The Community Action Agency of Columbiana County’s mission is to provide affordable, comprehensive, and quality services that will strengthen the community and lead to self-sufficiency.
DEPARTMENT MISSION STATEMENTS

CARTS
To provide safe, affordable, and fully coordinated public transportation for all residents of Columbiana County.

Community Services
To provide affordable, comprehensive, and quality services that will strengthen the community and lead to self-sufficiency.

Head Start
To improve educational outcomes and well-being of children and to strengthen the families we serve.

Health, Behavioral Health, & Dental Centers
To provide safe, high quality, comprehensive, and affordable health care to the people of our service area.
Overcoming poverty is not a task of charity, it is an act of justice. Like slavery and apartheid, poverty is not natural. It is man-made and it can be overcome and eradicated by the actions of human beings. Sometimes it falls on a generation to be great. YOU can be that great generation. Let your greatness blossom.

- Nelson Mandela
HELPING PEOPLE. CHANGING LIVES.
“It takes a village.” We’ve heard that saying many times in reference to raising children. However, we believe the saying can apply to so much more because, at Community Action Agency of Columbiana County (CAA of CC), we see it in action every day.

CAA of CC operates many programs from early childhood education to transportation, weatherization to health care. The programs we work may be diverse, but the uniting factor that drives all of us is our mission to eliminate poverty by increasing the self-sufficiency.

Through our many services, we become part of the village that helps individuals like one of our most inspiring volunteers, whom we dubbed ‘Superwoman’. Before the nickname, she came to us without college plans or strong job skills. At only 23, this is the story of most Columbiana County youth growing up in poverty. This young woman began community service at the Healthier Food Pantry and put all her efforts into learning each position from the front desk, unloading trucks to stocking shelves. During her downtime, she utilized our computer lab to enhance her resume and search for a job in the food industry.

After countless applications, follow-up calls, and interviews she got her foot into the door. Even as she began working, our superwoman continued to volunteer until she got her dream job. Boneshakers Restaurant of Salem hired her as their new chef. The deciding employment factor was the State Food Safety Certificate she earned at our Pantry. Even after working 50 - 60 hours a week for months, the excitement for the position was palpable.

Success like this is what brings us to work each day. On any given day, we might be able to help someone gain the skills needed to reach financial independence, provide quality education to a child, enable a resident to get to medical treatment or give support to a domestic abuse survivor. Read on to learn more about us and see how you can become part of this village.

It takes a village committed to helping people and changing lives. It takes communities working together. It takes YOU!
2017 BOARD OF DIRECTORS

Gloria Mathews, Chair
Sunny Hull, Vice Chair
Eileen Dray-Bardon, Treasurer
Brad Bosley, Secretary
Pat Baumgarner, Immediate Past Chair

Roger Bacon
Dawn Chepke
JC Coulter
Jamie Nentwick-Haney
Tad Herold
Tony Houshour
Stephen Goodenow
Zeb Locklear
Robert Marcus
Arlene Williams
Tracey Wonner
Brian Zaverl

2017 Administration

Thomas E. Andrews, Chief Executive Officer
Jenna Wonner, FQHC Chief Operating Officer
Marsha Tsangaris, Chief Financial Officer
Marti Grimm, Community Services Director
Shari Green, Transportation Director
Christine Malloy, Head Start Director
Kim McPherson, Human Resources Director
Phillip Smith, IT Director

The Promise of Community Action Agencies

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.
Dear Friends,

I am honored to serve in my second year as the Chief Executive Officer for Community Action Agency of Columbiana County (CAA of CC). It is incredible working with a dedicated Board of Directors and passionate staff serving the needs of consumers and communities along with being good, transparent stewards of private and public funds. Our agency is committed to providing quality services to our constituents and addressing new challenges in every effort to assist individuals and families.

