

Project List:

- Adult Education, Literacy & Distance Learning
- Allegheny Power Low Income Usage Reduction Project
- Case Management
- Central Electric Family Fund
- Child Care Information Services
- Clean Air for Children
- Community Action Information Technology
- Community Collaborative Coordination (administered through Family System Service Reform)
- Community Services Block Grant
- Comprehensive Self-Sufficiency
- Crossroads' Domestic Violence Prevention Project
- Dollar Energy Fund, Inc.
- Early Care and Education Project
- Emergency Food & Shelter Program
- The Emergency Food Assistance Program
- First Energy Company's (Penelec) Customer Assistance Program
- First Energy Company's (Penelec) ElectriChoice & Warm Weatherization
- Freedom From Smoking
- Homeless Assistance Program
- Medical Assistance Transportation Program
- Members United
- Mental Health/Mental Retardation Consumer Satisfaction Team
- Neighbor for Neighbor Heating Fund
- Parent Education & Parents Anonymous
- Pennsylvania American Water Company's Help to Others
- Pennsylvania Workforce Improvement Network
- Rental Housing Project
- Senior Corps Project
- State Food Purchase Program
- Supported Work Program
- Transitional Housing Project
- Weatherization Assistance Program

2004 - 2005 Annual Report



105 Grace Way, Punxsutawney, PA 15767-1209 www.jccap.org

ADULT EDUCATION: Making A Difference In More Ways than One

When Sarah Patz came to Community Action Inc. of Clarion and Jefferson County in November, 2004, she had reached a low point in her life. She was unemployed and needed to obtain her General Equivalency Diploma (GED) so that she could go to college and improve her job prospects. At the same time, Sarah's father had slipped into a coma after having been admitted to the hospital for diabetes complications in August 2004.

Sarah began her road to self-sufficiency when she entered Community Action Inc.'s Adult Education classes to help her obtain her GED. She knew that hard work lay ahead of her and began mapping out a plan. Sarah needed to find employment, provide emotional support at home for her mother and brother during a time of crisis all while studying for her GED.

Through the help and encouragement of her Adult Education instructor, Sarah was able to find employment while she continued her studies.

"I wouldn't have pursued the job that I still have now if it wasn't for the support and encouragement that I received from my teacher," Sarah said. "He reassured me that if I found a job, I could still continue to study for my GED by working around my schedule."

The effort and determination that Sarah was putting forth was beginning to show some positive results, but the untimely passing of her father in April 2005 affected her deeply. At a time in her life when she could have easily put her goals and future plans on hold, Sarah did not lose sight of what she still wanted to accomplish.

"When Sarah informed me of her family's loss and her desire to continue her studies in order to take the GED test at the end of May, I was sad for her loss but also glad that she didn't lose sight of her goals," said her teacher. Over the next few weeks, Sarah worked diligently on her studies and took the official GED exam at the end of May

like she planned to do.

When the results came back from the test, Sarah was overjoyed that she had passed the exam. At such a difficult time in her life, Sarah stayed focused and determined to meet her goals. "Community Action gave me the encouragement that I needed at a sad time in my life so I could further my career," Sarah said.

Now that Sarah has obtained her GED credentials and maintained employment, she has achieved two major steps towards becoming self-sufficient. She is also continuing to save money towards her post-secondary goals. She has been accepted at Penn State DuBois and will begin classes in fall 2005, pursuing a degree in radiology.



Sarah Patz made her dreams come true through hard work and dedication.

"Without the help of Community Action, I would never have pursued the job that I have now, I wouldn't have my GED and I wouldn't be going to college in the fall. They made me realize that when I have nobody else to turn to, I can still succeed," said Sarah. If Sarah pursues all of her future endeavors in life with the level of determination that she maintained during her GED studies, she will be successful in achieving all of her goals. For all Sara's outstanding efforts, the agency nominated her for the annual State Community Action Partnership Self-Sufficiency award, which she received on October 27 in

Harrisburg.

In 2004-2005, Adult Education enrolled 207 individuals. Of those, 75 were from Jefferson County, 47 were from Clarion County and 24 were from other counties. Of the learners who completed a standardized post-test, 85% from Jefferson County gained skills between the pre and post tests; 96% from Clarion County gained skills; 100% from other counties gained skills. Of the learners who declared a GED attainment goal, 80% from Jefferson County met the goal; 33% from Clarion County met the goal; 60% from other counties met the goal. Of the learners who declared a job acquisition goal, 80% from Jefferson County got a job; 75% from Clarion County got a job; 75% from other counties got a job.

