

2016 Annual Report

Sangamon County Community Resources



A Message from CSBG Advisory Council Chair, Brad Mills

Dear Friends,

We are pleased to present the 2016 annual report for Sangamon County Community Resources, the Community Action Agency for Sangamon County. The year 2016 represents the 31st year that our organization has been positively changing lives of households with low-income. Our core values of accountability, collaboration, commitment, community, efficiency, integrity, leadership, respect, and service excellence have not changed over our long history of serving the residents of Sangamon County.



Our Advisory Council, County Oversight Committee and staff help people to become more stable or self-sufficient. We want to increase our capacity to achieve results and help families with low-income, especially the most vulnerable populations achieve their potentials.

As Council Chair, I wish to extend my gratitude to the members of our Council for their commitment to SCDCR, and to our Executive Director and her staff for their commitment to the vision and values of Community Action.

I invite you to take some time and read through our 2016 Annual Report and hope that you will learn more about our agency and the work we do here on a daily basis. Last year we provided thousands of services to thousands of households expending more than \$2,460,016. We are very proud of our accomplishments during the program year, and hope to continue building on our successes and creating new opportunities to help the families and individuals we serve.

"If everyone is moving forward together, then success takes care of itself." – Henry Ford

All the Best,

Brad Mills

A handwritten signature in black ink that reads "Brad Mills". The signature is written in a cursive, flowing style.

CSBG Advisory Council Chair

A Message from Sangamon County Board Member and Community Resources Oversight Committee Chairman, Linda Fulgenzi



Dear Friends,

Over the years I have been involved with Sangamon County Community Resources, I have seen SCCR evolve and expand services provided to our community – but the core values of accountability, collaboration, commitment, integrity, respect, and service excellence have not changed over our 31 years of services to Sangamon County.

As we look back on 2016, the stories of our customers and the differences SCCR has made in their lives confirms the positive impact we have made in Sangamon County. This year, we provided 7,879 services to families with low incomes to help them and change their lives.

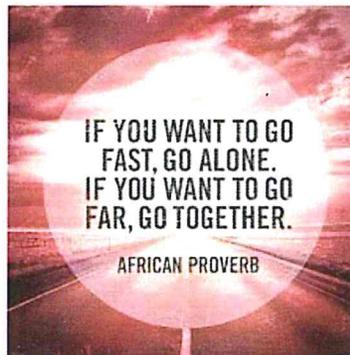
As the Sangamon County Board Oversight Committee Chairman for SCCR, I would like to thank my SCCR Oversight Committee colleagues, Chairman Brad Mills and the CSBG Advisory Council, the staff of SCCR and our numerous community partner agencies all who contribute to SCCR's mission in some way help SCCR ensure the strongest outcomes for those we serve.

Thank you for your interest in Sangamon County Community Resources!

Linda Fulgenzi

A handwritten signature in black ink that reads "Linda L. Fulgenzi". The signature is written in a cursive, flowing style.

Sangamon County Board Member and Community Resources Oversight Committee Chairman



2016 Community Services Block Grant Advisory Council



Front Row: Diane Murphy, (WIOA Representative), Sharon Brown (Kumler Outreach Ministries), LaVon Wilson, Scholarship Committee Chairman, Barbara Rochelle (Founder, Fishes and Loaves Outreach Ministry), Back Row: Linda Fulgenzi (County Board Member, SCCR oversight Committee Chairman), Craig Hall (County Board Member) Terry Young, (Business Representative-Hoosier Tire Midwest), Brad Mills (CSBG Advisory Council Chairman), Reverend Silas Johnson (Founder, Calvary Missionary Baptist Church), David Yankee (Branch Manager, Wood Forest Bank) Not pictured: Clyde Bunch (County Board Member), Allissa Hall (Springfield Community Federation), Michelle Tucker (New Beginnings Apostolic Church), Jeff Vose, (Superintendent, Sangamon County Regional Office of Education), Rose Ruzic (County Board Member)