In 2017, like every year, we were presented with an array of organizational challenges in our efforts to meet the varied needs of children, youth, adults, and families. We recognize that in every challenge lies an opportunity. Opportunity is the key to low-income individuals and family attainment of greater self-sufficiency. As we move into 2018, we are excited about the chance to help make significant changes and develop creative and innovative programs that will help individuals in our small, rural communities throughout Columbiana and surrounding counties. The CAA of CC’s 2017 Annual Report chronicles the departmental achievements over the past year. Highlights for the Agency include improving all our Head Start sites to be recognized as a High-Quality Center by Step Up to Quality. This achievement speaks volumes toward the service our centers provide for children and their families. Additionally, our homeless shelter relocated to a more suitable residence that better meets the needs of our clients. It created an environment for staff to assess and assist consumers in securing stable housing. Also, CARTS began utilizing a new software system and providing electronic tablets in each vehicle. To increase efficiency, CARTS reverted to a more rural transit system from appointment based. The goal is to find the right solution to meet the extensive transportation need in the community. The Healthier Buckeye Food Pantry and Job Mentoring Program funded through a pilot state grant ended in December. Another highlight, toward the end of the year, was the purchase of our first building in East Liverpool for the Health, Behavioral Health and Dental Centers with plans to develop a campus setting with dental and pharmacy services in early 2019.

What has truly impressed me the most this year has been the collaboration of the human services community working together to stretch limited resources. Thank you all for being such great partners and people; for taking pride in the county in which we live, work and play. None of this would be accomplished without our fantastic network of funders, community members, the board of directors, volunteers, staff, and more who help to deliver resources and services in our county and beyond.

With gratitude,

Chief Executive Officer
2017 IMPACT IN THE COMMUNITY

The Community Action Agency of Columbiana County’s mission is to provide affordable, comprehensive, and quality services that will strengthen the community and lead to self-sufficiency. Here are a few ways we made an impact in Columbiana and surrounding counties.
“We have taken up the age-old challenge of poverty and we don’t intend to lose generations of our children to this enemy of the human race,” President Lyndon B. Johnson said 53 years ago when launching the Head Start program. More than half a century on, Head Start has provided early childhood education and comprehensive services to millions of children.

CAA of CC’s Early Childhood Education and Head Start program is designed to help meet many of the health, educational, and social service needs of low-income Columbiana and Jefferson County families with young children. Head Start is a federally-funded community-based program for children 3 to 5 years old. Our program provides all children with a language-rich, challenging and supportive environment to develop strong early literacy, math, science and social skills that are necessary to succeed in school and life while engaging parents in their children’s educational experiences.

Head Start also offers family support services, disability services, and support, connection to mental health services for children and families, and health screenings for children. Numerous trainings and outreach efforts have helped provide low-income parents with the knowledge and service they need to build a better life for themselves and their children.

In the 2016-17 School Year, there were...

- 8 Head Start Locations in Columbiana County
- 5 Head Start Locations in Jefferson County
- 12 Centers with a 5-star rating from Step Up to Quality
- 82% of Head Start Children met or exceeded School Readiness Standards in Social Emotional Development

552 Children funded by Head Start

196 Children funded by Early Childhood Education Grant

17,180 Nutritious meals and snacks provided to participating children

1,159 Volunteers provided their time and skills
Good health supports the stability of a family, the strength of a neighborhood, and the capacity of a community. It allows for full participation in society, from work and play to interaction with others. And it opens opportunities for growth, social mobility, and personal fulfillment.

CAA of CC is dedicated to promoting the health and well-being of Columbiana County and neighboring communities by providing programs that strengthen community wellness and health. CAA of CC’s Federally Qualified Health Center (FQHC) provides comprehensive primary care, dental care, behavioral health services, and substance abuse treatment to all people regardless of age, background or ability to pay.

At our Health Centers, we operate under the concept that everyone is entitled to health care, and it is a right not a privilege. Our integrated approach assures that health center patients have prompt access to our full range of services as needs arise.

