Providing affordable, comprehensive, and quality services that will strengthen the community and lead to self-sufficiency.
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Message from CEO Tom Andrews

I came to CAA in May 2016. I’ve spent much of 2016 getting to know staff and the Board of Directors while working with leadership to learn the ins and outs of the Agency to develop the future direction of CAA. As I reflect back on that time, I think about what inspired me to become a leader in community action. The War on Poverty began when President Lyndon B. Johnson signed the Economic Opportunity Act of 1964; the Act established community action agencies to fight poverty across the nation. Our Agency was formed in 1965 to help the people of Columbiana County.

The poverty rate in the U.S. is at 16 percent; it was almost 25 percent in 1964. Programs run by over 1100 Community Action Agencies across the country have worked to cut the poverty level significantly for more than 50 years.

Each Agency’s goal is to improve quality of life and lead people to self-sufficiency. Our Agency serves the population of over 16,000 people in the county who live below the poverty line, providing health care through our Health, Behavioral Health and Dental Centers; early education through our Head Start program; a variety of services, including a food pantry, a Home Energy Assistance Program (HEAP), a home repair program, and a Home Weatherization Assistance Program, to name a few, through our Community Services program; and transportation through our Community Action Rural Transit System (CARTS).

We continue to evaluate the needs of our community, develop programs where they are needed in order to meet our mission of providing affordable, comprehensive, and quality services that will strengthen the community and lead to self-sufficiency.

Taking the reins of a successful, 51-year-old organization is a daunting proposition, especially when looking at how many people we help in many different areas. For 26 years, Carol Bretz, my predecessor, led the organization until 2016. I’m thankful for her leadership and focus on the mission, and I’m humbled to be the next leader to take the organization into the future.

I can’t take credit for much of what the Agency accomplished in 2016 since I was still in learning mode, but some of the highlights include receiving a large grant to expand health services and another for a Medication Assisted Treatment Program for our Health, Behavioral Health and Dental Centers; opening the Healthier Community Food Pantry using the Healthier Buckeye Grant through the State of Ohio; assisting the New Castle School of Trades in opening a new location in East Liverpool; partnering with Miller-Valentine Group and the city of East Liverpool to implement the Market Street Loft Projects; and two Head Start managers earning certification as Child Development Associate (CDA) Instructors. More details can be found on page 3, and additional information for each program is within each program’s page.
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<tr>
<th>2016 BOARD OF DIRECTORS</th>
<th>ADMINISTRATION</th>
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<tbody>
<tr>
<td>Gloria Mathews, <strong>Chair</strong></td>
<td>Tom Andrews</td>
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<tr>
<td>Patricia Baumgarner, <strong>Vice-Chair</strong></td>
<td>Chief Executive Officer</td>
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<tr>
<td>Eileen Dray-Bardon, <strong>Treasurer</strong></td>
<td>Shari Green</td>
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<tr>
<td>Thelma Rist, <strong>Secretary</strong></td>
<td>Marti Grimm</td>
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<tr>
<td>Roger Bacon</td>
<td>Community Services Director</td>
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<tr>
<td>Brad Bosley</td>
<td>Christine Malloy</td>
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<tr>
<td>Dawn Chepke</td>
<td><em>Interim Head Start Director</em></td>
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<tr>
<td>Stephen Goodenow</td>
<td>Kim McPherson</td>
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<tr>
<td>Mary Ann Gray</td>
<td><em>Human Resources Director</em></td>
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<tr>
<td>Tad Herold</td>
<td>Mary Ann Pettibon</td>
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<tr>
<td>Raymond (Sunny) Hull</td>
<td><em>FQHC Chief Operating Officer</em></td>
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<tr>
<td>Zeb Locklear</td>
<td>Wendy Saul</td>
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<tr>
<td>Stella McGuire</td>
<td><em>Chief Financial Officer</em></td>
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<tr>
<td>Jamie Nentwick-Haney</td>
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<td>Arlene Williams</td>
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**CAA employed 310 individuals in 2016.**
Healthier Buckeye Food Pantry and Job Mentoring Program
CAA opened the Healthier Community Food Pantry in 2016 with the use of an award of $526,000 in funds received under the Healthier Buckeye Pilot Grant Program. CAA opened the consumer choice food pantry in October 2016 to assist the entire county. The pantry also serves as a job mentoring site for those in need of job skills. The program’s formal partnerships include the Educational Services Center-Family and Children First Council, the Community Action Agency of Columbiana County, Inc., the Columbiana County Dept. of Job and Family Services, the Mahoning Columbiana Training Association, the Columbiana County Courts, and other local providers to identify individuals that would benefit from participating in the job mentoring program. In addition to on-the-job training, the program highlights additional areas, such as resume writing, personal financial education, and interviewing skills. The food pantry offers items for those with dietary restrictions. Healthier food options are available, such as those that are gluten free, whole grain, low sodium, and fat free for those with chronic illnesses.