Officers: L-R Terry Young (Vice Chair), Linda Fulgenzi (Oversight Committee Chairman), Brad Mills (CSBG Advisory Council Chairman)



A Letter from the Executive Director

Dear Friends,

The environment in which organizations such as Community Action Agencies operate is changing rapidly on a daily basis. Dr. Phillip Anderson who guides Community Action Agencies in Illinois toward successful strategic planning explains that “The rapid change in the environment has been characterized by changing funding priorities, a shift in poverty demographics; increased transparency and accountability, and shrinking resources while the demand for Community Action’s services has been on the rise. The last few years have been characterized by fast-paced change and changes in how Community Action Agencies operate as mission driven organizations.”



These changes have involved the development and adoption of organizational performance standards by the National Community Action Partnership and the HHS Office of Community Services, the on-going work by the National Association of State and Community Services Programs on ROMA Next Generation and the ongoing work by the Urban Institute on a performance framework for the Community Services Block Grant Network.

These conditions provide an opportunity for Community Resources to develop key strategies to address poverty in Sangamon County. As a result staff, council and board developed a set of strategies and a plan that is agile enough to withstand the current changing environment.

Community Action Agencies recognize that services which fill gaps in services in our community are a fundamental foundation for economically challenged families working toward stability or self-sufficiency. Utilizing data from our over 4,000 customers’ needs assessments and over 80 stakeholder surveys and other relevant data sets, Sangamon County Community Resources continues to also review our mission, vision and values, strategic priorities, processes implement the year’s goals and evaluate progress toward the goals of the plan on an on-going basis.

I hope you will take time to read this 2016 Annual Report and reflect on the work all of us do to meet the needs of our customers. Individual and family outcomes cannot be expected if communities are not supportive and healthy. The National Community Action Theory of Change will provide the Community Action network of over 1,000 agencies with clarity of purpose, common language about work and success and create new and innovative thinking about how to make change happen. We appreciate your service to Community Action and the ideas you bring to “help people and change lives”.

Sincerely,

Sharmin Doering


Executive Director

“The harder you fall, the heavier your heart; the heavier your heart, the stronger you climb; the stronger you climb, the higher your pedestal.”

– Criss Jami, **Killosophy**

Goal 1: Low-Income People Become More Self-Sufficient

Since 2012, Sangamon County Community Resources has offered a fully-funded Certified Nursing Assistant Program which has served 113 low-income individual, many of which are

Lisa Ware

"I plan to work hard and use everything she taught me in class and that I really appreciate Mrs. Santos, Mrs. Lisa , Mrs. Elaine, Mrs. Pat and Sangamon County as a whole for taking a chance on me and giving me the opportunity to make something of myself and make my children proud of me."

Karribyn Bolden

"Getting the certificate today was very rewarding. It made me feel accomplished and proud. I'm happy I'm going through this process. I owe it to myself and everyone who believes in me to complete this program."

Michelle Fierge

I am truly grateful to have been a part of this program. I passed my exam, am currently a C.N.A. and working in an assisted living facility. I am also enrolled at LLCC taking English, Math and Biology. Things are going good! Thank you again!

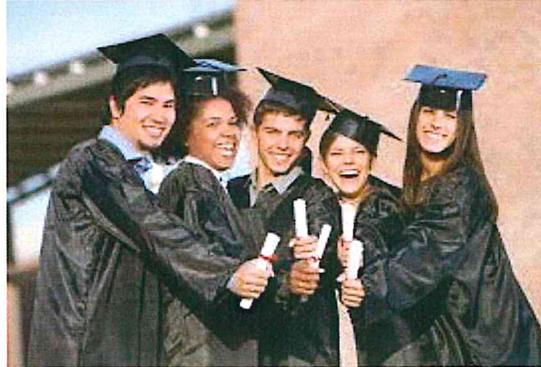
parents. The success rate of students finishing and passing the course and becoming fully certified is 70%, an outcome almost unheard of for programs for individuals at or below the CSBG income guidelines. The norm for educational program is closer to 30% success. Of the 77 students who became certified, 69 of those individuals are working full-time earning a living wage. How is this program different? The answer is a customized C.N.A. program. SCCR partners with Lincoln Land Community College to offer an