2017 FQHC Recognition

Received accreditation through The Joint Commission

Received renewal of PCMH accreditation for all sites (Recognized as a Patient Centered Medical Home)

Received accreditation for Behavioral Health from the State of Ohio

Named the Ultimate Health Center Champions in the Welterweight Division by the Ohio Association of Community Health Centers for the second consecutive year.

| Patients served: 9,980 | Patient visits: 37,870 | Flu shots administered: 1,062 | Dental cleanings completed: 2,241 |
Providing public and contract transportation for Columbiana County helps our residents achieve self-sufficiency and enables families to improve their quality of life.

The CARTS Mission is “to provide safe, affordable, and fully coordinated public transportation for all residents of Columbiana County.”

The quiet country roads and charming small town main streets of rural America are not synonymous with public transportation. Our Community Action Rural Transit System (CARTS) is the designated provider of public transportation services for Columbiana County, connecting rural residents who need transportation assistance with jobs, medical care, education and training, shopping and independence. Mileage for CARTS and Head Start transportation for Columbiana and Jefferson County children reached a total of 1,310,000 miles in 2017.

CARTS has made numerous upgrades to its transit system infrastructure, including vehicles, communications, and tracking systems. These changes have had a positive impact on the quality and availability of transportation services. Our dedicated staff continually aim to provide a quality, safe service to our county residents.

In the 2017, there were...

- 71 Transportation employees
- 38 CARTS Vehicles
- 16 Head Start Vehicles
- 99% of the fleet are handicap accessible

<table>
<thead>
<tr>
<th>Passenger Trips</th>
<th>Spent in fuels costs in Columbiana County</th>
<th>Passenger trips for elderly and disabled residents</th>
<th>Reduction in fare costs for elderly (65+) and disabled passengers</th>
</tr>
</thead>
<tbody>
<tr>
<td>139,000</td>
<td>$305k</td>
<td>32,059</td>
<td>50%</td>
</tr>
</tbody>
</table>
CAA of CC supports individuals and families as they move from poverty toward economic security and self-sufficiency.

Our Community Services Department is supported through a variety of federal and state grants, including the Community Services Block Grant (CSBG). Every program engages families and communities in the provision of comprehensive services responsive to their needs. Many of our clients come to us during a time of crisis, and programs such as the Home Energy Assistance Program (HEAP), Care to Share, and the Homeless Crisis Response Program (HCRP) offer relief during this time. Whether it’s assistance paying their utility bill, rent or mortgage, a team of eligibility interviewers and case managers work with each client to find the most appropriate solution to their hardship.

**2017 Community Services**

**Community Support Programs**
- Healthier Community Food Pantry
- Home Repair
- Job Mentoring/Work Experience
- Payee Program
- Project Pride Loan Program

**Homeless Prevention Programs**
- Emergency Homeless Shelter
- Homeless Prevention
- Small Appliance Program
- Supportive Services for Veteran Families

**Energy Conservation Programs**
- Energy Conservation
- Home Weatherization Assistance Program (HWAP)

**Utility Assistance Programs**
- Home Energy Assistance Program (HEAP)
- Percentage of Income Payment Plan (PIPP)
- Summer Crisis Program
- Water and Sewer Assistance
- Winter Crisis Program

**Asset Building Programs**
- Home Ownership
- Small Business Development

**1,911** Households received emergency crisis assistance through HEAP

**411** Homes received energy conservation services

**$652k+** Spent on utility assistance for the Summer and Winter Crisis Programs

**8,162** Visits to the CAA Healthier Community Food Pantry
During the Vietnam War, the phrase ‘Stand Down’ was used to describe removing combat troops from the field and taking care of their basic needs. According to the National Coalition for Homeless Veterans, the Stand Down was “a safe retreat for units returning from combat operations” where troops had access to hot meals, mail, fresh uniforms, medical and dental care, and camaraderie. The first Veterans Stand Down was held in San Diego during the summer of 1988 to assist homeless veterans.