Serving Clarion and Jefferson

A Message from the President and the Executive Director of Community Action, Inc.

Community Action is about alleviating poverty by helping low-income overcome the causes of poverty.

Our work involves helping low-income secure and maintain employment; obtain an adequate education; better manage their income; secure adequate housing; provide and obtain access to emergency services; improve their nutrition; and achieve self-sufficiency (economic independence of any public or charitable assistance).

During this past year we served 8,446 unduplicated individuals comprising 4,332 families from the Clarion and Jefferson County area.

A critical component of all of our services involves learning about our consumers and their families and finding a way to make their short and long-term situation better. Our services also include mentoring, caring, advocating, building self-esteem and sometimes prodding.

Our work routinely involves coordinating with community organizations, churches, businesses and local government; our successes are dependent on this team approach.

Eliminating poverty is a community effort and the Clarion and Jefferson County communities are making a difference. Thank you!

Richard G. Fetterman
Board President
Robert A. Cardamone
Executive Director

The official registration and financial information of Community Action, Inc can be obtained from the Pennsylvania Department of State by calling toll free, within Pennsylvania, 1-800-743-0999. Registration does not imply endorsement.

This document was financed in part by a grant from the federal Department of Health and Human Services under the administration of the Commonwealth of Pennsylvania, Department of Community and Economic Development.

** Names have been changed.*

Medical Assistance Transportation Program—MATP

Ms. States* contacted Community Action, Inc.'s Medical Assistance Transportation Program seeking assistance with transportation. She had recently moved to Jefferson County from Philadelphia and did not own or have access to a vehicle. She had no way to get to her medical appointments which were over 26 miles away and not on a bus route. An additional challenge facing Ms. States was that she needed to go to this facility six days a week to obtain treatment.

The MATP staff determined Ms. States' eligibility for the Medical Assistance Transportation Program and enrolled her in the program. Staff then set up daily transportation Monday through Saturday for Ms. States to her medical appointments through our transportation vendor.

Through the MATP program Ms. States was able to get to her medical appointments and receive daily treatment. Without the help of the Medical Assistance Transportation Program, her condition may have deteriorated resulting in a more serious health condition and possibly hospitalization. However, after two months of daily transportation and treatment, Ms. States' condition improved and she has been able to reduce the frequency of her treatments and hopes to be completely recovered in the near future.

The Medical Assistance Transportation Program served 855 individuals in fiscal year 2004-2005.

Crossroads Project

A 50 year old woman had moved into our area. She came here with her 3 minor children and was staying with her brother and his wife. She had a Protection From Abuse order against her husband but still had not dealt with the aftermath of living in an abusive relationship that was well hidden for 25 years through community prestige and religion. Her ex-husband was well-known in the community and church and had used that to control her.

When she contacted us for counseling regarding the past abuse, she was still married to the abuser. At that time, he was using the legal system, custody issues and the 2 other adult children to continue his control in her life. Through our services of counseling and support, she became a stronger, empowered woman. She got an apartment and found employment. Crossroads was there as support for her through the divorce and issues with her children. Staff helped her realize the options that were available to her and she was able to make choices in a positive direction.

She has since moved on in her life and has a successful professional position. She has recently moved from our area to further her career through continuing her education for her Masters Degree.

Crossroads served 445 Jefferson County residents and 544 Clearfield County residents. Services included: hotline assistance, transport, shelter, advocacy and accompaniment to legal proceedings, options counseling, referrals to adult and child peer support groups and assistance finding housing and employment.

Supported Work Program—SWP

Megan* enrolled in the Supported Work Program (SWP) on December 13, 2004. At the time of enrollment, Megan and her family had recently found adequate housing. She was in search of employment where she could effectively utilize her secretarial and medical terminology skills. Before she could do so, Megan needed extensive vehicle repairs, a clothing allowance in order to purchase job-readiness apparel, as well as an updated professional resume.

Through Megan's enrollment period, she was able to attend many job-readiness workshops as well as interviews in order to gain experience. She also agreed to and signed for Extended Service Allowances which allows her to utilize monies to help with things such as car repairs and other services that the County Assistance Office can no longer provide.