18-week comprehensive program which includes intensive case management and transportation assistance from SCCR Family Support Specialists while LLCC holds a 2-week College Ready Academy at SCCR to teach students the value of teamwork, effective communication and workplace soft skills. The next nine weeks involve brushing up on reading, math and computer skills while completing the workbook required of all C.N.A. students. Finally, students spend the last nine weeks applying C.N.A. skills and performing their clinical exam. This tailored program grew out of the need to support self-determined clients who still often encounter daily barriers in their lives. Barriers can include lack of knowledge of the workplace, lack of transportation to class or work or the need for additional tutoring in order to pass the C.N.A. exam.



Pictured above: C.N.A. Cohort

SCHOLARSHIP



The CSBG scholarship committee awarded \$35,000 to 26 students in 2016, assisting them in their quest to continue their studies or to acquire diplomas or certificates. Twenty-two applicants were first-time recipients and 4 were returning applicants. Nineteen of the 26 scholarship recipients graduated from schools with diplomas or certificates, and at least 4 of the graduates have found jobs. Student loan debt reduction for recipients provided through scholarship awards was between \$500 and \$2,500 per student.

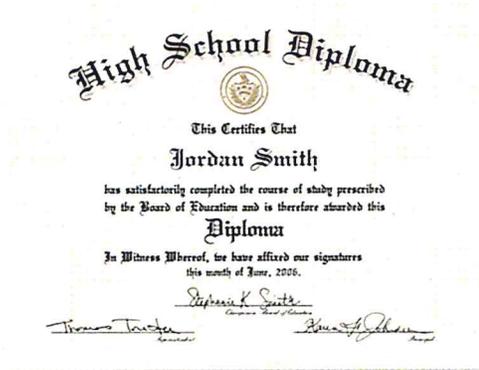


The CSBG Scholarship Committee

“Before applying for this scholarship, I was discouraged about finishing my bachelor’s degree. I was frustrated because I had to jump through multiple barriers to attend college. I even had to prove I was smart enough to be accepted by my professors and classmates. I questioned whether or not accumulating all this debt, relocating or even attempting to become educated was worth it. I watched a film in one of my classes called “Eyes on the Prize” and my whole demeanor changed. I realized it is crucial for me to finish my program so that I can make a difference in the world we live in. This scholarship serves as an initiation for me to fight for change in low-income neighborhoods. I am truly grateful and I cannot express how much this award means to me. Thank you LaVon Wilson, Linda Fulgenzi, Brad Mills and Janet Woodson for choosing me to be an initiator of change. I promise you I will work very hard and eventually give back to others, both as a teacher and possibly a scholarship to future students like me. Sincerely, Meagan Turner”

Summer School Tuition Assistance:

Twenty-three high school students took summer classes to catch up or finish and earn their diplomas.



Financial Literacy



In 2016, a total of 228 customers attended Financial Literacy workshops offered by our bank partners and are expected to improve their credit, increase savings, reduce debts, complete and use household budgets.

Weekly financial literacy workshops were hosted in the agency and presented by our banking partners (UCB, PNC, BOS, Woodforest Bank and Heartland Credit Union).



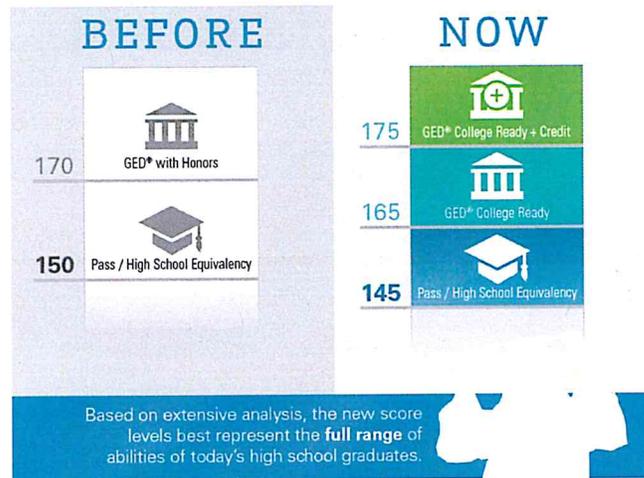
Bank like You own the Place.



