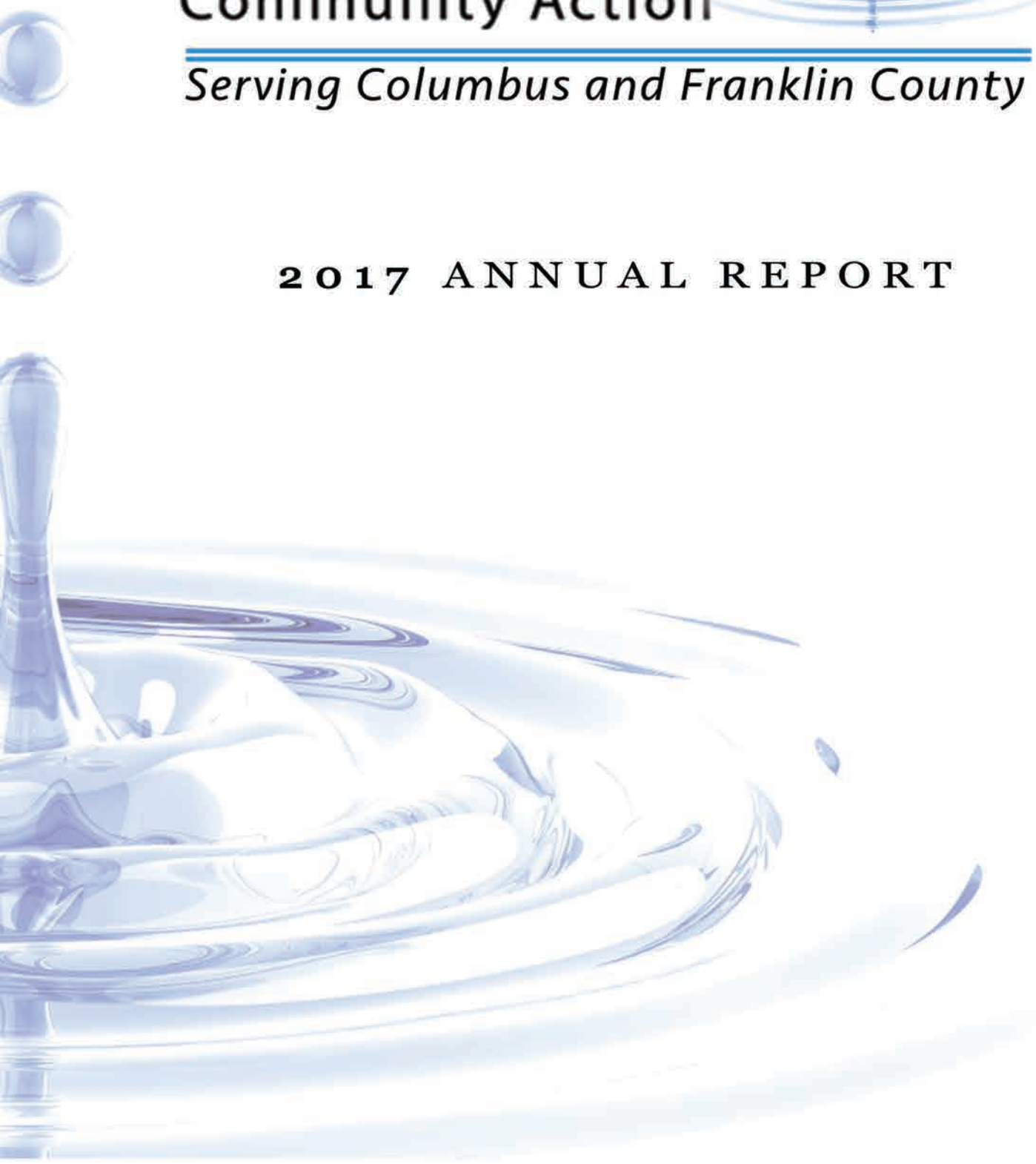


IMPACT

Community Action

Serving Columbus and Franklin County

2017 ANNUAL REPORT



The Mission

Our mission is to reduce poverty by providing hope-inspiring help and real opportunities for self-sufficiency.

