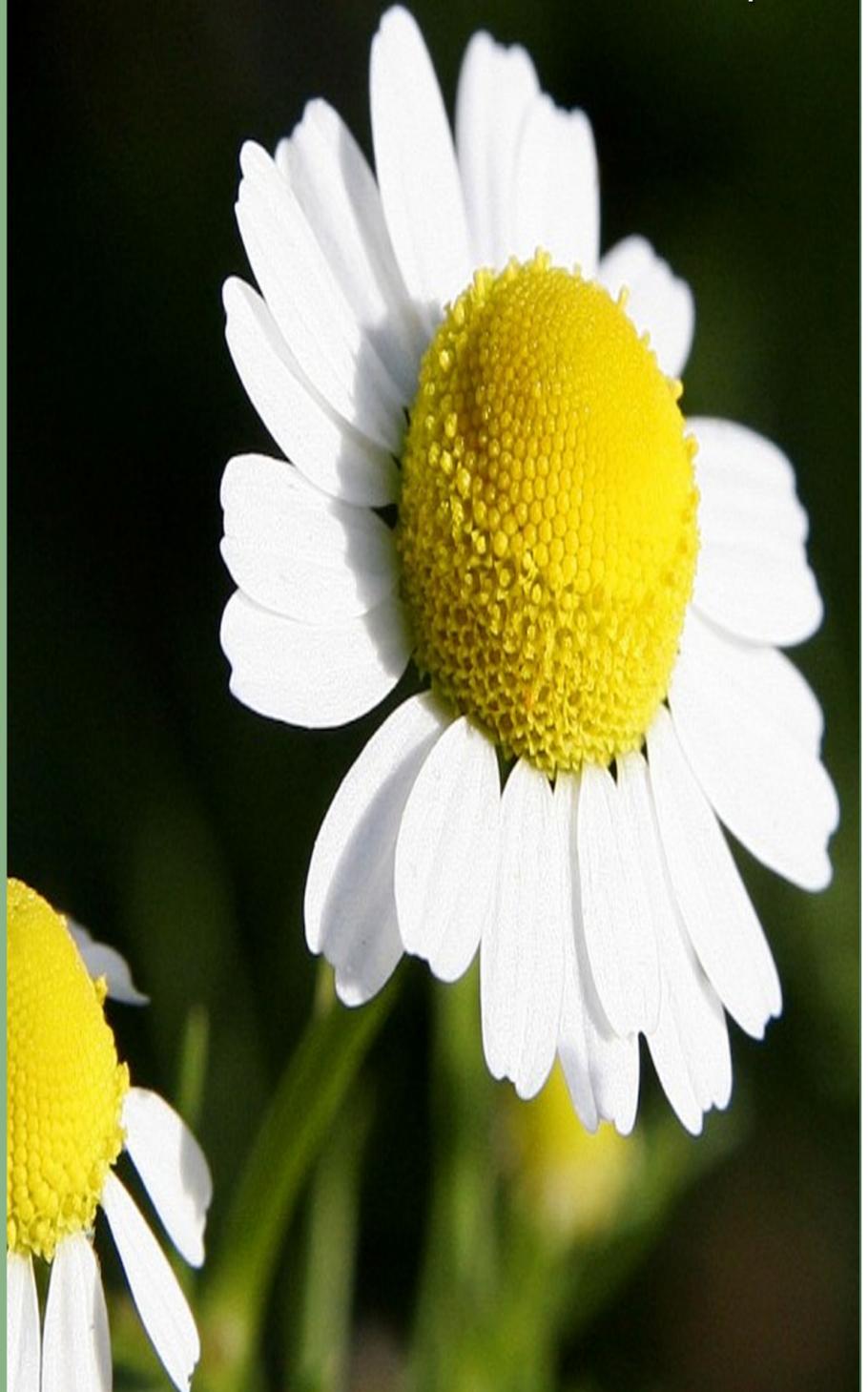


2010

Green Hills Community Action Agency
Annual Report





Green Hills Community Action Agency is building vibrant communities!

