



# 2011 Annual Report

## Green Hills Community Action Agency

# A Letter from the CEO & Board Chair

As the CEO and Board Chair of Green Hills Community Action Agency (GHCAA) we want to use this opportunity to thank the various funders, area governing board members, Agency employees, and other outside constituents including, but not limited to, so many community residents that reside in our nine (9) county service area. GHCAA faced many trying issues over the last 12 months, and if it were not for the knowledge and tenacity of so many dedicated individuals and organizations, we would not be presenting this data to you today!

GHCAA has been serving the "Green Hills" Region since 1965, assisting low-income people in their efforts to become self-sufficient. Although the core values of our Community Action Agency have never faltered, the way in which we have reached out to those in need has seen some drastic changes. In July of 2011 all of our outreach centers were closed, which altered our delivery model by moving ALL operations to our Grundy County office in Trenton, MO. Regardless of demographics and the lack of a physical presence in those counties, our goal is to still serve the less fortunate in all nine (9) counties in the region. We truly believe that when we have the opportunity to address you again, and present the continued successes in the next annual report, it will be evident that our focus is on the entire region and not just where we are physically located. We also have branched out, in some respects, to provide limited services for those that live in three (3) other counties that border our main service area.

Our vision is to continue improving our new way of serving our customers with the current funding structure, while seeking new ways to become less dependent on government grants through "social enterprise". Poverty is a social disease that can be eliminated with endless dedication and increased flexible spending.

While we are well aware of what Community Action Agencies have done over the last 48 years, we are new in our roles with GHCAA. It is our promise to you to promote this agency and to carry out the mission of the organization. Our goal is to continue to provide services that will alleviate the barriers that cause poverty, and do so for at least another 48 years.

Thank you so much for taking time to go through this annual report, and to see what our organization was able to accomplish in 2011.



Aaron Franklin, Chief Executive Officer



Delbert (Leon) Hicks, Chairman of the Board



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## ***A Noble History***

In the early years GHCAA consisted of two separate entities. On March 8, 1965, Livingston County Human Resources Development Corporation formed to serve Livingston County "or vicinity". Then in March 1967 the name was changed to Human Resources Development Corporation of Linn, Livingston, Daviess, and Caldwell Counties. On June 4, 1965 The Green Hills Area Human Resources Development Corporation was formed to serve the residents of Grundy, Mercer, Putnam and Sullivan counties. Later in 1967, Harrison County was added to the organization to make it a five (5) county service area. Both organizations were formed in response to then President Lyndon B. Johnson's "War on Poverty", which was declared during his first State of the Union Address in 1964.

The two Community Action Agencies merged in April 1969 and the name was changed to Green Hills Human Resources Corporation. For nearly 22 years the organization operated under this name, but in March 1992 there was a need to have "community action agency" in the name,

so the name was then changed to its current title. Green Hills Community Action Agency (GHCAA) has been giving a hand up to people, seeking to break the bonds of poverty for 46 years.

## ***A Promising Future***

While the names of the agency and its programs have changed over the past 46 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 46-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.

# 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. Trained, responsive personnel and volunteers develop plans with families to alleviate their current crisis situation and stabilize the family.



## GHCAA Board of Directors

**Leon Hicks – Board Chair**  
**David McEwen – 1<sup>st</sup> Vice Chair**  
**Betty Bagley – 2<sup>nd</sup> Vice Chair**  
**D.J. Hopkins – Secretary**  
**Gerald Owings – Treasurer**

Gerald McBrayer  
David McEwen  
D.J. Hopkins  
Cheri Wayne  
Joe Brinser  
Rhonda Walker  
Leon Hicks  
Tom Alley

Todd Rodenburg  
Janet Baker  
Betty Bagley  
Wilson Majee  
Gerald Owings  
Peter Williams  
Karen LaFaver  
Viola Kae Edwards

# Fiscal Year 2011 Highlights

Green Hills Community Action Agency offers many services and programs designed to help families and individuals rise above the barriers and situations which contribute to poverty. Here are just a few of the things we helped our customers to accomplish in 2011:

- 35 unemployed individuals obtained, and kept, a new job
- 53 participants improved their job/employability skills
- 1227 families were helped with safe, affordable housing
- 3278 households were helped with utilities, such as electric or gas, through the energy assistance program
- 228 houses were improved through weatherization or rehabilitation
- 318 low-income people became involved in community groups supported by Community Action
- 461 community and business partners were worked with to improve lives in the Green Hills area
- 1827 senior citizens were helped via one or more programs allowing them to retain their independent living situation
- 2422 disabled persons were helped via one or more programs allowing them to retain their independent living situations
- 1583 referrals for assistance were made to internal programs and/or other social service agencies
- 1637 people received their annual health exams through Women's Health Services
- 1737 people received reproductive health services through Women's Health Services
- 195 people received HIV testing through Women's Health Services



# Client Demographics

Total unduplicated number of people about whom, one or more characteristics were obtained: 4646  
Total unduplicated number of families about whom one or more characteristics were obtained: 1941