GED Test Assistance

The **GED Test Assistance** program provided financial assistance to individuals who successfully passed the practice GED tests. The program helps individuals with low incomes overcome the barrier of affordability of the test. Those who passed all 4 tests became more employable. This year, this program provided **\$600 in GED test vouchers to 17 clients.** (Due to the change in the GED test process and increased test difficulty, still, 3 clients passed all four tests and obtained their GED diploma.)

GED® Performance Levels



A map of the United States with state abbreviations. A large red heart is superimposed over the map, with two hands reaching out to hold it from the left and right sides.

1000+ Agencies | 44 State Associations | 50+ State CSBG Offices | National Partners

More than 15 Million Served

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.

Goal 2: The Conditions in which Low-Income People Live are Improved

The **Weatherization** program provides a variety of repairs to weatherize homes of households with low incomes to improve energy efficiency and reduce monthly utility bills. Weatherization services include furnace repair or replacement and air sealing including adding insulation, caulking or weather stripping windows and doors. **In 2016, a total of 74 homes were weatherized, resulting in saving both energy and additional income for customers.**

WEATHERIZATION | WHAT WE DO



MECHANICAL MEASURES

- Clean, tune, repair, or replace heating and/or cooling systems.
- Install duct and heating pipe insulation.
- Repair leaks in heating/cooling ducts.
- Install programmable thermostats.
- Repair/replace water heaters.
- Install water heater tank insulation.
- Insulate water heating pipes.



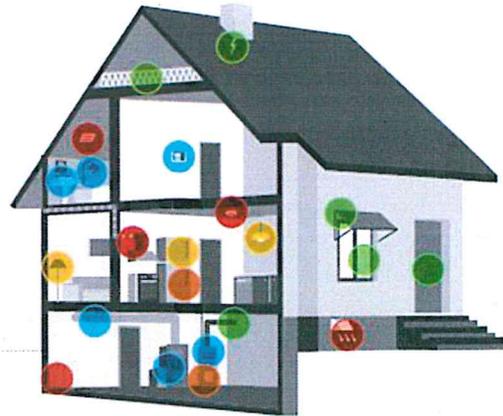
BUILDING SHELL MEASURES

- Install insulation where needed.
- Perform air sealing.
- Repair/replace windows/doors.
- Install window film, awnings and solar screens.
- Repair minor roof and wall leaks prior to attic or wall insulation.



HEALTH & SAFETY MEASURES

- Perform heating system safety testing.
- Perform combustion appliance safety testing.
- Repair/replace vent systems to ensure combustion gas draft safely outside.
- Install mechanical ventilation to ensure adequate indoor air quality.
- Install smoke and carbon monoxide alarms when needed.
- Evaluate mold/moisture hazards.
- Perform incidental safety repairs when needed.



ELECTRIC & WATER MEASURES

- Install efficient light sources.
- Install low-flow showerheads.
- Replace inefficient refrigerators with energy-efficient models.



CLIENT EDUCATION ACTIVITIES

- Educate on potential household hazards such as carbon monoxide, mold & moisture, fire, indoor air pollutants, lead paint and radon.
- Demonstrate the key functions of any new mechanical equipment or appliances.
- Discuss the benefits of using energy-efficient products.



Goal 2: The Conditions In Which Low Income People Live Are Improved

Poverty Awareness

Three Poverty Simulations were held throughout schools in District #186 in 2016. One-hundred-fifty district personnel participated either as participants or vendors for the poverty simulation events. A total of 135 hours were spent by school personnel to hold the events to learn how life is for families living in poverty 24/7 and how they may better accommodate these families.