GHCAA focuses on assisting low-income people in their efforts to become self-sufficient. Services are provided to enable families to improve their financial, physical, mental and social level through programs designed to motivate individuals to set and reach personal goals.

GHCAA County Offices are the first source of help for families in need. Trained, responsive personnel and volunteers develop plans with families to alleviate their current crisis situation and stabilize the family.

A Noble History

Green Hills Community Action Agency has been giving a hand up to people seeking to break the bonds of poverty for 44 years. The original organization was incorporated on June 4, 1965. Green Hills Area Human Resources Development Corp. was formed to serve the residents of Grundy, Mercer, Putnam and Sullivan counties in response to then President Lyndon B. Johnson's War on Poverty. The president declared war on poverty during his first State of the Union Address in 1964.

The Human Resources Development Corp. formed in August 1965 to serve Caldwell, Daviess, Linn and Livingston counties. Harrison County joined the organization in January 1967.

The two community action agencies merged in October 1968. The agency's name was changed to Green Hills Community Action Agency in the mid-1970s.

A Promising Future

While the names of the agency and its programs have changed over the past 44 years, the purpose of the agency has not. The purpose was and is to work through partnerships to make self-sufficiency a reality for individuals and families, by empowering them to achieve the knowledge, skills and motivations needed to build strong families and strong communities.

Throughout the 44-year history of Green Hills Community Action Agency, education has been at the root of many of its programs. GHCAA services train and educate area residents in skills needed to get jobs and to obtain higher-paying jobs and more stable employment; in skills to improve their living conditions through energy conservation, car maintenance, healthy habits and more; and by building self-confidence and self-esteem.

GHCAA Board of Directors

Barbara Oxendale – Board Chair
Leon Hicks – 1st Vice Chair
Brian Johnston – 2nd Vice Chair
Walter Griffen - Secretary
Beverly Hooker – Treasurer

Gerald McBrayer
David McEwen
Linda Houghton
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Peggy Ward
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Gerald Owings
Peter Williams
Karen LaFaver
Sarah Jarvis

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Scott Long
Chief Executive Officer



Barbara Oxendale
Board Chair

A Letter from the CEO & Board Chair

Organizations such as Green Hills Community Action Agency can no longer rely so heavily on federal and state resources for funding. As Missourians, we have all seen how state government has struggled year in and year out with balancing the budget; having to make drastic and unpopular cuts to various programs. With the current political climate, these cuts often occur in the education and social service sector; areas *critical* to fighting poverty and making families and communities *strong* in the long term.

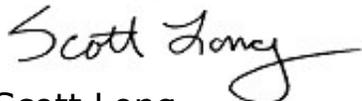
The situation on the Federal level is no less dire. While statistics in this Annual Report show increases in funding due to American Recovery and Reinvestment Act; we know that this was an aberration and that the reality of growing deficits created by Social Security and Medicare entitlements (see chart to side) are more than just “cause for concern”. They must be a “call to action”.

That “call” is GHCAA’s Case for Change. Many community organizations like GHCAA must drastically reduce their reliance on state and federal funds to support their mission. As is the case with any good business, we must *diversify* our revenues to remain *viable* in the long-term.

This can only be accomplished by increasing our commitment to social enterprise and by strengthening our partnerships with other service providers, business and faith-based groups to accomplish our mission of building vibrant communities.

We believe this Annual Report is one that you as a community member can be proud of. It highlights the innovation of our team members, the dedication of our volunteers and the persistence of our participants. Together, we all play a crucial part in building strong families and strong communities.

