



Annual Report 2003-2004



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.

Serving Clarion & Jefferson Counties since 1965.

www.jccap.org

A Message from the President and the Executive Director for the 2003- 2004 Fiscal Year

Our organization is dedicated to making a difference in our communities. Our primary goal remains to reduce poverty and to expand opportunities for individuals and families to become and remain self-sufficient. However, we recognize that our work must also include improving and revitalizing the communities where our low-income residents live. Therefore, we remain committed to being community advocates; developing partnerships; coordinating community resources; overcoming obstacles; identifying and resolving service gaps; seeking holistic approaches and, implementing community solutions. Concurrently, we strive to maintain the highest performance standards and produce quantifiable outcomes. We also believe that individuals and families must take ownership of their lives and communities and be dedicated to improving the conditions in which they live.

Finally, our successes and our ability to help others is directly attributable to the tireless dedication of our staff and the steadfast support of our local elected officials, churches, businesses and community groups. Thank you for caring and for making a difference!

Richard G. Fetterman
Board President

Robert A. Cardamone
Executive Director

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

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Helping People.

Medical Assistance Transportation Program - MATP

Mrs. Smithe* came to the Medical Assistance Transportation Program seeking medical transportation for her son Oliver*. Oliver needed transportation to a hospital in Erie to receive medical care for a life-threatening condition. During the course of the interview, it was discovered that the hospital in Erie would not accept the Medical Access card. This presented the MATP staff with the unique problem of how to get Oliver to Erie for the treatment he so desperately needed.

The staff contacted the County Assistance Office and a local ambulance service. Working with both, the staff secured transportation for Oliver to the Erie hospital so that he could receive the necessary care to recover.

Although the MATP services were not needed immediately, the staff enrolled Oliver in the program so that Oliver would have less worries about future medical appointments. Once he returned from Erie, Oliver used the MATP services for other medical transportation needs.

The Medical Assistance Transportation Program served 719 individuals in the fiscal year 2003-2004.

Supported Work Program - SWP

When Doug* came into the Supported Work Program, he had challenging barriers to overcome. Doug had 30 years work experience as a janitor and that work was all that Doug ever knew how to do. Doug's education assessment indicated that he was at an eighth grade reading level and a third grade math level. Doug agreed that he needed to attend Adult Education classes to better prepare him for the workplace. Doug attended all available Adult Education classes and applied for work anywhere that he could make use of his skills.

Doug was in SWP for two months before finding a part-time janitorial position with a cleaning company. Because Doug was only working 12 hours per week, he worked even harder to find employment that would meet his SWP work requirement of 30 hours per week. In the mean time, while searching for a better job or another part time job with his SWP Case Manager, Doug worked on his Adult Education classes and attended job readiness classes. Never once did Doug give up hope.

*Names have been changed.

Changing Lives.

Then on Christmas Eve of 2003, Doug received a phone call that he was being hired by another cleaning company that would give him more working hours and better money. Doug did not want to quit his 12 hour a week job because he knew that he still had debt to pay as well as a family to support. However to keep both jobs, Doug needed to get his car repaired. Because of Doug's dedication, hard work and progress, he was able to obtain an SWP Extended Service Allowance to get his car repaired and keep both jobs.

Doug was successfully terminated from SWP July 2004. He was the first SWP consumer to complete the entire 9 month enrollment period.

During the fiscal year 2003-2004, 59 participants were enrolled into the Supported Work Program in Clarion and Jefferson Counties. Of those participants, 58% were placed into employment of 30 or more hours per week.

Child Care Information Services - CCIS

Catherine* was babysitting for a friend who couldn't afford to pay her, yet Catherine also needed income to help support her own family. Catherine's friend learned about the Child Care Information Services project at Community Action, Inc. and applied for subsidized child care. Upon becoming eligible for CCIS services, the friend asked Catherine to become a CCIS provider so that she could be paid for her babysitting services. Catherine agreed and began receiving payment for her child care services. This income helped Catherine support her family and remain at home to care for her own children.