Executive Leadership

Robert “Bo” Chilton
Chief Executive Officer

Beth Urban
Chief Operating Officer

Sue E. Petersen, CPA, CGMA
Chief Financial Officer

Agency Overview

IMPACT Community Action is one of 48 Community Action Agencies in Ohio and more than 1,100 nationally that is on the front line in the War on Poverty. IMPACT’s call to action and brand identity center around the “ripple effect” -- the repercussions of an event or situation experienced far beyond its immediate location.

Each year, IMPACT serves more than 20,000 families in Columbus and Franklin County who are at or below 200% of the Federal Poverty Level. We provide long-term empowerment services, short-term emergency assistance, and energy efficiency programs.

IMPACT focuses its efforts and resources on empowering people to become self-sufficient. The following parable is a common refrain within our organization, “if you give a man a fish, he will eat for a day; but if you teach him how to fish, he will eat for a lifetime.” Through a shared vision and common agenda with our partners, we provide real opportunities that make a collective impact in our community.

Agency Programs

Career Readiness Programs

1. Vocational Training and Certification Program (VTAC)
2. Building Futures Program

Work Readiness Programs

1. Employment Plus Program
2. Re-Entry Work Readiness

Youth Services Programs

1. Achieve More and Prosper (A.M.P.) In-School Youth/Foster Care Program
2. Achieve More and Prosper (A.M.P.) Out of School Program

Financial Services Programs

1. Money SMART
2. SMART Tax Prep
3. Asset Development

Energy Efficiency Programs

1. Home Weatherization Assistance Program (HWAP)
2. American Electric Power Community Assistance Program
3. Columbia Gas Warm Choice Program (pilot program)
4. Home Energy Assistance Program (HEAP)

Emergency Assistance Programs

1. Rent/Mortgage Assistance
2. Water Utility Assistance
3. Transportation Assistance
4. Bereavement Assistance

Community Outreach and Engagement/ Research and Planning

1. Fresh Produce Market Program
2. Firefighters 4 Kids Program
3. Community Needs Assessment

A Letter From Our Leaders

Board of Directors

Cecil Jones, Board Chair
Acceleration Services

Public Sector Representatives

Joy Bivens
Franklin County Jobs & Family
Services

Eric L. Brandon
City of Columbus
Recreation and Parks

Bishop Robert O.E. Keyes
Board Vice Chair
Public Safety, City of Gahanna (Ret.)

Ashon McKenzie
Children's Defense Fund - Ohio

Ernest Perry
Hands On Central Ohio

Matt Smydo
Education Policy
City of Columbus

Carla Williams-Scott
Department of Neighborhoods
City of Columbus

Private Sector Representatives

Howard P. Brooks
JPMorgan Chase

Henry Davis, Board Treasurer
Nationwide Insurance

Robert DeJarnette
Ohio Housing Finance Agency

Ann Healy
Woodforest National Bank

Peggy I. Simmons
Board Secretary
AEP Ohio

Community Sector Representatives

Pastor Dalyn L. Dunn
Maude Hill
Glynis Jackson
Lamar Peoples
Sharyn Rigsbee

Robert "Bo" Chilton, CEO

Dear Friends of IMPACT,

When you hear or see the terms "Toxic Charity," "Entitlement," and "Welfare Reform," what thoughts come to mind? Similarly, what thoughts come to mind when you hear or see the terms "Toxic Stress," "Underemployment," and "Unrentables?" The former three terms may conjure thoughts of cheats, charlatans, and willful abusers of tax dollars; while the latter three may conjure thoughts of real-life situations that often lead to poverty or exacerbate the conditions of poverty. Unfortunately, the headlines and conversations today are rife with condemnation of the poor, along with perceptions that many people "choose" to live in poverty.

Ten years ago, IMPACT Community Action emerged to build upon the powerful legacy of its predecessor, Columbus Metropolitan Area Community Action Organization (CMCAO), and to serve this community dutifully. Over the years, we have had many successes, and we've had some challenges, too; but through it all, our agency has remained steadfast in its mission "to reduce poverty by providing hope-inspiring help and real opportunities for self-sufficiency."