Sincerely,

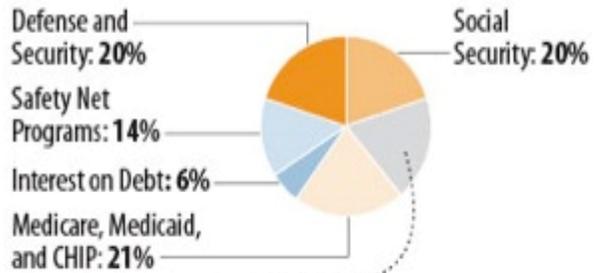


Scott Long
Chief Executive Officer

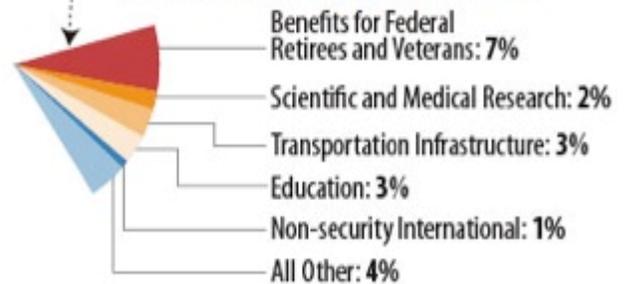


Barbara Oxendale
Chair, Board of Directors

Most of Budget Goes Toward Defense, Social Security, and Major Health Programs



Program Areas in the Remaining Fifth of the Budget



Source: Congressional Budget Office, 2010.
Note: Percentages may not total 100 due to rounding.

cbpp.org

Fiscal Year 2010 Highlights

2010 marked the beginning of a transformation at Green Hills Community Action Agency. We took to heart that we, as an agency, must grow and be continuously flexible in order to keep pace with the ever changing face of poverty in America. Green Hills Community Action Agency must begin to engage in high-impact strategies to bring about true change within our communities. In 2010, GHCAA made it our mission to build vibrant communities.

- 218 unemployed individuals obtained a job; 172 participants obtained pre-employment skills, achieved their ABE/GED, and or completed their post-secondary education; and 50 employed individuals increased their income.
- 571 families enrolled in and received rental assistance; 23 new affordable housing units were created; and 187 housing units were preserved or rehabilitated.
- 324 families enrolled in energy conservation workshops; 601 families enrolled in enhanced skills workshops; 340 individuals received food assistance; 1386 individuals received emergency assistance; 434 families received \$177,011 in state tax credits.
- 336 individuals were provided with shelter and protection from domestic violence; 134 support group meetings were held; 5 organizations/private counselors were partnered with; 818 women and children received Shelter services; and 653 individuals received legal advocacy.
- 1678 adults & 552 youth accessed health services.
- 878 volunteers donated 8252 volunteer hours; 283 organizations were partnered with to expand resources; 32 individuals graduated from the Step Up to Leadership program; 291 low-income individuals engaged in community organizations, groups, initiatives; GHCAA worked with the United Way to establish a 2-1-1 resource in all our service counties.
- 80 staff members and 27 board members received professional development training, and an Agency-wide training plan was developed.
- The transformational planning process began.

Client Demographics

Total unduplicated number of people about whom, one or more characteristics were obtained: 6767
 Total unduplicated number of families about whom one or more characteristics were obtained: 2953

Gender	Number of Persons
Male	2958
Female	3809

Ages	Number of Persons
0-5	833
6-11	949
12-17	761
18-23	517
24-44	1803
45-54	783
55-69	690
70+	431

Ethnicity/Race	Number of Persons
Ethnicity	
Hispanic/Latino	204
Non Hispanic/Latino	6563
Race	
White	6499
Black/African American	99
American Indian/Alaska Native	17
Asian	5
Hawaiian Native/Other Pacific	2
Other	62
Multi-Race	83

Education Level	Number of Persons (age 24 and older)
0-8	254
9-12 (non-graduate)	873
High School Diploma/GED	1810
12+ Some Post Secondary	669
2 - 4 years of college	85

Family Type	Number of Families
Single Parent - Female	633
Single Parent - Male	77
Two Parent Household	637
Single Person	1084
Two Adults/No Children	386
Other	126