In Columbiana County, there are a number of veterans without permanent or supportive housing and many other veterans are struggling on a daily basis to meet basic needs. We are fortunate to live in a community that cares deeply about our population. We have a variety of organizations working to end that struggle.

In 2013, CAA of CC began hosting an annual Stand Down at the Lisbon Lions Club building bringing together organizations that provide benefits and support to veterans. This year, more than 20 organizations participated. These organizations provided information on a range of benefits including; housing, education, nutrition, and legal services. The 53 veteran attendees were given a hot meal from Not Just Smoke. Cold weather items were distributed by the East Liverpool Elks #258. Goodie bags weighing nearly 20 pounds were provided by Veterans Outreach. And much helpful information was distributed.

The purpose of our event is to support all local veterans. Some are homeless. Some are serving now. Some are trying to support their families and finding it difficult. Some wake up at night, steaming with sweat, victims of ongoing nightmares. Some are over 70 and find their bodies are failing them. Some are much younger. Many just need a helping hand. Through social support and mentoring, we aim to provide veterans with some of the solidarity they thought had been lost. Veterans were not alone in their time of service and we believe they should not be alone now.
12 Investing In The Future: 2017 Financial Stewardship

We are proud of our social and economic impact that goes beyond the dollar amount listed below. Without the assistance of federal and state grants, local contracts, and donor contributions we could not execute our mission. The dollars invested into our communities through our programs are just a drop in the bucket in terms of the long-term effects on the individuals, families and local communities we serve.

Funding Sources

Total Sources of Funds
$20,841,023

Federal Grant Sources
- U.S. Department of Agriculture
- U.S. Department of Energy
- U.S. Department of Homeland Security
- U.S. Department of Housing and Urban Development
- U.S. Department of Health and Human Services
- U.S. Department of Transportation
- U.S. Department of Veterans Affairs

How Financial Support Impacts Our Mission

*90% of financial support was used within CAA of CC mission programs. See breakdown on the left.