There were a total of 1178 visits by community members to the pantry during the last quarter of 2016. In addition to providing food to these households, 11 individuals participated in the job mentoring program.

CAA partnered with the city of East Liverpool and Better City to assist the New Castle School of Trades (NCST) in opening a new location in East Liverpool. CAA, acting as lead agency, applied for a predevelopment grant to help initiate the $8 million project. CAA also applied as lead agency for a $150,000 equipment grant, which NCST received.

Two Head Start managers became certified Child Development Associate (CDA) Instructors and courses started in January 2017 with a total of 21 participants on their way to achieving a CDA! This met a need in the community as well as contributed to overall program quality improvement.

The CAA Health, Behavioral Health and Dental Centers were awarded $1,000,000 in May 2016 through the Health Resources & Services Administration’s (HRSA) Health Infrastructure Investment Program (HIIP) to update our East Liverpool facility to expand dental services and provide an in-house pharmacy to be completed in the fall of 2018.

The Health Centers were also awarded $325,000 to begin a Medication Assisted Treatment (MAT) Program. The MAT program focuses on the opioid and heroin addiction facing our nation and specifically in Columbiana County.

CAA partnered with the Miller-Valentine Group to form a partnership with the city of East Liverpool to implement the Market Street Loft Project – a $9 million complex with 45 housing units for the low- to medium-income population scheduled to open in 2018. Property was purchased in 2016 and development began on July 1, 2016. CAA will have an office within the facility to help facilitate residents with connections to services within the Agency and the community.

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2016 FINANCIALS

Total Revenue and Support: $19,079,566

- 71% Grants and Contracts
- 19% Health Center
- 5% Program Income
- 3% In-Kind
- 2% Other Income
- 3% Program Income

Total Expenses: $19,093,492

Expenses by Program
- 31% Health Center
- 13% CARTS
- 28% Head Start
- 18% Other
- 5% Weatherization
- 5% HEAP

Expenses by Category
- 90% Program
- 10% Supporting
Our Mission is to provide safe, affordable and fully coordinated public transportation within Columbiana County.

CARTS is an origin to destination public transportation service for Columbiana County. We are funded through the Federal Transit Agency (FTA) as a subrecipient of the 5311 Rural Transit Grant through the Ohio Department of Transportation (ODOT). The funding for CARTS is also provided by a 50% match through local contracts that require transportation to maintain their programs. CARTS is the primary transportation provider for the county’s Non-Emergency Transportation (NET) Program. In 2016, CARTS also operated the Job Access Reverse Commute Program (JARC) and had a Mobility Manager to help clients with transportation service coordination. Both grants ended on December 31, 2016.

**2016 Change from 2015**

- **Total Trips**: 9% increase
- **Total Passengers**: 18% increase
- **Total Miles**: 26% increase

**Our Fleet**

- We maintain a fleet of 56 vehicles. Our vehicle operators are extensively trained and hold certifications in DRIVE, defensive driving, CPR, and first aid, among others.