Family Size	Number of Families
One	1312
Two	603
Three	409
Four	290
Five	191
Six	92
Seven	36
Eight or more	20

Source of Family Income	Number of Families
One or more sources of income	2759
Zero Income	184
TANF	203
SSI	536
Social Security	1130
Pension	153
General Assistance	1
Unemployment Insurance	154
Employment + Other Sources	526
Employment Only	414
Other	476

Family Income (% of HHS Guideline)	Number of Families
Up to 50%	1008
51% - 75%	605
75% - 100%	600
101% - 125%	397
126% - 150%	196
151% - 175%	92
176% - 200%	51
201% and over	4

Housing	Number of Families
Own	1032
Rent	1743
Homeless	5
Other	163

Other Characteristics	Yes	No	Total
Health Insurance	4948	1804	6752
Disabled	1191	5576	6767

Family Support Spotlight

Family Support is a program designed to assist families in a variety of ways to overcome the conditions of poverty and eliminate the barriers that deny self-sufficiency. Specifically, the program seeks to help family members attain higher goals of education and/or employment at a livable wage.

Goal setting and achievement is the focal point of the Family Support program. Staff are trained to help families determine the strategies needed to improve their current conditions. Visits are arranged to be informal and allow for creativity and personal growth. This personal posture helps create an atmosphere of trust in which the family will be more likely to participate in an honest and open manner.

A family Support Staff Member visits each family for at least one hour per week. During this time, case notes are recorded which allow for review and

monitoring by the program supervisor. This visit is set in an atmosphere that each the family is most comfortable with. The object is to become comfortable with the Staff member, making it easier for the family to obtain their goals for the future.

Sensitivity is demonstrated at all times with respect to culture and diversity. Families are praised when achieving goals and developing skills. Staff then, track the growth of families respective to the goals that they have set for themselves. As a result, families enrolled in the program can witness their own success, which fosters more motivation to succeed.

Featured here are just two of the success stories we've been honored to be a part of this year!

324 families enrolled in the Energy Conservation workshops offered by GHCAA during 2010.



Success Stories

Anna's Story

In early November of 2010, Anna*, and her three young children, were asked to leave their home. With no place to stay, Anna sought help from Green Hills Community Action Agency.

Agency staff went to work and were able to help Anna pay her past due utility bill using EA/ECIP funds, & utilize Emergency Shelter Grant funds to help Anna and her family move into an apartment.

Since November, Anna has fought her way through a bout of depression to come out on top, with a new lease on life, and has since begun a new job.

Anna is pleased to report that her family is now stable and doing much better.

Green Hills Community Action Agency is proud to have made a positive impact in the life of Anna and her family!

Jim's Story

Jim*, father of three, came to Green Hills Community Action Agency for assistance in July of 2010. Jim and his family were in danger of losing their home to foreclosure.

GHCAA Family Support Staff went to work, providing assistance during the USDA Rural Development appeal process. In the end, Jim was able to appeal with the Rural Development board and was granted a moratorium and a payment subsidy.

Bolstered by this victory, both Jim and his fiancé have obtained employment.

He continues to work toward his goals in both employment and education, and has plans to continue his education at the University of Central Missouri in Warrensburg in the fall of 2011 with a focus on law enforcement.

The staff of GHCAA are very proud of Jim!



*Names have been changed

Energy Services & Green Initiatives

Green Hills Community Action Agency Energy Services Department's innovative green projects earned the agency national recognition during 2010. GHCAA is one of only fourteen agencies across America that was competitively selected as a winner of the 2010 National Entrepreneurship and Innovation Award by the Community Action Partnership. The Partnership is the national membership organization based in Washington DC and representing over 1,000 Community Action Agencies throughout the United States.