Use of Funds

<table>
<thead>
<tr>
<th>Program</th>
<th>Amount</th>
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</thead>
<tbody>
<tr>
<td>Early Childhood Education: Head Start</td>
<td>$4,848,981</td>
</tr>
<tr>
<td>Transportation: CARTS</td>
<td>$2,953,836</td>
</tr>
<tr>
<td>Health, Behavioral Health &amp; Dental Centers</td>
<td>$6,850,609</td>
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<tr>
<td>Weatherization</td>
<td>$1,063,742</td>
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<tr>
<td>Home Energy Assistance Program (HEAP)</td>
<td>$917,341</td>
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<tr>
<td>Other Programs</td>
<td>$1,614,425</td>
</tr>
<tr>
<td>Administration &amp; General Support</td>
<td>$2,095,609</td>
</tr>
<tr>
<td><strong>Total Use of Funds</strong></td>
<td><strong>$20,344,543</strong></td>
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EDUCATING OUR FUTURE LEADERS
<table>
<thead>
<tr>
<th>TRANSPORTATION SERVICES</th>
<th>HEALTH SERVICES</th>
<th>EARLY CHILDHOOD EDUCATION</th>
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<tr>
<td><strong>TRANSPORTATION OFFICE</strong></td>
<td><strong>CAA HEALTH &amp; BEHAVIORAL HEALTH CENTER AT LISBON</strong></td>
<td><strong>SALEM HEAD START</strong></td>
</tr>
<tr>
<td>202 1/2 Jackson St</td>
<td>7880 Lincole Pl</td>
<td>1712 South Lincoln Ave</td>
</tr>
<tr>
<td>LISBON, OH 44432</td>
<td>Lisbon, OH 44432</td>
<td>Salem, OH 44460</td>
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<tr>
<td><strong>COMMUNITY SERVICES</strong></td>
<td><strong>CAA DENTAL CENTER AT LISBON</strong></td>
<td><strong>ST. ANTHONY’S HEAD START</strong></td>
</tr>
<tr>
<td><strong>COMMUNITY SERVICES DEPARTMENT</strong></td>
<td>38722 Saltwell Rd</td>
<td>243 South 7th St</td>
</tr>
<tr>
<td>7860 Lincole Pl</td>
<td>Lisbon, OH 44432</td>
<td>Steubenville, OH 43952</td>
</tr>
<tr>
<td>(Rear - Lower Level)</td>
<td>(Lower Level)</td>
<td><strong>TILTONSVILLE HEAD START</strong></td>
</tr>
<tr>
<td><strong>HEALTHIER COMMUNITY FOOD PANTRY</strong></td>
<td><strong>CAA HEALTH &amp; BEHAVIORAL HEALTH CENTER AT EAST LIVERPOOL</strong></td>
<td>106 Grandview Ave</td>
</tr>
<tr>
<td>7860 Lincole Pl</td>
<td>16687 St. Clair Ave</td>
<td><strong>UNITED HEAD START</strong></td>
</tr>
<tr>
<td>Lisbon, OH 44432</td>
<td>Suites 203 &amp; 204</td>
<td>8143 State Route 9</td>
</tr>
<tr>
<td>(Rear - Lower Level)</td>
<td>East Liverpool, OH 43920</td>
<td>Hanoverton, OH 44423</td>
</tr>
<tr>
<td><strong>CAA DENTAL CENTER AT EAST LIVERPOOL</strong></td>
<td><strong>CAA HEALTH &amp; BEHAVIORAL HEALTH CENTER AT EAST PALESTINE</strong></td>
<td><strong>WELLSVILLE HEAD START</strong></td>
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<td>38722 Saltwell Rd</td>
<td>195 West Grant St</td>
<td>929 Center St</td>
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<td>Lisbon, OH 44432</td>
<td>East Palestine, OH 44413</td>
<td><strong>WINTERSVILLE HEAD START</strong></td>
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<td><strong>CAA HEALTH &amp; BEHAVIORAL HEALTH CENTER AT EAST PALESTINE</strong></td>
<td><strong>GLENMOOR HEAD START</strong></td>
<td>587 Bantam Ridge Rd</td>
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<tr>
<td><strong>CAA HEALTH, &amp; DENTAL CENTER, MELHORN, SALINEVILLE</strong></td>
<td>46635 Y and O Rd</td>
<td>Wintersville, OH 43953</td>
</tr>
<tr>
<td>103 W. Main St</td>
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<td><strong>SALINEVILLE HEAD START</strong></td>
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<tr>
<td>Salineville, OH 43945</td>
<td><strong>LISBON HEAD START</strong></td>
<td>110 East Main St</td>
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<tr>
<td></td>
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<td></td>
<td>Lisbon, OH 44432</td>
<td><strong>SALEM HEAD START</strong></td>
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<td>(Lower Level)</td>
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<tr>
<td><strong>GLENMOOR HEAD START</strong></td>
<td><strong>ST. ANTHONY’S HEAD START</strong></td>
<td><strong>WELLSVILLE HEAD START</strong></td>
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<tr>
<td>46635 Y and O Rd</td>
<td>243 South 7th St</td>
<td>929 Center St</td>
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<td><strong>LISBON HEAD START</strong></td>
<td><strong>TILTONSVILLE HEAD START</strong></td>
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<td><strong>SALINEVILLE HEAD START</strong></td>
<td><strong>UNITED HEAD START</strong></td>
<td>110 East Main St</td>
</tr>
<tr>
<td>110 East Main St</td>
<td>8143 State Route 9</td>
<td>Salineville, OH 43945</td>
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<tr>
<td>Salineville, OH 43945</td>
<td>Hanoverton, OH 44423</td>
<td><strong>WINTERSVILLE HEAD START</strong></td>
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</tbody>
</table>

*CAA of CC ADMINISTRATION*
7880 Lincole Pl
Lisbon, OH 44432
330-424-7221

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