Above: Poverty Simulation at Wanless School for District #186

Teachers and Administrators

The Community Action Poverty Simulation (CAPS) is a unique tool that community action agencies are able to use to educate everyone, from policy makers to local community leaders, about the day to day realities of life with a shortage of money and an abundance of stress.

During a simulation, participants role-play the lives of low-income families, from single parents trying to care for their children to senior citizens trying to maintain their self-sufficiency on Social Security. The task of each family is to provide food, shelter and other basic necessities during the simulation while interacting with various community resources staffed by low-income volunteers.

Poverty Competency Institutes Offered Tools for Making a Difference

Two Poverty Institutes were held on June 8 and August 10, 2016 at Erin's Pavilion. Dr. Donna Beegle and Ms. Lynda Coates from Communication Across Barriers each presented an institute to Springfield School District #186 and Sangamon County School administrators, Public Health nurses and community partner organizations.

With the growing number of students who are experiencing poverty, it is imperative that education leaders have the knowledge and skills for systemically addressing the impacts of poverty. Leaders were provided with a poverty knowledge base necessary for improving educational outcomes. Leaders gained tools for understanding how the many different life experiences of poverty impact educational success and what they can do to improve outcomes. Examples were also shared of school districts that are implementing proven strategies and experiencing success in removing poverty related obstacles.

Each school or school district developed a "Blueprint for Change" a careful, well thought-out, evolutionary process that can lead their organizations towards poverty competencies critical to improving educational outcomes.



FROM THE
MAX-OUT
FOUNDATION



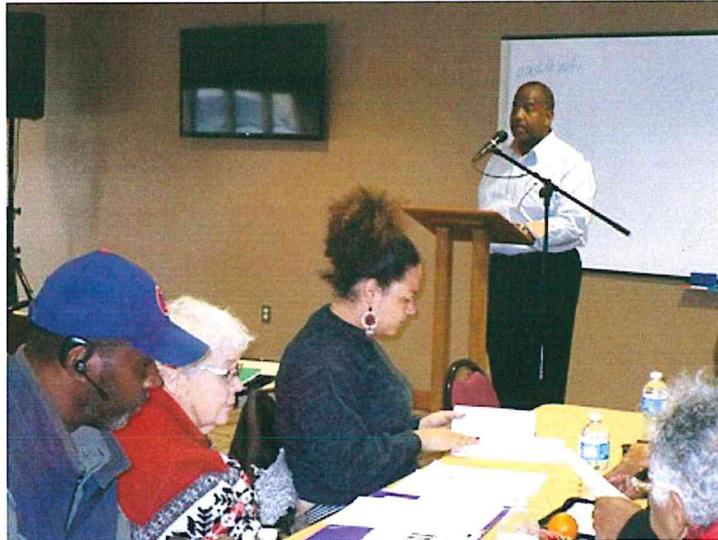
thank you

for being a light in our community.



Goal 3: Low-Income People Own a Stake in their Community

Community Resources is a member agency of **The Faith Coalition for the Common Good (FCCG)**. The SCCR agency director is a member of the FCCG Leadership Training Outreach Committee and Chairman of the FCCG Development Committee to raise revenue for leadership training on behalf of low-income families.



The FCCG Education Task Force consists of many low-income individuals and representatives of community agencies like SCCR. *Hundreds of FCCG members took part in one or more of the other 4 FCCG Task Forces: City Services, Rail Benefits Agreement, Immigration Reform and Civic Engagement.*

Goal 4: Partnerships are Achieved to Better Serve Low-Income People

SCDCR has developed collaborations, partnerships or linkages with 87 organizations, including non-profits, faith-based and government agencies at all levels, and businesses. Thanks to our community partners, SCDCR is able to strengthen the agency mission and services.