GHCAA received the awards at the Partnership's national convention in Boston, Massachusetts on September 2nd, 2010. Green Hills was selected as a winner in the 3 categories of Job Creation, Green Jobs, and Sustainability and Energy Efficiency for its creative and innovative approach to going green, with highly successful projects such as Community Gardens, Home Energy Audits, Put A Little Green in Your Life, and Fire Your Clothes Dryer. *"We are extremely proud of these initiatives because they are really making a difference in the lives of area residents, especially during these tough economic times,"* said Scott Long, CEO for Green Hills Community Action Agency. *"Our staff and volunteers are so proud that our green initiatives are considered among the best in the country."*

Housing Development

Safe, affordable and quality houses and apartment units have been developed in all nine counties in the Green Hills region through the Housing Development program. GHCAA currently oversees over 100 housing units in the region.

Staff teaches tenants proper care and maintenance of their homes to help them reach their future housing goals.



Housing Choice Voucher Program

Section 8 Rental Assistance is available to the public in the 9 county Green Hills region. This program helps the elderly, the handicapped, and the families of low-wage earners to obtain housing they can afford. Section 8 housing can include single-family rental housing, apartments, or mobile homes.

Eligible households must fall within HUD guidelines, which are based on the size of the family. Single persons, age 62 or older, and handicapped or disabled persons of any age, can also qualify, so long as they meet the income requirements. Eligible families or individuals may also be able to pay less rent without moving, if the homes they are renting meet Housing Quality Standards, the rent limits set by HUD and their current landlord agrees to participate in the Section 8 Housing program.

Green Hills Women's Shelters



Through any of our three Green Hills Women's Shelter locations, individuals can seek help to recognize an abusive situation, get advice for developing a safety plan for leaving an abusive relationship, and once they leave, find a safe haven and receive assistance in obtaining legal and medical help.

The Shelter has recently developed a new, stand alone website as a helpful resource for area women. The website, which can be found at www.greehillswomensshelter.org, offers information about the shelters, what to do if you experience abuse, and how to safely break the cycle of abuse, volunteer opportunities, and information on upcoming events.

Employment & Training

The GHCAA Employment & Training Department was very pleased with the summer youth employment programs conducted during 2010. The Employment & Training department operated both the State Park Youth Corp program and the Missouri Summer Jobs Program, which combined employed 43 young adults over the summer and paid out over \$100,000 in wages.

These temporary employment programs provided our area youth with excellent opportunities to improve their career readiness, gain real-world work experience, and earn their own income. By placing these individuals with local employers the agency was able to provide a much needed boost to the local economy as well.

Weatherization & Rehabilitation



The main purpose of the Weatherization Program is to save energy by making homes easier to heat and cool. The Green Hills Community Action Agency Weatherization program has weatherized thousands of homes in the area. Helping residents save money by improving their homes to cut monthly utility bills is just one way GHCAA is putting people on the path to self-sufficiency.



In 2010, GHCAA implemented a follow-up survey process for Wx clients. The agency felt that hearing what clients had to say about the services they received as part of the Weatherization program could only help GHCAA improve. Over 100 surveys were mailed out within a three month time span, and it was very pleasing to learn that 96% of the respondents to the survey found the overall program to be a satisfactory experience.



Women's Health Services

In September of 2010, Women's Health Services hosted the very first Green Hills Women's Expo. Started as a fundraising event for the Women's Health Services program, WHS wanted to offer the community an event where they could come and enjoy themselves, while learning a little bit more about the agency and also about a quality program that more women in this area should be taking advantage of.



With a theme of Relax, Revive, and Renew the Expo provided vendor booths for shopping and information, a panel of speakers offering a day full of motivational presentations geared toward busy women, and a raffle full of wonderful prizes. The event was a success, and planning has already begun for the 2nd Annual Green Hills Women's Expo.