Catherine provided child care as an unregulated child care provider for many months. In March 2003, Catherine contacted the CCIS to learn how to become a regulated child care provider so she could expand her child care business. The CCIS sent her related information and referred her to the Pennsylvania Department of Public Welfare Day Care Licensing Office. CCIS also referred her to the Community Planning for Early Care and Education Committee, another Community Action, Inc. project that helps child care providers enhance the quality of their services. With the help of Community Action, Inc., Catherine became a registered Family Day Care Home.

During 2003-2004, CCIS served 170 families and 289 children in Clarion County and 203 families and 341 children in Jefferson County.

*Names have been changed.

40 Years of Community Action

Transitional Housing Project

John*, 39, was in a debilitating car accident. He was living with his family who were aware of his addiction to methadone and did not want him in their home using drugs. Having nowhere to turn, John turned to Community Action, Inc. for help.

John first came into Community Action, Inc.'s Holmes House, a men's homeless shelter, where he received Emergency Shelter services. He was then moved into Community Action, Inc.'s Transitional Housing, which allowed for more intensive case management and a longer period of shelter. While in transitional housing, John volunteered at Community Action assisting with surplus food distribution. He received intensive case management, budget counseling and help applying for Social Security Disability.

With the help of many people, John stopped using methadone. He worked hard to have his driver's license reinstated and purchased an affordable vehicle. John has since found permanent housing and most importantly, mended the broken relationship with his family.

The Transitional Housing Project provides homeless individuals with up to 24 months of housing and intensive case management. The project goal is to obtain permanent housing for the consumer. During the fiscal year 2003-2004, 27 individuals were served with Transitional Housing services in Clarion and Jefferson Counties.

Homeless Assistance Project

Donald* came to this area to get the education that would help him with his chosen career path. Instead, Donald found himself in trouble with the law and spent time in jail. When Donald was released, he was homeless so he entered Holmes House, Community Action, Inc.'s Men's Shelter.

Once working, Donald moved into transitional housing and received intensive case management and became involved with a savings plan. When he was not working, Donald became a reliable community service volunteer. Donald decided to return to California. With Community Action's help, Donald's probation was transferred to California. Today, Donald continues working and has found permanent housing.

During 2003-2004, Holmes House served 26 individuals.

*Names have been changed.

Serving Those Less Fortunate

Domestic Violence Prevention Project (Crossroads)

Jane* and her two children endured seven years of physical and emotional abuse. The abuser's danger level escalated dramatically and after losing his job, he bought a gun and went home. Fortunately, mother and children were not home when he arrived. Threatening calls were made and the police responded to the home.

Jane contacted Crossroads at the recommendation of the State Police. Jane was offered shelter, but declined since she had a safe place to stay. Jane opted to do a Protection From Abuse (PFA) order to keep herself and the children safe. Crossroads staff assisted Jane in obtaining the PFA. They also assisted her in finding legal council for the final hearing and accompanied her to Domestic Relations hearings. Jane is now striving to build a better life without physical and emotional abuse.

During the fiscal year 2003-2004, 607 Clearfield County residents received services from the Crossroads Project. In Jefferson County, 513 residents received services. 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.

Emergency Food Services

Sam* worked part-time and had a seasonal job. His seasonal job had always been steady throughout the year until recently when jobs in the area began to decline.

Sam's part-time employment was not enough to pay the monthly bills and put food on the table for his family. Sam used his income to pay his outstanding debts and contacted Community Action, Inc. for food assistance. Sam received a food voucher so that the family would have food until his income again became sufficient enough to support his family.

During fiscal year 2003-2004, Emergency Food Assistance services were provided to 4,633 Clarion County individuals and 2,920 Jefferson County individuals.

*Names have been changed.