Gender	Number of Persons
Male	2052
Female	2594

Ages	Number of Persons
0-5	496
6-11	670
12-17	564
18-23	400
24-44	1332
45-54	553
55-69	448
70+	183

Ethnicity/Race	Number of Persons
<b>Ethnicity</b>	
Hispanic/Latino	86
Non Hispanic/Latino	4559
<b>Race</b>	
White	4433
Black/African American	84
American Indian/Alaska Native	12
Asian	6
Hawaiian Native/Other Pacific	5
Other	35
Multi-Race	59

Education Level	Number of Persons (age 24 and older)
0-8	129
9-12 (non-graduate)	565
High School Diploma/GED	1349
12+ Some Post Secondary	420
2 - 4 years of college	45

Family Type	Number of Families
Single Parent - Female	417
Single Parent - Male	56
Two Parent Household	462
Single Person	667
Two Adults/No Children	233
Other	53

Family Size	Number of Families
One	899
Two	352
Three	268
Four	190
Five	133
Six	58
Seven	30
Eight or more	11

Source of Family Income	Number of Families
One or more sources of income	1554
Zero Income	219
TANF	133
SSI	313
Social Security	595
Pension	58
General Assistance	1
Unemployment Insurance	106
Employment + Other Sources	312
Employment Only	311
Other	313

Family Income (% of HHS Guideline)	Number of Families
Up to 50%	796
51% - 75%	387
75% - 100%	345
101% - 125%	290
126% - 150%	75
151% - 175%	30
176% - 200%	10
201% and over	8

Housing	Number of Families
Own	720
Rent	1084
Homeless	14
Other	77

Other Characteristics	Yes	No	Total
Health Insurance	3300	1335	4635
Disabled	735	3911	4646

# Community Services

The Community Services program is made up of Emergency Stabilization Programs, Family Development Projects, and Community Programs funded by the State of Missouri Community Services Block Grant Unit. The purpose of the Community Services Block Grant Program (CSBG) is to provide assistance to Community Action Agencies for the reduction of poverty, the revitalization of low-income communities, and the empowerment of low-income families and individuals in rural and urban areas to become fully self-sufficient.

**Emergency Stabilization Programs:** The Emergency Stabilization Programs are designed to help families and individuals through a crisis. The programs are normally a one-time service that gives clients the boost to bounce back on their feet.

**Family Development Programs:** Family Development Programs are used to educate, train, and empower families out of poverty.

## Employment & Training

**Missouri Works Assistance (MWA) Program:** Green Hills MWA Program is designed to help those families receiving Temporary Assistance gain job skills and/or education in order to obtain employment. The MWA program serves, on average, 200 single parent households and 40 two-parent households. MWA participants can take part in a variety of activities including, but not limited to, job search, volunteering, subsidized employment, vocational rehabilitation, vocational education, and work study.

**WIA Youth Program:** Green Hills Youth Program is focused on helping students with barriers gain the necessary skills for continuing education and/or work experience. The program is broken down by in-school and out-of-school youth, ranging in age from 14 - 21. Green Hills serves, on average, about 30 youths per year. Each participant goes through an evaluation to determine what his/her needs are and how we can help them obtain their goals, such as education or work experience. The Youth Program also conducts Career Classes at numerous schools which teach students the "do's and don'ts" in obtaining employment. These students continue in our program until services are no longer needed or they reach the maximum age requirement.

Not only do we provide services to youth year round, we participate in the State Parks Youth Corp Program (SPYC). This program runs from June 1st through September 30th. SPYC helps young adults find employment within the state parks. It is a great opportunity to help those students not enrolled in our program gain work experience during the summer months.

# Housing Choice Voucher Program

The housing choice voucher program is for assisting very low-income families, the elderly, and the disabled to afford decent, safe, and sanitary housing in the private market. Since housing assistance is provided on behalf of the family or individual, participants are able to find their own housing, including single-family homes, townhouses or apartments.

The Public Housing Agency determines eligibility based on gross annual income and family size. The maximum housing assistance is generally the lesser of the payment standard minus 30% of the family's monthly adjusted income or the gross rent for the unit minus 30% of monthly adjusted income.

The Housing Choice Voucher Program (sometimes also known as Section 8 or Housing Assistance) had a challenging fiscal year. Due to an 8% cut in administrative fee funding we were forced to reduce our staff down to three, centralize operations and streamline how business was conducted. We structured new application appointments as face to face meetings in our central office with phone interviews and/or personal visits for those with reasonable accommodation. Our recertification is by mail with an opportunity for phone instruction if needed. Changes are reported via phone with mail application/verification follow-up. Transfers by strict process with Director approval and completed thru mail and phone. Inspections remain the same.

Grundy County Public Housing Agency (PHA) earned a "standard performer" rating with HUD's SEMAP (Section 8 Management Assessment Program) with leasing as the only failed indicator. We did begin the year with 404 assisted units and end our year with 477 assisted units, so we were faithful in fulfilling our leasing requirement but fell short in the end. Our audit resulted in an unqualified opinion with no findings.