- **28 light transit narrow body vehicles**
- **8 modified minivans**
- **1 regular minivan**
- **1 tow truck**
- **18 Head Start buses**
The Community Services Block Grant (CSBG) provides funds to alleviate the causes and conditions of poverty in communities. Examples of the programs supported in 2016 with the use of the funds included Job Access Reverse Commute (JARC), the Home Energy Assistance Program (HEAP), Representative Payee Services, Farmers Market Voucher program, Back to School Shoes, Ham/Turkey vouchers, Water Bill Assistance, Buy My Car match savings program, homebuyer education, the Veteran Stand down event, and emergency lodging/transportation.

**Home Energy Assistance Program (HEAP)**

HEAP is a federally funded program that helps eligible Ohioans pay their home energy bills. The winter crisis season runs from November 1 to March 31, and the summer crisis program is from July 1 to August 31.

- **1653** households received assistance in 2016 under the Winter Crisis Program for a total amount of **$612,323**.
- **109** households received utility assistance under the Summer Crisis Program for a total of **$14,700**.
- **283** households with a member that experiences a chronic illness received an air conditioner. The total value of the AC units was **$41,035**.

**Home Ownership/Housing Counseling**

CAA works with the Columbiana County Commissioners to administer the Community Housing Impact and Preservation (CHIP) program. In 2016, an open house event was held at the home of one of the program participants. Partners of the project included CAA, the County Commissioners, the Columbiana County Development Department, the Ohio Department of Development, the United States Department of Agriculture, and CT Consultants.

- **97** households received HUD Housing Counseling services.

CAA administers a variety of homeless prevention programs, including an 11-bed homeless shelter, the Homeless Crisis Response Program (HCRP), and the Supportive Services for Veteran Families (SSVF) program. The HCRP program is available in a five-county region that includes Carroll, Columbiana, Jefferson, Harrison, and Tuscarawas Counties. The SSVF program serves these counties and also Mahoning County.

- **85** households consisting of **102** individuals resided in the CAA homeless shelter for an average of 28 nights each. During their stay, 19% of the households worked with case managers to increase their income.
- **53** veteran households received case management and/or financial assistance to secure permanent housing. Of these veterans served, **33** households were homeless.

**Photo: A local veteran receiving services under SSVF visits the pantry and receives donated food for his service animal.**

**Home Repair Services**

**53** homeowners received a variety of home repair services in 2016. These services were funded through the District 11 Area Agency on Aging, the Ohio Department of Development Housing Assistance Program, and the Columbiana County Senior Service Levy program administered by the Columbiana County Department of Job and Family Services.
Our mission is to improve educational outcomes and the well-being of children, and strengthen the families we serve.

CAA’s Head Start Program is committed to providing a well-rounded experience for the children and families enrolled in the program. Our goal is to prepare children for school and success in life, as well as assist families in achieving self-sufficiency. Head Start recognizes parents as their children’s primary educator. The program uses eligibility selection criteria to reach the community’s most vulnerable children and their families, resulting in at least 90% of enrolled children coming from poverty-stricken households. We service typical children and children with special needs, who do not need to qualify based on income. Our program also serves children through the Early Childhood Education Grant from the Ohio Department of Education, which provides high quality, no cost, pre-Kindergarten programming for income-eligible (<200% FPL) four-year-olds.

**Step Up To Quality** is Ohio’s voluntary rating system for early childhood programs. Achieving a star rating means the early learning center has instituted a level of quality that exceeds childcare licensing standards. A childcare center must be in operation for at least one year before it can apply for a star rating. This year we were able to apply for and achieve a star rating for all Jefferson County centers. Thirteen of our fourteen centers are now star rated, many of them at the highest rating possible of five stars.

**Increased Duration**

In 2016 the Head Start program started its transition into a Full School Day/Full School Year model. Starting with the 2016-17 school year, the program implemented this model in four classrooms, which reached a funded enrollment of 68 children, or 12% of total funded enrollment. This implementation will continue in phases over the coming years until 100% of classrooms are operating in this model.