Partnership in the Community

Dollar Energy, Penelec WARM & PenCap Projects

Chris* was an 86 year old veteran and lived by himself. He had a modest monthly income of \$921. With the rising energy costs, Chris could not afford to pay his electric bill and his electric service was terminated. Chris applied for Dollar Energy assistance at Community Action, Inc. and had his electric restored the same day he applied.

Chris also received valuable education on reducing his electrical consumption through Penelec's WARM project and how to obtain future electric bill payment assistance through the PenCap project.

In Clarion and Jefferson Counties, Community Action, Inc. helped 924 individuals receive energy related services in the form of energy education, energy reduction measures or debt forgiveness.

*Names have been changed.

Volunteers Honored

2004 Senior Corps Volunteer of the Year Clarion County



(L-R) Pam Stewart (Senior Corps Advisory Council Member) and Lee Stewart (Senior Corps Advisory Council Member and Community Action, Inc. Board Member) Betty Pryor and Maria Gatesman.

Betty Pryor of Rimersburg was selected to be the Clarion County Volunteer of the Year for 2004. Betty has been an active member of the Senior Corps since 2000 but has been volunteering at the Eccles-Lesher Library since they opened their doors in 1968. At the library Betty assists with preparing books for circulation, typing cards for the card catalog and keeping the shelves organized. Betty also knits more than 100 pair of mittens for Head Start Children each year. Betty depicts the true spirit of volunteerism and is truly an inspiration.

Volunteering in the Community

2004 Senior Corps Volunteers of the Year Jefferson and Indiana Counties

Harry Swartzfager of Brookville was selected to be the 2004 Jefferson County Volunteer of the Year. Harry joined the Senior Corps in April of 2003. Since that time, he has devoted many hours to North Fork Heights Independent Living Community. He assists residents with general errands, transports them to and from medical appointments and provides maintenance assistance to the Manager and staff. "Harry is always available to lend a helping hand to those in need," stated Julie Swonger, representative of Fork Heights. "He often uses his own limited resources to help others."



(L-R) Harry Swartzfager and Maria Gatesman (Senior Corps Project Director).

William & Anna Marie Janicsko of Armagh were selected to be the 2004 Indiana County Volunteers of the Year. The Janicsko's joined the Senior Corps in 1990, and since that time, have served numerous hours at the Aging Services, Inc. Armagh Senior Social Center. They faithfully arrive at the center before 9:00 a.m. to prepare the sign-in sheets, assist with meal preparation and keep track of the volunteer service hours at the center. They are faithful volunteers who are dedicated to improving the community and making it a better place to live.



William and Anna Marie Janicsko (seated) are congratulated by the Senior Corps volunteers serving at the Armagh Senior Center.

Currently, the Senior Corps Project has 445 active volunteers in Clarion, Indiana and Jefferson Counties.

Affordable Housing

Housing Development Project

Ruth and Tom* have been in our Housing Development Project since May of 2003. Ruth's job as a caretaker ceased when the lady for whom she cared passed away. As a result, their household income was not sufficient to cover their monthly expenses and Ruth and Tom fell behind in their rent.

Ruth and Tom struggled financially and faced eviction from their apartment. Since they were tenants in one of Community Action, Inc.'s low/moderate income rental housing units they were able to take advantage of the project's one-on-one case management services. Through case management, Ruth was referred to the Supported Work Program, found employment and began budget counseling. While in budget counseling, Ruth and Tom learned to prioritize paying their bills, to be more price conscious and to avoid purchasing items through "rent to own" companies. In doing so, Ruth and Tom avoided eviction and are now able to pay their rent on time.

Community Action, Inc.'s goal is to expand the number of housing units that are safe, decent and affordable for low/moderate income individuals and families located in Jefferson and Clarion Counties. Case management services are an integral part of Community Action, Inc.'s housing project which operates 30 rental housing units for low/moderate income individuals and families.



*Names have been changed.