Megan was hired on December 27, 2004 at a local business where she has actively worked an average of at least 40 hours a week. She has earned three raises during her employment and was offered medical benefits at the time of her hire. Megan reached her successful termination date from the SWP on September 13, 2005.

The Supported Work Program served 48 individuals in Clarion and Jefferson Counties.

Community Action, Inc.'s 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.

Counties Since 1965!

Family Services: Partnerships in the Community

Family Services

The Smith* family struggled with energy costs while raising a family with current everyday obstacles. They were unable to afford their current monthly electric bill along with paying their past arrearages. With the help of a Case Manager at Community Action, Inc., they were able to apply for Penelec's Customer Assistance Program (PenCap) which stopped their termination notice and established an affordable monthly payment along with past account balance forgiveness.

Community Action, Inc. also completed WARM Weatherization services, which in turn helped reduce their electric consumption by 46 percent. Community Action, Inc. helped make the Smith home more energy efficient along with educating the family on energy conservation.

The Smith's also received food assistance and participated in the Understanding Nutrition Labels Workshop funded by Community Services Block Grant (CSBG) to enhance their family's knowledge regarding nutrition.

In Clarion and Jefferson Counties, Community Action, Inc. helped 910 individuals receive energy related services in the form of energy education, energy reduction measures or debt forgiveness.

Emergency Food Services

Penny* was a housewife and mother for more than three decades but due to domestic violence, she and her daughter were forced to immediately abandon their home. Penny was able to find two part-time jobs to acquire suitable housing for herself and her daughter. Since Penny had to pay for the first month's rent and security deposit she was not able to purchase food. Penny contacted a Case Manager at Community Action, Inc. and received a food voucher to obtain food for her family.

Transitional Housing and Homeless Assistance Projects

Transitional Housing Project

When Mary Jane* left an abusive marriage with her two sons she sought shelter at Community Action, Inc.'s, Crossroads Project. Because she needed more than 30 days to find employment and permanent housing, she and her sons were referred to the Transitional Housing Project. Mary Jane also found help through Community Action, Inc.'s Supported Work Program and Adult Education Project where she obtained assistance with finding employment. Mary Jane achieved employment, permanent housing and is still progressing through the process towards self-sufficiency. In 2004-2005 Transitional Housing served 30 individuals in 23 households in Clarion and Jefferson Counties.

Holmes House—30 day Men's Shelter

Thomas* was staying in an abandoned building before coming to Community Action, Inc.'s Holmes House. He was disabled and even though he was receiving Public Assistance, \$174.00 per month does not go far. While in Holmes House, Thomas applied for Public Housing, was accepted and is now in permanent housing. In 2004-2005 Holmes House served 25 individuals in Clarion and Jefferson Counties.

** Names have been changed.*

During fiscal year 2004-2005, Emergency Food Assistance services were supplied to 3,796 Clarion County individuals and 3,243 Jefferson County individuals.

Weatherization

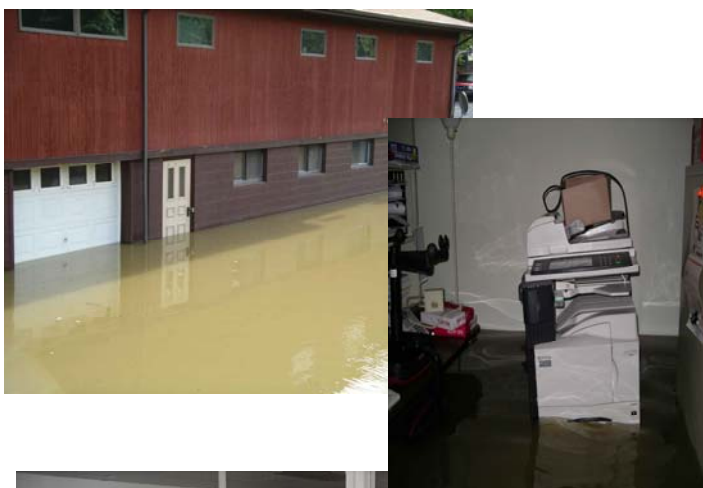
After applying, Mary* was approved for state Weatherization services. During the furnace inspection and estimate, it was discovered that Mary's furnace had a cracked heat exchanger. The furnace was also causing an unhealthy, high carbon monoxide level in the home. Weatherization staff referred Mary to the Jefferson County Assistance Office to obtain a referral for LIHEAP Crisis services and were able to dispatch a furnace contractor to replace the furnace the same day.