Our theme for 2018 is "A Decade of **IMPACT**, a Lifetime of Service," and it speaks directly to the work of this agency -- past, present and future. As we embrace the future, we remain grounded in this agency's rich history, and its commitment to service. Combating hot-button issues such as toxic charity, welfare reform, underemployment, and a host of societal concerns remain at the forefront to our work.

As you read this Annual Report, you will see evidence of IMPACT's continued commitment to lead, change and shape the next generation of strategies to combat poverty in Franklin County. Once you've read the report, we encourage you to think about the families and individuals who are represented by those facts and figures. For them, living in poverty is not a choice ... and that is why we choose to make an impact.

Sincerely,



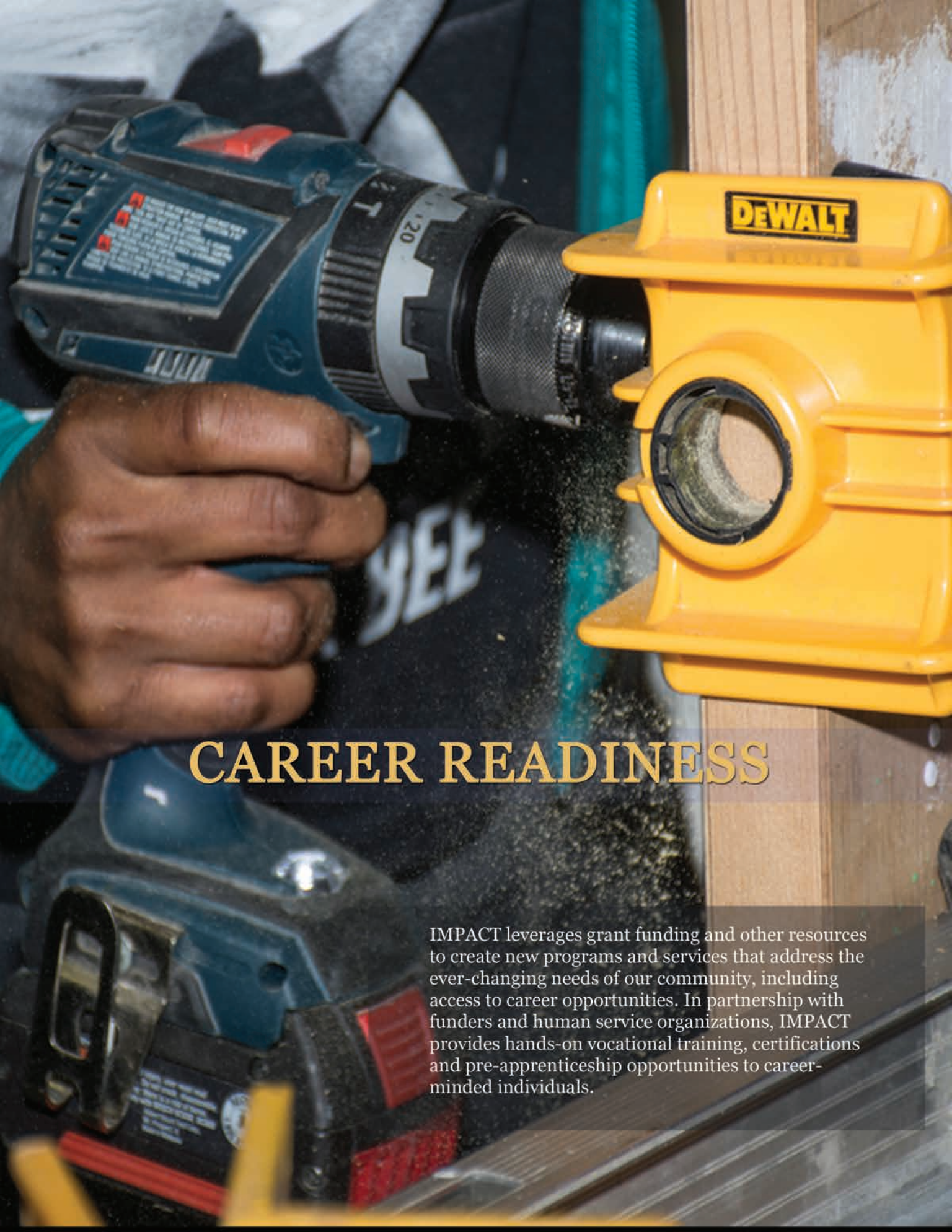
Mr. Cecil Jones
Board Chair



Mr. Robert "Bo" Chilton
Chief Executive Officer

"Each time a man stands up for an ideal, or acts to improve the lot of others, or strikes out against injustice, he sends forth a tiny ripple of hope, and crossing each other from a million different centers of energy and daring, those ripples build a current which can sweep down the mightiest walls of oppression and resistance"