Weatherization Assistance

Weatherization Assistance Project

One cold blustery Monday morning in January, Community Action, Inc. received a telephone call from Sara*. Sara was a single mother with three children whose furnace had stopped working in her mobile home over the weekend and now she was trying to keep her family warm with the oven in her kitchen. In talking with Sara, Community Action, Inc. learned that the front door to her mobile home would not close properly and had several broken windows covered with plastic, but the snow and wind was still blowing into her youngest daughter's bedroom.

Community Action assisted Sara apply for Weatherization and Crisis Assistance so her inoperable furnace could be repaired. Her application included weatherization measures to fix the windows, doors and to seal off other air infiltration of her home. On the same day that Community Action received the Crisis referral, Community Action dispatched a heating contractor to Sara's home to repair her furnace.

Community Action's Weatherization staff did a complete energy audit on Sara's home. They used the most up to date equipment to measure infiltration and to find methods to save energy and keep the family warm. Once these measures were installed the Energy Educator visited Sara's family and discussed other ways that the family could save energy.

Now Sara's furnace is working safely, doors and windows have been repaired and the areas where air infiltrated into the home have been sealed. As a result of the Weatherization Assistance Project, Sara's home is safer, more comfortable and they are using less energy to heat their home.

Community Action, Inc.'s Weatherization Assistance Project provided weatherization and energy education services to 71 homes last year. The 71 households consisted of 155 individuals, and an additional 66 households were served through the LIHEAP Crisis Program, which primarily repairs/replaces heating systems

*Names have been changed.

Community Action, Inc. Projects

Adult Education, Literacy and Distance Learning
 Allegheny Power Low Income Usage Reduction Project
 Case Management
 Central Electric Family Fund
 Community Action Information Technology
 Child Care Information Services
 Child Care Resource Developers
 Clarion County State Food Purchase Program
 Clean Air For The Children Project
 Community Services Block Grant Workshops
 Comprehensive Self-Sufficiency
 Crossroads' Domestic Violence Prevention Project
 Dollar Energy Fund, Inc.
 Emergency Food and Shelter Program
 The Emergency Food Assistance Program
 First Energy Company's (Penelec) Customer Assistance Program
 First Energy Company's (Penelec) Choice & Warm Weatherization
 Freedom From Smoking Project
 Community Collaborative Coordination
 (Administered through Family Service System Reform)
 Homeless Assistance Program
 Jefferson County State Food Purchase Program
 Medical Assistance Transportation Program
 Members United
 Mental Health/Mental Retardation Consumer Satisfaction Team
 Neighbor for Neighbor Heating Fund

Community Action, Inc. Projects (cont'd)

Pennsylvania American Water Company's Help to Others Program

Pennsylvania Workforce Improvement Network

Parent Education and Parents Anonymous

Senior Corps Project

Supported Work Program

Transitional Housing Project

Weatherization Assistance Program

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.

Self-Sufficiency Award

Each year, The Community Action Association of Pennsylvania honors consumers who, through the empowerment given to them by Community Action Associations, have seized the opportunity to overcome barriers to self-sufficiency and have raised above poverty, making it on their own. Melinda's story, Community Action, Inc.'s winner of the Pennsylvania State Association Self-Sufficiency Award, is just one of many success stories.

Making It On Her Own

When **Melinda Holliday** left high school in her small rural Pennsylvania community, she was only 16 years old and in the first few months of repeating the 9th grade. Taunting and pressure from her peers had totally destroyed the safe environment Melinda needed in order to continue learning. She remained in her parents home, too young to get a job, and struggled for a time on the direction her life was taking. By the end of that year, she realized that she would need to finish her high school studies if she was ever to become self-sufficient.

A Story of Hope and Action

Melinda was familiar with the challenges that lay ahead of her when she chose to obtain her GED. She had watched her mother survive exhausting hours of study and take the test three times before securing her own GED diploma. Melinda was inspired by her mother's experience, however, and knew she would have to work even harder if she was to pass the test on the first try. She also knew that, by building on the strengths of her family and friends and taking positive action, she could reach her goal. Melinda was accepted for early enrollment in the Adult Education Project at Community Action, Inc. Melinda teamed with three friends from high school and continued to study with the group for over two years, often struggling against self-esteem issues stemming from the stigma of being raised in a rural, low-income environment. Melinda maintained focus on her goal, and when things got confusing, turned to her instructors from Community Action, Inc., her mentors from the area Youth Program and her family and friends.