The number of organizations, both public and private, that Community Action actively works with to expand resources and opportunities in order to achieve family and community outcomes.	I.) Unduplicated Number of Organizations(#)	II.) Number of Partnerships(#)
A. Non-Profit	12	14
B. Faith Based	7	7
C. Local Government	15	18
D. State Government	2	2
E. Federal Government	2	2
F. For-Profit Business or Corporation	6	6
G. Consortiums/Collaboration	3	3
H. Housing Consortiums/Collaboration	2	2
I. School Districts	4	4
J. Institutions of postsecondary education/training	13	15
K. Financial/Banking Institutions	6	7
L. Health Service Institutions	4	5
M. State wide associations or collaborations	2	3

Data sharing with DHS	1	1
Member agency of Community Action Partnership	1	1
Member agency NCAF	1	1

N. Total number of organizations and total number of partnerships CAAs work with to promote family and community outcomes	80	87
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Calvary Missionary Baptist Church

4.1 2016 Partnerships among supports and providers of services to low-income people are achieved.

A. Non-Profit (12) (14)– Senior Services of Central Illinois (food box program and LIHEAP), Springfield Center for Independent Living (referrals), Springfield Community Federation (Vice Chair), Central Counties (pediatric dental program) , United Way (Basic Needs Vision Council member, UW EFSP board member), Computer Banc (client Computer Repair course), Springfield Urban League (letters of support, referrals), Dominican Sisters (Associate Committee member),Sangamon County Medical Society (Medical Resource Guide), Community Connection Point (Winter Jubilee), Forefront (member agency), Communication Across Barriers (Poverty Competency Workshops)

B. Faith-Based (7) – Faith Coalition for the Common Good anchor partner, Calvary Missionary Baptist Church (housing counseling), Unity for Christ Outreach Ministries (referrals), Catholic Charities (cross referrals), Kumler Outreach Ministries (board member), Fishes and Loaves Outreach Ministries (C.N.A. and PCA programs), Contact Ministries (Community Needs Assessment and Focus Groups).

C. Local Government (15) (18) – Sangamon County Dept. of Public Health (Poverty Workshop), Macon County Health Dept. Dental Clinic (pediatric dental provider), Springfield and Capital Townships (referrals) City of Springfield Community Relations (Landlord/Tenant referrals), Sewer Rebate local government vendors including, City of Springfield (CWLP), Villages of Grandview, Jerome, Chatham, Rochester, Williamsville Public Works, Springfield Metro Sanitary District (LISAP program), Veterans Assistance Commission (Resource Fair), Regional Office of Education (CSBG Council Member and Poverty Workshops), Springfield Housing Authority (FSS Committee Member, Charlie Brandon Day, Father’s Day Fair).

Goal 5: Agencies Increase their Capacity to Achieve Results

The human capital resources available to Community Action to increase agency capacity to achieve family and community outcomes include 1 Certified Community Action Professional, 1 ROMA Trainer, 1 ROMA Implementer, 4 Family and Community Development certified staff, Weatherization Certified Technicians, 12 staff attending 625.5 hours of training, and 13 Board Members attending 39 hours of trainings.

The truth is that great teamwork is at the heart of great achievement.

John Maxwell

Below left:

Dr. Dalitso Sulamoyo, CEO Illinois Assn. of Community Action Agencies (IACAA)
Christina Sugars, Family and Community Development (FCD) Recipient
Pastor Vincent Clark, Chairman, IACAA Board of Directors