Another recent addition to the Women's Health program is a new website providing information about the services provided by the program, as well as upcoming clinic dates, client forms, Expo information and applications. The website can be found

2010 GHCAA Fiscal Report

Consolidated Statement of Financial Position September 30, 2010

<u>Assets</u>	
Current Assets:	
Cash	
Cash in Bank - Unrestricted	\$ 937,013.39
Cash in Bank - Restricted	228,263.95
Total Cash	1,165,307.34
Certificates of Deposit	175,000.00
Receivables, Net	565,209.97
Inventory	4,313.37
Prepaid Expense	34,520.37
Total Current Assets	1,944,351.05
Non Current Assets:	
Capital Assets, Net	5,721,645.40
Total Assets	\$ 7,665,996.15
<u>Liabilities & Net Assets</u>	
Liabilities:	
Current Liabilities	
Accounts Payable	\$ 59,041.33
Accrued Payroll	76,819.88
Accrued Payroll Withholdings	44,247.69
Accrued Annual Leave	86,084.16
Tenant Security Deposits	17,403.50
Advances from Grantor	30,062.92
Total Current Liabilities	313,659.48
Long-Term Liabilities	
Notes Payable	7,154,039.00
Total Long-Term Liabilities	7,154,039.00
Total Liabilities	7,467,698.48
Net Assets:	
Unrestricted	1,734,031.53
Temporarily Restricted	(1,535,733.56)
Total Net Assets	198,297.97
Total Liabilities & Net Assets	\$ 7,665,996.45

Thank You

Poverty is an issue which affects **everyone**. It has an impact on individuals, families and communities alike. Green Hills Community Action Agency (GHCAA) is here to help.

We greatly value those who choose to make donations to Green Hills Community Action Agency. Those donations assist GHCAA in providing direct services to those in need, as well as aid GHCAA in its continuing work with communities as a whole to end the blight of poverty on a local level.

*Our donors help us work toward putting
an end to poverty in the Green Hills!*

Donations are vital to the work we do. As a private, non-profit agency, donations are very important to our work in the community! Every penny truly does count in the struggle against poverty. **A donation to GHCAA stays local** - helps local families fighting personal battles to stand and make it on their own - to become self-sufficient!

We are deeply grateful to all the supporters who make our work possible. We are proud to acknowledge the generous donations of the following individuals & organizations.

Guardian Member - \$10,000 or more

Michael and Lori Brown; Debbie Hahn Real Estate, Inc.; Cameron Ministerial Alliance

Lifetime Member—\$5,000 to \$9,999

Church Women United; Pamida Foundation; Joe & Lenore Lambert Foundation

Sustaining Members—\$2,500 to \$4,999

Velma Kerr; Hamilton Masonic Lodge; Cameron United Methodist Church;

Champion—\$1,000 to \$2,499

Grundy County Senior Services Fund; Mary Stanfield; Robert & Karen VanDillen; Scobee Powerline Construction; United Way of Grundy County; United Methodist Church of Chillicothe; Mirabile Community Church; Curwood Shrink Packaging; Department of Corrections; Eagles Special Bingo Account; Hamilton Federated Church; Mervyn Jenkins Foundation; Clinton County Missouri; Kidder United Methodist Church; Cameron Harvester Church; Chillicothe Wal-Mart; Hamilton Church of Christ; Heartland Foundation; Lake Viking Church; Putnam County Commission; Linn County Commission

to Our Supporters!

Advocate—\$500 to \$999

The Salvation Army; Bemis Company Foundation; Cameron Community Hospital; Vickery Electric; Finch Drilling and Construction, LLC; Saint Luke's Health System; Scott Long; Humphreys Christian Church; Thomas & Linden Chapman; Mirabile Ladies Aid; City of Chillicothe; Calvary Baptist Church; David & Elaine Davis; First Christian Church of Princeton; Hamilton Lions Club; Hamilton Methodist Thrift Store; Hy-Vee; Janitor & Custodian Safety, Inc.; Sullivan County Commission; Jerry Litton Family Memorial Foundation