In March 2004, Melinda took and passed the GED exam on the first try. Melinda didn't stop there. Melinda returned to Community Action, Inc.'s GED classes in late April 2004 and shared her experiences with other students. She was able to reduce their fear and, at the same time, give them hope and confidence. Until the end of the session, Melinda continued to work with her peers.

Adult Education

Volunteering to Help Others

Melinda understood how she could share her individual skills, abilities and experiences with other students; she unselfishly registered with Community Actions, Inc.'s Adult Education Office to become a Volunteer Tutor.

Melinda, now 20, plans to use her abilities and talents to share her educational and life experiences and hopes to provide a new enthusiasm for learning and exploring ideas.

An Integral Part of An Organization

Melinda currently lives in a single family home, with a rent-to-own option, and is working full time with a youth group employment agency doing general maintenance, mechanics and repair. Melinda's supervisor says, "Melinda has been a terrific, dependable and cooperative worker; a real pleasure to be around! I have watched Melinda develop from a shy, timid individual into an integral part of our organization."

Melinda's future plans include enrolling in a post-secondary school where she will study computer hardware and software. She'd also like to start her own business, utilizing her new skills.

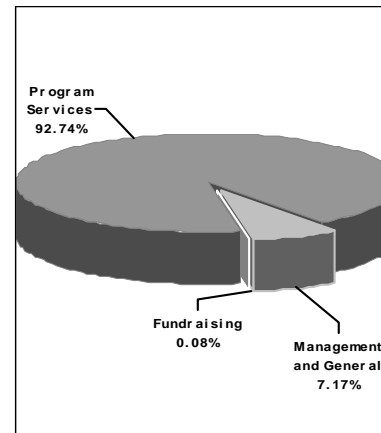


In 2003-2004, the Adult Education Project served 293 consumers in Clarion and Jefferson Counties.

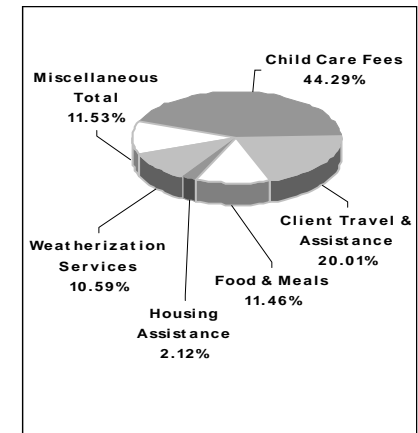
Statement of Expenses Year Ended June 30, 2004

<u>Expenses</u>	Program Services	Management & General	Fundraising
Compensation of Officers & Directors	\$67,306	\$65,761	\$0
Salaries & Wages	1,113,411	25,043	1,023
Employee Benefits	152,667	8,970	92
Pension Plan Contribution	16,477	2,296	11
Payroll Taxes	88,867	6,834	76
Supplies	36,598	524	
Telephone	50,152	1,944	38
Postage & Shipping	19,629		14
Occupancy	131,004	2,987	55
Equipment Rental & Maintenance	17,182	60	
Printing & Publications	13,445	287	867
Travel	36,653	5,621	28
Meetings	414	827	
Computer Equipment Sold	28,994		
Depreciation, etc.	19,254		
Other Expenses*	2,090,636	179,112	1,289
Expenses Total	\$3,882,689	\$300,266	\$3,493
Grand Total	\$4,186,448		