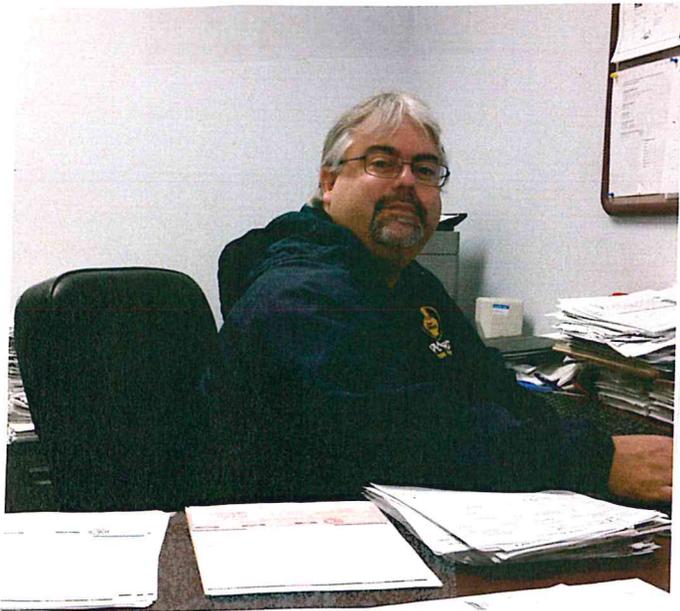


Above right L to R:

FCD Certified Staff - Pam Spoor, Amanda Kemper, Christina Sugars,
Elaine Berndt, Donna Sneed Not pictured: Donna Roderick, Family
Needs Data Coordinator



LIHEAP and Weatherization Staffs
L to R: Kay Manns, Erika Orr, Lenny Hamende, Heather Hull
and Energy Coordinator, Kelly Comerford



David Petrilli, Fiscal Officer



Ruth Ann Ramsey, Receptionist
and C.N.A. Survey Coordinator

Goal 6: Low-Income People, Especially Vulnerable Populations, Achieve their Potential by Agency Programs that Strengthen through Supportive Services

Basic Needs assistance provided services to re-gain family stability.

Rental Assistance - 72 families obtained or maintained safe and affordable housing or employment supports.

School Uniforms- 206 children avoided truancy with new school uniforms.

Thank you so much! I know I was a wreck when I came in, but you made me feel like there was someone who cares about people like me. Sylvia Thornton (LIHEAP Customer)

Dental Services- 30 families received dental assistance.

Medical Assistance- 16 families received medical assistance.

Nutrition- 52 shut-in seniors received a total of 600 food boxes due to reductions in SNAP benefits, half of which were delivered monthly by our partner, Senior Services of Central Illinois.

Utility Assistance (LIHEAP program) helped 4,043 households with low incomes avoid the risk of disconnection and/or obtain re-connection assistance.

Weatherization- 74 senior homes were weatherized to reduce monthly energy bills.

Sewer Assistance Program- 1,600 households received Low-Income Sewer Assistance due to increased sewer rates.

Dear Community Resources Staff: Thank you for all of your help and compassion. It was very hard for me to come to the agency and ask for help but your staff made me feel so much better and really understood how I was feeling. I can't express how grateful I am for the LIHEAP service and great customer service I received. Bless you all, Rachel Coons

SCDCR received 1935 **phone call inquiries** from customers about services available in Sangamon County. Staff assessed callers' situations and provided appropriate information and referrals to callers for community services outside of SCCR.



2016 SCCR Customer Service Ratings:

Excellent – 96.0%
Very Good – 2.4%
Good – 1.6%
Fair – 0%
Poor – 0%



Your customer doesn't care
how much you know until they
know how much you care.

Damon Richards



THE PROMISE OF COMMUNITY ACTION

**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.**

SANGAMON COUNTY DEPARTMENT OF COMMUNITY RESOURCES
FINANCIAL STATEMENT FOR FY 2016
JANUARY 1, 2016-DECEMBER 31, 2016

Source of Grant Funds

Federal Grant Revenue	\$2,430,967.00
State Grant Revenue	\$747,313.00
City Grant Revenue	\$220,000.00
Other Grant Revenue	<u>\$15,000.00</u>
 Total	 \$3,413,280.00

Use of Grant Funds

Low Income Heating/Cooling Assistance	\$2,240,887.00
Home Weatherization	\$491,875.00
Sewer Rebate Assistance	\$220,000.00
Community Services	<u>\$460,518.00</u>
 Total	 \$3,413,280.00