# Women's Health Services



Nearly 2,000 women living in a 10-county area in northern Missouri rely on Green Hills Community Action Agency for their health-care needs. Green Hills Community Action Agency Women's Health Services clinics are open to all people living within the service area, regardless of financial or age restrictions. Fees for the strictly confidential services are charged on a sliding scale based on the patient's income. Private insurance and Medicaid are accepted, as well as donations from patients and the public.

Clinic staff includes a nurse practitioner and educators specifically trained in family planning services.

GHCAA's Women's Health Services schedules about 170 clinics a year where women can receive their annual breast and reproductive system examinations, family-planning information and other related services. The health clinics also provide limited services to men, most often related to STD screening and reproductive health. While the staff of Women's Health Service focuses mainly on reproductive health, they do refer patients to other medical and mental health providers when needed.

# Weatherization & Energy Services

**Weatherization**: The Green Hills Weatherization program is going strong, offering home improvement to families in northern Missouri and helping them to save on their utilities while improving the condition of their home! During FY11, this program helped 228 households by providing repairs and weatherization.

**Fire Your Clothes Dryer**: The FYCD program got its start as an ARRA project, and was continued into FY11 with funding from CSBG and Ameren. Estimated savings for a family of 4 over the life span of an outdoor clothes line is over \$23,000 per household! In the three years FYCD has been conducted by GHCAA, 375 households have been helped!

**Community Garden**: The Community Garden program urges people to eat local and eat healthy by growing their own gardens filled with fresh, nutritious food. Across our 9 county service area, garden seeds were distributed to over 250 families as part of this program. An on-site community garden located in Grundy County is also in its 3rd year of offering a communal gardening space that is utilized by an average of 25 families per year.

**Energy Assistance**: Thousands of families contact GHCAA each winter and summer season for help paying their utility bills. They were helped during times of crisis to avoid disconnection of utilities used for heating or cooling.

## Housing Development

**Home Construction**: The goal of the Housing Development Program is to develop safe, affordable and quality rental homes and apartment units in the Green Hills region. The construction crew has developed 66 low income rental homes and 3 apartment complexes with local, state and federal partnerships and local vendors with grants from Missouri Housing Development Commission since 1992. GHCAA currently has received over \$8.5 million in grant funds for properties located in Caldwell, Daviess, Grundy, Harrison, Linn, Livingston, Mercer, Putnam and Sullivan counties.

**Home Repair**: The goal of the Home Repair Opportunities Program is funded by Missouri Housing Development Program as an aid to help preserve some of our older housing stock. The program also assists families to remain in their homes for a greater number of years. The Home Repair Program focuses on lead risk reduction, weatherization, emergency repairs, and accessibility. To be eligible for this program, home-owners must be low-income and meet the guidelines set by MHDC.

**Rental Home Management**: The goal of the Rental Home Management Program is to provide safe, affordable and quality rental houses and apartment units to low income families in the Green Hills region. GHCAA currently oversees 116 housing units in the region. Staff teaches tenants proper care and maintenance of their homes to help them reach their future housing goals.

# 2011 GHCAA Fiscal Report

## Consolidated Statement of Financial Position September 30, 2011

<u>Assets</u>	
Current Assets:	
Cash	
Cash in Bank - Unrestricted	\$ 1,027,867.61
Cash in Bank - Restricted	267,303.40
Total Cash	1,295,171.01
Certificates of Deposit	225,000.00
Receivables, Net	400,181.17
Inventory	1,648.56
Prepaid Expense	3,725.44
Total Current Assets	1,925,726.18
Non Current Assets:	
Capital Assets, Net	5,374,315.83
<b>Total Assets</b>	<b>7,300,042.01</b>
<u>Liabilities &amp; Net Assets</u>	
Current Liabilities:	
Accounts Payable	50,532.11
Line of Credit	210,443.39
Accrued Payroll	41,905.53
Accrued Payroll Withholdings	42,093.65
Accrued Annual Leave	57,120.11
Tenant Security Deposits	19,741.00
Advances from Grantor	86,736.61
Due to Grantor	74,124.00
Total Current Liabilities	582,696.40
Long-Term Liabilities	
Notes Payable	7,189,737.40
Total Long-Term Liabilities	7,189,737.40
<b>Total Liabilities</b>	<b>7,772,433.80</b>
Net Assets:	
Unrestricted	1,172,629.43
Temporarily Restricted	(1,645,021.22)
Total Net Assets	(472,391.79)
<b>Total Liabilities &amp; Net Assets</b>	<b>7,300,042.01</b>

# Contact GHCAA



## **Green Hills Community Action Agency Central Office**

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Trenton, MO 64683

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Toll Free: 855-290-8544  
Fax: 660-359-6619

### **Find GHCAA Online**

[www.ghcaa.org](http://www.ghcaa.org)  
[www.greenhillswomenshealth.org](http://www.greenhillswomenshealth.org)  
[www.putalittlegreeninyourlife.com](http://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, &  
Ray.

## 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"