Expenses



Other Expenses



Statement of Expenses Year Ended June 30, 2004

<u>*Other Expenses</u>	Program Services	Management & General	Fundraising
Child Care Fees	\$925,909		
Client Travel & Assistance	418,415		
Food & Meals	239,625		
Housing Assistance	44,235		
Weatherization Services	221,496		
Total	\$1,849,680	\$0	\$0
Miscellaneous			
Admin & Fiscal Services	\$	\$142,824	\$703
Advertising & Publications	2,755	679	
Auto Expenses	2,882		
Bad Debt Expense	4,681		
Contracted Services	1,831	26,373	
Information Technology	63,951	4,233	46
CareerLink Property	957		
Fundraising			500
Insurance	33,540	859	15
Licenses & Registration	4,658	2,627	25
Miscellaneous	7,875		
Other Consumer Support	32,735		
Administrative Fee	4,551	1,517	
Project / Program Support	12,194		
Rental Property Expenses	10,282		
Small Equipment & Tools	8,909		
Training/Technical Assistance	6,291		
Utilities	38,190		
Volunteer Support	4,674		
Miscellaneous Total	\$240,956	\$179,112	\$1,289
Other Expenses Total	\$2,090,636	\$179,112	\$1,289

Board of Directors

Clarion County

Representative of the Low-Income

Gregory E. Pacelli - Clarion County Assistance Office
 Reverend Clara W. Belloit - Clarion Ministerium
 Vacant Board Seat

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 PA
 Lee N. Stewart - Stewart Laboratories (3)
 Pamela Zahoran - United Way of Clarion County

Jefferson County

Representative of the Low-Income

Richard G. Fetterman - Jefferson County Assistance Office (1)
 Pamela M. Johnson, - Jefferson-Clarion Head Start, Inc. (4)
 William E. Allemang - Saint 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 | (3) Secretary/Treasurer |
| (2) Vice-President | (4) Assistant Secretary |

Staff Members

Ames, Shelli	Hopkins, Robin	Setree, Manette
Ananea, Jacqueline	Horne, Dora	Sheesley, Georgetta
Beatty, Laura	Horner, Pamela	Simmons, Johannah
Best, Karen	Johns, Drucilla	Skarbek, Trisha
Bietz, Joyce	Jones, Patricia	Stamler, Katherine
Blose, Barbara	Kanouff, Bobbi	Stanford, Carol
Bolam-Wright, Justine	Kurtz, Michael	Stewart, Sheldon
Brosius, Catherine	Kvant, Helen	Verdill, Matthew
Bullers, Rita	Labelle, Mary	Wastchak, Christopher
Burkett, Debra	Learish, Marsha	Weaver, Tracy
Byerly, Jeffrey	Lightcap, Joshua	Weyand, Lisa
Capela, Cheri	Love, Janeen	Witherite, Jenna
Cardamone, Robert	Lowmaster, Betty	Williams, Samuel
Carlson, Mark	Martin, Tabitha	Young, Bobbi Jo
Certo, Ernest, Jr.	McCarthy, Linda	
Chelgren, Nancy	McLaughlin, Susan	
Colgan, Becky	McMahan, Michael	
Daisher, Sally	Means, Johanna	
Davis, Kevin	Merritts, Tressa	
Delp, Denise	Michel, Diane	
Domb, Kaylan	Milligan, Arlene	
DuPont, Tracey	Moses, Karla	
Elkin, Judith	Murone, Peggy	
Elliott, Linda	Myers, Theresa	
Fetterman, Melissa	Newcomer, Jesse	
Fusco, Susan	Newell, Robert	
Fusco, Thomas, Jr.	O'Connor, James	
Gaffney, Deborah	Perry, Tamala	
Gatesman, Maria	Peterson, Rohn	
Gearhart, Andrew	Pickup, Julia	
Gearhart, Victoria	Pozza, John	
Guntrum, Douglas	Reddinger, Kathy	
Haag, Jan	Redmond, Karen	
Hartman, Laura	Reid, Kasey	
Hetrick, Michelle	Riddle, Amanda	
Hepler, Rochele	Riggie, Cathy	
Hill, Susan	Schwabenbauer, Michelene	
Himes, Suella	Serafini, Grace	

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