When the furnace was replaced, Weatherization staff then returned to the home and installed the balance of measures needed to finish the weatherization process. Measures included: weather-stripping, door sweeps, a replacement door, energy efficient showerhead, insulated water pipe wrap, and faucet aerators. These measures are designed to make her home more energy efficient and help her save money on her home heating fuel.

Afterward, Mary wrote to the Weatherization staff and expressed her appreciation for everything that was done. She reported that the home was more comfortable and that she felt much better physically.

In Clarion and Jefferson Counties, Weatherization served 188 Individuals, 80 Households, Crisis served 108 Individuals, 47 Households, WARM served 196 Individuals, 63 Households, and Allegheny Power's Weatherization Project (LIURP) served 11 individuals, 5 households.

In 2004 Community Action staff and facilities survived 2 floods, but services NEVER STOPPED!!



Board of Directors

Clarion County

Low Income Representatives

Gregory E. Pacelli - Clarion County Assistance Office

Reverend Clara W. Belloit - Clarion Ministerium

Elected Public Officials

Gerald J. Borovick - Monroe Township Supervisor

Fred C. McIlhattan - State Representative

Donna R. Oberlander - Clarion County Commissioner

Private Sector

Ronald J. Wilshire - Clarion University of Pennsylvania

Lee N. Stewart - Stewart Laboratories (3)

Pamela Zahoran - United Way of Clarion County

Jefferson County

Low Income Representatives

Richard G. Fetterman - Jefferson County Assistance Office (1)

Pamela M. Johnson - Jefferson-Clarion Head Start, Inc. (4)

William E. Allemang - St. Vincent DePaul Society

Elected Public Officials

James P. McIntyre - Jefferson County Commissioner

James P. Wehrle - Mayor, Punxsutawney

Samuel H. Smith - State Representative

Private Sector

Granville E. Carter, Esquire Laurel Legal Services (2)

Kimberly A. Fye - Punxsutawney Area Community Center

David N. Gillespie - First Commonwealth Bank

- (1) President
- (2) Vice-President
- (3) Secretary/Treasurer
- (4) Assistant Secretary

Community Action, Inc. receives federal and state grants but we are not a government agency. We must raise funds locally to continue supporting families in Clarion and Jefferson Counties.

I would like to make a tax deductible donation of () \$10 () \$25 () \$50 () \$100 () Other

() Please use my donation where it will help most. () Please use my donation for _____

() I would like to volunteer my time. My interests are _____

Name _____

Address _____

Phone _____

We greatly appreciate all types of community support!

