,440

EFSP-FEMA - \$45,876

Emergency Home Energy Assistance Program – Winter: \$655,617 Emergency Home Energy Assistance Program – Summer: \$252,813

Federal Head Start: \$6,646,138

Home Weatherization Assistance Program: \$721,281

Housing Assistance Program: \$17,047

Home Energy Assistance Program – HEAP Admin.: \$460,800

Job & Family Services – Child Care Subsidy: \$150,097

Non-Federal Match (In-Kind): \$2,847,659

Program Income: \$144,556

Other Income (Misc. Income, Small Grants & Contracts, Interest): \$85,600

City of Wooster: \$532,022

Ohio Dept. of Transportation: \$25,938 United Way-Wayne/Holmes: \$7,830

OCCRRA: \$64,031

Utility Programs: \$129,673

Donations: \$91,419

Total: \$14,748,194 * includes Deferred Revenue & Grants Receivable

2021 Head Start Budget

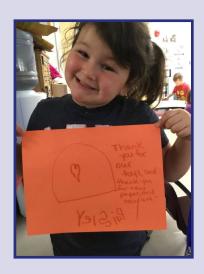
Proposed agency budget for 2021, supporting 120+ staff, includes the Head Start funding as follows:

Per the Improving Head Start for School Readiness Act of 2007, below is generally how CAW/M plans to use its Head Start grant funding of \$6,736,327 for 2021, which includes CACFP and JFS Child Care subsidy:

Personnel costs (include wages and fringe benefits) - \$4,762,541

Non personnel costs (include but are not limited to):

- Contracts & Consultants \$32,444
- Travel & Training \$148,269
- Occupancy \$411,963
- Supplies \$59,622
- Telephone and Computer Service \$70,063
- Equipment/Vehicle \$31,500
- Liability Insurance \$13,432
- Staff related \$4,000
- Client Services \$273,200
- Miscellaneous \$24,410
- Admin/Indirect \$904,883



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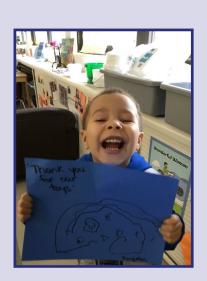
Low Income Representative

Samantha Wonkovich

CAW/M Policy Council

Head Start Policy Council 2019-2020

Allison Allison Amanda Leach
Rene Bustic Raeanna Maggard
Jocelin Dunway Elizabeth Ondo
William Eaken Alycia Postlethwait
Erin Edwards Crystal Smith
Tracey George Annette Wilcox
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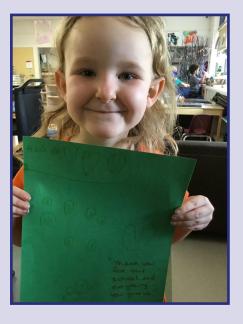
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Pete& Susan Roberts

Cheryl Rossi Betty Schuler Paul Seling Mary Senger

Justin & Kristen Smith

Shannon Smith Elena Sokol Jessika Walton Carrie Winkler



Friend \$0-49

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Thomas & Catherine Graves Shirley Houston-Findley

Mary Haven Diane Johnson Martha Junkin Hans Kwee

Gary & Deb McDonald Tim & Cindy Nolt Jack & Nancy Raff

A.W. Troyer

Thank You!

Community Action Wayne/Medina Locations

Wayne County

Main Office 905 Pittsburgh Avenue Wooster, OH 44691 (330)264-8677

> Wooster Head Start Center 905 Pittsburgh Avenue Wooster, OH 44691

Orrville Head Start Center
Orrville YMCA
1801 Smucker Rd. Orrville, OH 44667

West Salem Head Start Center 99 East Buckeye St. West Salem, OH 44287

Rittman Head Start Center Milton Presbyterian Church 250 North Street Rittman, OH 44270

Rittman Office/ Food Pantry 88 N. Main St. Suite 201 Rittman, OH 44270 330927-1871

Medina County

Medina Office 799 N. Court St. Medina, OH 44256 (330)723-2229

Creative Kids Head Start Center 787 W. Lafayette Medina, OH 44256

Amazing Wonders Head Start Center 1255 N. Carpenter Rd. Brunswick, OH 44256

Chatham Head Start Center Chatham Community Church 6324 Avon Lake Rd. Spencer, OH 44275

Wadsworth Head Start Center Grace Evangelical Lutheran Church 146 High St. Wadsworth, OH 44281