**Highlights**

The program partnered with the Ohio Department of Education to allow our provisionally licensed preschool teachers the opportunity to complete the RESA (Resident Educator Summative Assessment) requirements for a full teaching license in the State of Ohio while teaching at Head Start. Seven of our teachers participated.

Throughout the school year, enrolled children were served 4,715 breakfasts, 7,775 lunches, and 4,690 snacks for a total of 17,180 nutritious meals. Costs were reimbursed through the Child and Adult Care Food Program, a program of the USDA.

12 foster grandparents volunteered their time.

- **Head Start Funded Enrollment:** 552
- **Head Start Cumulative Enrollment:** 642
- **Early Childhood Education Grant Funded Enrollment:** 196
- **Early Childhood Education Cumulative Enrollment:** 221
Community Action Agency’s Health, Behavioral Health, and Dental Centers provide comprehensive health care, including medical; dental; mental health services; and substance abuse treatment to all people of any age and economic background. We accept most health insurances and all Medicaid, including all Medicaid-managed care plans. We offer a sliding fee scale to those with no insurance who meet eligibility criteria. No one will be turned away due to the inability 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. Emphasis is placed on preventive health care, patient education, the promotion of health, and the individual’s responsibility for participation in his/her plan of care. Our Federally Qualified Health Centers (FQHCs) provide affordable and accessible health care services to ALL residents.

Our staff includes Board Certified, licensed, registered providers, including doctors, nurse practitioners, dentists, hygienists, clinical counselors, and licensed support staff.

Our mission is to provide quality, comprehensive, and affordable health care to the people of our service area.

CAA Health and Behavioral Health Center at Lisbon
7880 Lincole, Pl, Lisbon, OH 44432
Phone: 330.424.5686

CAA Dental Center at Lisbon
38722 Saltwell Rd, Lisbon, OH 44432
Phone: 330.424.4192

CAA Health and Behavioral Health Center at East Liverpool
16687 St. Clair Ave, Suites 203 and 204
East Liverpool, OH 43920
Phone: 330.386.7777

236 W. 6th St, East Liverpool, OH 43920
Phone: 330.386.7870

CAA Health, Behavioral Health and Dental Center, Melhorn, Salineville
103 W. Main St, Salineville, OH 43945
Phone: 330.679.2640

Serving Our Community
- 10,360 patients served through 40,094 visits

Proud to be Recognized
- Received Outstanding Improvement award for Entering into Prenatal Care
- Received Health Center Quality Improvement Grant totaling $65,000
- Named Ultimate Health Center Champions in the Welterweight Division by the Ohio Association of Community Health Centers

Our Providers

<table>
<thead>
<tr>
<th>Name</th>
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<tbody>
<tr>
<td>Maria Ryhal, MD</td>
<td>Shashi Narang, MD</td>
</tr>
<tr>
<td>Jill Hendrickson, PhD</td>
<td>Mallory Wines, LPCC</td>
</tr>
<tr>
<td>Kimberly McAbee, MD</td>
<td>Robert Sylvies, Psy D</td>
</tr>
<tr>
<td>William Price, MD</td>
<td>Amy Frantz, CNP</td>
</tr>
<tr>
<td>Mona Meky, DDS</td>
<td>Diane Weaver, CNP</td>
</tr>
<tr>
<td>Richard Fisher, DMD</td>
<td>Breanne Montero, CNP</td>
</tr>
<tr>
<td>Loren Louk, CNP</td>
<td>Magda Sawiriss, DMD</td>
</tr>
<tr>
<td>Britnie Baker, RDH</td>
<td>Jamie Pepperling, RDH</td>
</tr>
<tr>
<td>Albert Payne, MD</td>
<td>Richard Gradisek, DMD</td>
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Community Action Agency of Columbiana County is a 501(c)(3) nonprofit social service organization established in 1965 that serves the residents of Columbiana and surrounding counties.

Find out how you can help us carry out our mission at www.caaofcc.org