2004-2005 Staff Members

- | | |
|------------------------------|---------------------------|
| <i>Ananea, Jacqueline</i> | <i>Jones, Patricia</i> |
| <i>Anderson, Jessie</i> | <i>Kanouff, Bobbi</i> |
| <i>Anderson, Kacey</i> | <i>Kriebel, Jillian</i> |
| <i>Barrett, Daryl</i> | <i>Kvant, Helen</i> |
| <i>Beatty, Laura</i> | <i>LaBelle, Mary</i> |
| <i>Best, Karen</i> | <i>Learish, Marsha</i> |
| <i>Bibangamba, Emmanuel</i> | <i>Lightcap, Joshua</i> |
| <i>Bietz, Barbara</i> | <i>Love, Janeen</i> |
| <i>Blose, Barbara</i> | <i>Lowmaster, Betty</i> |
| <i>Bolam-Wright, Justine</i> | <i>Martin, Tabitha</i> |
| <i>Brosius, Catherine</i> | <i>McLaughlin, Susan</i> |
| <i>Bullers, Rita</i> | <i>McMahan, Michael</i> |
| <i>Burkett, Debra</i> | <i>McMillen, Justin</i> |
| <i>Byerly, Jeffrey</i> | <i>Means, Johanna</i> |
| <i>Cardamone, Robert</i> | <i>Merrits, Tressa</i> |
| <i>Carlson, Mark</i> | <i>Milligan, Arlene</i> |
| <i>Certo Jr., Ernest</i> | <i>Moses, Karla</i> |
| <i>Chelgren, Nancy</i> | <i>Murone, Peggy</i> |
| <i>Colgan, Becky</i> | <i>Myers, Theresa</i> |
| <i>Daisher, Sally</i> | <i>Newcomer, Jesse</i> |
| <i>Davis, Kevin</i> | <i>O'Connor, James</i> |
| <i>Domb, Kaylan</i> | <i>Paulson, Brenda</i> |
| <i>Droddy, Vincent</i> | <i>Perry, Tamala</i> |
| <i>Elkin, Judith</i> | <i>Polliard, Kayla</i> |
| <i>Ellinger, Jamie</i> | <i>Reddinger, Kathy</i> |
| <i>Elliott, Linda</i> | <i>Rhodes, Rodney</i> |
| <i>Fetterman, Melissa</i> | <i>Riddle, Amanda</i> |
| <i>Fox, Meghan</i> | <i>Riggie, Cathy</i> |
| <i>Fusco, Susan</i> | <i>Serafini, Grace</i> |
| <i>Fusco Jr., Thomas</i> | <i>Setree, Manette</i> |
| <i>Gaffney, Deborah</i> | <i>Simmons, Johannah</i> |
| <i>Garbarino, Diane</i> | <i>Skarbek, Trisha</i> |
| <i>Gatesman, Maria</i> | <i>Skarbek, Wanda</i> |
| <i>Gearhart, Andrew</i> | <i>Stamler, Katherine</i> |
| <i>Gearhart, Vickie</i> | <i>Tyger, Donald</i> |
| <i>Guntrum, Douglas</i> | <i>Verdill, Matthew</i> |
| <i>Haag, Jan</i> | <i>Weaver, Tracy</i> |
| <i>Hartman, Laura</i> | <i>Werner, Heather</i> |
| <i>Hepler, Rochele</i> | <i>White, Aaron</i> |
| <i>Hetrick, Michelle</i> | <i>Williams, Kimberly</i> |
| <i>Himes, Suella</i> | <i>Wine, Patricia</i> |
| <i>Hopkins, Robin</i> | <i>Witherite, Jenna</i> |
| <i>Horner, Pamela</i> | <i>Young, Bobbie Jo</i> |
| <i>Hutchins, Kimberly</i> | |

Early Care and Education Project—ECEP

Marcy* was a young mother who needed to find a job that would supplement her husband's income but she also struggled to find child care that would accommodate her family's schedule. Marcy contacted Community Action's Child Care Information Services (CCIS) to learn about options for opening a child care facility.

CCIS provided Marcy with information and then referred her to Community Action, Inc.'s Early Care and Education Project (ECEP), which assists community members in opening child care facilities. The ECE staff member was able to answer many of Marcy's questions including: where to find professional development opportunities, where to locate state-required forms, setting up a facility inspection, where to look for educational materials for children, and how to design an emergency preparedness plan.

Eventually, Marcy completed the application process and opened a family day care facility in her home. She continues to contact the Early Care and Education Project when she has questions regarding Keystone STARS (which stands for Standards, Training, Assistance, Resources and Support). Keystone STARS is Pennsylvania's voluntary certification process for child care facilities that enables providers to become recognized and rewarded for exceeding state health and safety licensing requirements.

In 2004-2005 the Early Care and Education Project served 60 child care providers and 510 children throughout Clarion and Jefferson Counties.

** Names have been changed.*

Community Action, Inc. Mission Statement:

- To be an administering entity for anti-poverty, social, and/or humanistic programs,
- To develop and implement projects designed to serve low-income and disadvantaged members of the community,
- To examine and promote methods by which organizations and institutions can deal with the problems of rural and disadvantaged people,
- To become directly involved in efforts to increase the availability of safe, affordable housing for low-income and moderate income individuals and families,
- To act as a mechanism for securing community involvement in services and activities which address the causes of poverty and provide coordination with other programs targeted to low-income, and
- To engage in economic development and fundraising activities to support these purposes and sustain and promote community economic growth.

Child Care Information Services—CCIS

Peggy* is a mother of 2 young boys and recently fled an abusive marriage. She was struggling with being a single parent, finding a job and setting up a home for the children and doing everything herself in a new unfamiliar town. During a visit to Community Action, Inc., she found help with many household needs and learned about the subsidized child care program.

Peggy visited with a Child Care Information Services staff member and received an application as well as discussed program rules and particular concerns she had. It took her several months to find employment and once she did, she was shocked at the price of child care. She called CCIS again with questions and for help to complete her application before she submitted it.