Supporter—\$250 to \$499

GFWC Tuesday Study Club MFWC; Johnnie & Debra Kinnison; Caring Co-op Neighbors Program; Christian Women's Fellowship of Brookfield; House of Prayer Rescue Mission; Mike & Nancy Cherne; Sidney & Wilma Cornell; Cameron School District; Eva Danner-Horton; Kidder United Methodist Women; Milan United Methodist Women; Elks Auxiliary Lodge 656; Farmers Bank of Northern Missouri; Gutshall Clinic of Chiropractic, PC; Hamilton Community of Christ; Larry Gatson; Martha Circle; Veterans of Foreign Wars Post 919; Prince of Peace Lutheran Church; Dale & Marilou Whiteside; Lauhoff Jewelry LLC; Lockridge, Constant, & Conrad; Scott & Karen Nichols; Baptist Women; Cheryl Bonderer; Gallatin Rotary Club; Kay Blanchard; Total Entertainment

Due to space restrictions in this report, donors giving \$249 or less have been added to a complete listing on our agency website. To view this complete list of supporters, please visit our website, at www.ghcaa.org/donors.php

"Thanks for the work that was done for me. I would never have been able to have it done, I could never afford it. So thank you all again."

~ R. a client of GHCAA

Since its inception in 1965, GHCAA has accomplished a great deal. In 2010 we weatherized numerous homes, provided safe and affordable housing to low-income families within the area, helped thousands of women and teens with affordable health care, and offered shelter to women and children dealing with domestic violence, as well as assisted individuals in gaining employment or furthering their education. This has only been possible because of thoughtful contributions from people like you.

Although great care has been taken in the preparation of this list, some errors or omissions may have occurred; for these we extend our sincere apologies. If your name does not appear here or is incorrectly listed, please bring the error to our attention. Thank you!

2010 Transformational Plan

FY10 ushered in a transformational era for Green Hills Community Action Agency, one in which the agency made it its mission to “build vibrant communities”. So what exactly IS a vibrant community? Vibrant is defined as “*pulsating with vigor and energy; exciting; stimulating; lively*”. Very simply put - a vibrant community is one that doesn’t just scrape by, but thrives and grows.

Over the course of several weeks, agency personnel and the board worked as a team to create long term objectives we felt would successfully steer the agency in the direction it needed to go. GHCAA has set the following seven goals to improve the lives of not only our clients, but the lives of everyone living in the Green Hills area. The next few years promise to be very exciting for Green Hills Community Action Agency!

- 1 To increase unrestricted &/or flexible funds for the Agency.**
- 2 To develop & begin to implement a master Marketing Plan to promote, sell, & distribute the Agency’s services.**
- 3 To engage & improve our use of community resources, including volunteers.**
- 4 To engage employees by building & utilizing their capacities.**
- 5 To empower clients through integration of the Agency’s services.**
- 6 To create & begin to implement a longer-term vision for our outreach offices.**
- 7 To more effectively engage youth in our communities.**

**Our
Long
Term
Objectives**



GHCAA in Pictures



Contact GHCAA



Green Hills Community Action Agency Central Office

1506 Oklahoma
Trenton, MO 64683

Phone: 660-359-3907
Toll Free: 877-611-7600
Fax: 660-359-6619

Find GHCAA Online

www.ghcaa.org
www.greenhillswomenshealth.org
www.greenhillswomensshelter.org
www.putalittlegreeninyourlife.com

Green Hills Community Action Agency

Serving the Green Hills Counties of
Caldwell, Daviess, Grundy, Harrison, Linn, Livingston, Mercer, Putnam, and Sullivan.
With limited services in Carroll, Chariton, Clinton, DeKalb, and Ray Counties.

OUR PROMISE

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.

OUR MISSION

Green Hills Community Action works to build vibrant communities.

OUR MOTTO

"STRONG FAMILIES = STRONG COMMUNITIES"

OUR F.I.R.S.T. CORE VALUES

- ◆ Fostering a climate of empowerment
- ◆ Integrity
- ◆ Respect for the individual and family
- ◆ Self-sufficiency
- ◆ Teamwork toward a common goal