Peggy was determined eligible for the CCIS program and was delighted to have funding available for her child care within such a short time of applying. She enrolled her children with a regulated child care provider and at her CCIS interview emphatically stated how pleased she was with the child care facility and staff. Her sons also commented on how much they enjoyed the child care program and their teacher. Her anxiety over finding and paying for child care has been greatly reduced by receiving CCIS services and her whole family situation appears to have improved through the help of many Community Action, Inc. programs.

During 2004-2005, CCIS served 140 families and 260 children in Clarion County and 205 families and 362 children in Jefferson County.

** Names have been changed.*

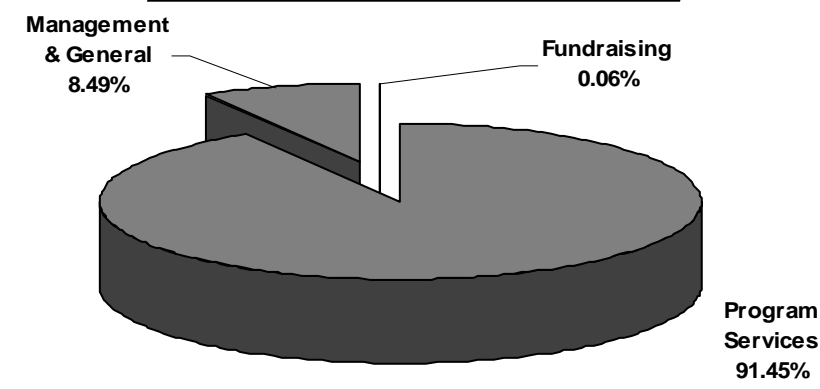


Community Action, Inc. rebuilt and donated computers to students who completed the adult education program.

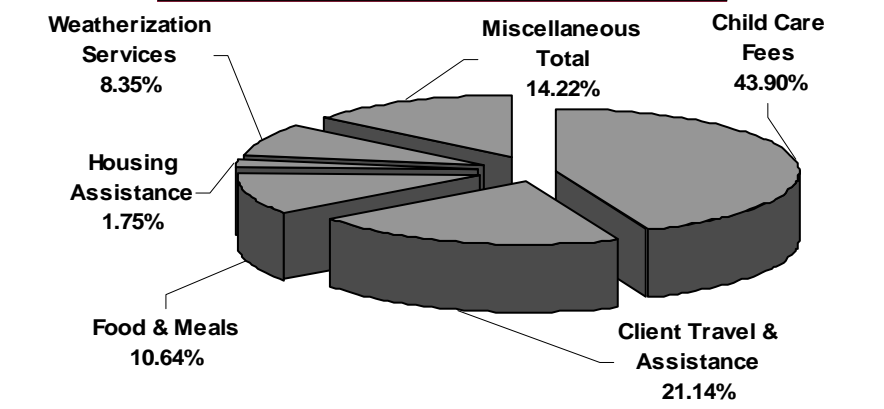
Statement of Expenses Year End June 30, 2005

Expenses	Program Services	Management & General	Fundraising
Compensation of Officers & Directors	\$32,898	\$83,069	\$0
Salaries & Wages	1,107,380	43,310	280
Employee Benefits	147,063	12,231	14
Pension Plan Contribution	15,936	2,543	6
Payroll Taxes	85,926	9,363	21
Supplies	50,021	168	
Telephone	53,768	2,794	10
Postage & Shipping	17,714		60
Occupancy	102,403	5,560	12
Equipment Rental & Maintenance	12,990	92	0
Printing & Publications	13,661	975	1,142
Travel	35,259	8,192	39
Meetings	1,081	864	
Computer Equipment Sold	17,835		
Depreciation, etc.	19,025		
Other Expenses			
Child Care Fees	\$1,001,690		
Client Travel & Assistance	482,395		
Food & Meals	242,760		
Housing Assistance	39,968		
Weatherization Services	190,457		
Administration & Fiscal Services	\$0	\$162,664	\$901
Advertising & Publications	2,379	463	
Auto Expenses	4,026		
Bad Debt Expenses	14		
Contracted Services	7,638	28,474	
Information Technology	73,883	5,809	15
CareerLink Property	44		
Insurance	34,481	1,206	3
Licenses & Registration	3,928	3,010	
Miscellaneous	16,804	103	
Other Consumer Support	57,504		
Administrative Fees	6,067		
Project / Program Support	3,872		
Rental Property Expenses	9,295		
Small Equipment & Tools	53,655		
Training /Technical Assistance	5,484		
Utilities	40,678		
Volunteer Support	4,802		
Other Expenses Total	\$2,281,824	\$201,729	\$919
Total	\$3,994,784	\$370,890	\$2,503
Grand Total	\$4,368,177		

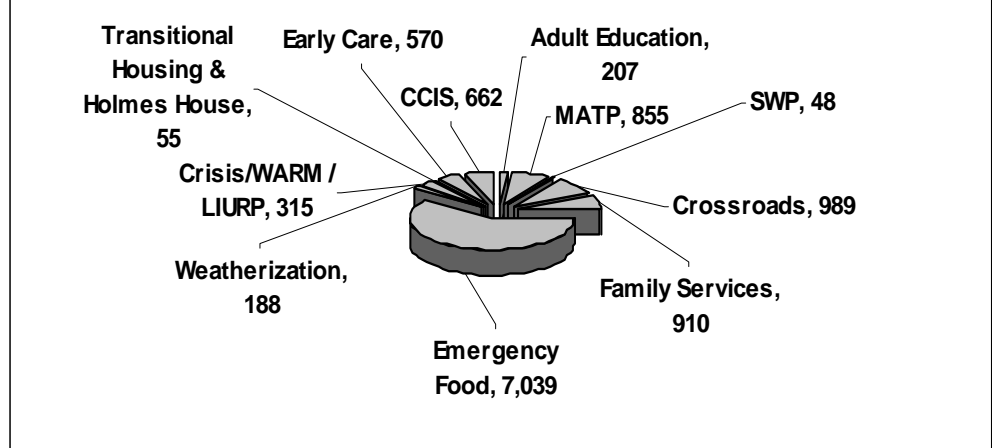
Expenses



Other Expenses



Services Provided and Individuals Served in 2004-2005





105 Grace Way,
Punxsutawney, PA 15767

Helping People. Changing Lives.

Senior Corps Selects Volunteers of the Year

Fred Nungesser of Brookville was selected to be the Jefferson County Volunteer of the Year for 2005. Fred joined the Senior Corps in October of 2002. Since that time, he has devoted many hours to Jefferson Manor and Jefferson County Area Agency on Aging's APPRISE Program, as an Ombudsman and at the Heritage House Senior Social Center. When asked why he volunteers, Fred responded, "Not a day goes by in the life of a volunteer that you don't receive an abundance of joy from the valuable service of helping others." "Fred is a very kind-hearted person, someone who not only volunteers for a wide variety of activities, but does so with a joyful spirit and makes people feel at ease" stated Maria Gatesman, Heritage House Center Director.

Judy Schrecengost of New Bethlehem was selected to be the Clarion County Volunteer of the Year for 2005. Judy has been an active member of the Senior Corps since 1991. Since that time she has devoted numerous hours to the Valley Thrift Shop in New Bethlehem as well as Edgewood Heights. Judy is always ready to lend a helping hand to a neighbor in need. Dorothy King, from the Valley Thrift Shop stated, "Judy always puts others first and is a very caring and helpful person."

Judy depicts the true spirit of volunteerism, she has spent the majority of her life giving to others while keeping a smile on her face and kindness in her heart.

John Dudash of Homer City was selected to be the Indiana County Volunteer of the Year for 2005. John joined the Senior Corps in 2000, and since that time, has served over 2,000 hours for the Pennsylvania Senior Environmental Corps (PASEC) sponsored by Aging Services, Inc. John also serves as president of the group and was instrumental in starting the Indiana County Evergreen Conservancy. When asked why he volunteers, John stated, "I have a mission to protect and preserve the environment, primarily the area watersheds in Indiana County." John depicts the true spirit of volunteerism and is truly an inspiration.



Pictured (L-R) Janeen Love, Senior Corps Project Director, John Dudash and Bobbie Jo Young, Senior Corps Recruitment Specialist



Pictured (L-R) Janeen Love, Senior Corps Project Director, Fred Nungesser and Bobbie Jo Young, Senior Corps Recruitment Specialist



State Representative Fred McIlhattan, Judy Schrecengost and Helen Gerlach from Senator Mary Jo White's office