~Senator Robert Kennedy, 1966



CAREER READINESS

IMPACT leverages grant funding and other resources to create new programs and services that address the ever-changing needs of our community, including access to career opportunities. In partnership with funders and human service organizations, IMPACT provides hands-on vocational training, certifications and pre-apprenticeship opportunities to career-minded individuals.

VTAC SUCCESS STORY



Amy Reynolds spent 4,015 days (11 years) envisioning how her life would be after prison. At 31 years old, Amy spent one-third of her life behind bars, with convictions for robbery, kidnapping, and weapon possession; but with a repentant heart, strong will and determination, she embraced her future with courage and hope.

Amy was released from the Ohio Reformatory for Women in Marysville, Ohio in March 2017. Shortly thereafter, she participated in several Empowerment Services Programs at IMPACT Community Action to jump-start independent living, including Re-Entry Work Readiness, Employment Plus, and the newly formed Vocational Training and Certification Program (VTAC). The Re-Entry and Employment Plus programs helped Amy to fine-tune her soft skills, and both paved the way for her entry into the workforce. However, according to Amy, VTAC made the greatest impact on her career goals, as it provided her with the opportunity to leverage the construction trades skills that she developed while incarcerated.

Amy flourished in the VTAC Program, which is an eight-week hands-on technical skills training program that prepares its participants to earn various industry-specific certifications. Through the VTAC Program, Amy earned certifications in Lead Base Safety Procedures, Lead Renovation, General Contracting and OSHA 10 (Occupational Safety and Health Administration). She then landed a full-time job at a local construction company with a starting wage of \$16.00 per hour.

Amy continues to make her mark in the construction trades industry, which historically has been a male-dominated industry. According to a June 2014 report from the National Women's Law Center called "Women in Construction: Still Breaking Ground," its research indicates that women hold 47% of all wage and salary jobs, but only 2.6% of all construction industry jobs nationwide. The report further states that 97% of all construction crews are male and it has been this way consistently for the last 30 years.*

“Women can do this job,”

Amy said, “I am living proof that women do not have to compete with men but they must be competent to get the job done. Ultimately, my goal is to teach other troubled young women the construction trades business, so they can place their energy into a skill that lasts a lifetime. These skills will lead them to higher wage jobs where they can take care of themselves and their families.”

Ms. Amy Reynolds



*Source: <https://nwlc.org/resources/women-construction-still-breaking-ground/>



As part of its Career Readiness initiatives, IMPACT created the Vocational Training and Certification (VTAC) Program to offer local residents a pathway to careers in the booming construction trades. The VTAC program consists of eight weeks of hands-on technical skills training. Participants receive a \$100 stipend for each week of training completed. Upon successful completion of the program, each participant receives a set of specific “tools of the trade” to help jumpstart their careers in the construction field.

As of December 31, 2017, 41 individuals graduated from the VTAC program and 30 of those graduates obtained employment in the construction trades, with salaries at or above a livable wage (\$10.70), as determined by the Living Wage Calculation for Franklin County, Ohio.*

* Source: <http://livingwage.mit.edu/counties/39049>

Additionally, in partnership with the Franklin County Board of Commissioners, Franklin County Job and Family Services, and the Columbus Building Trades Council (CBTC), IMPACT launched the Building Futures Program, which is a 12-week pre-apprenticeship training program for careers in the construction trades.

Program participants receive four weeks of soft skills training, followed by six weeks of Construction Core Technical training provided by CBTC, and two weeks of career exploration. Participants receive a \$250 stipend for each week of training completed, and are teamed with a case manager to assist with barrier removal and any additional issues that may arise during training.

Upon successful completion of the program, participants are considered for apprenticeships in one of the 20 construction trades aligned with the Building Futures Program. The affiliated trades include: bricklayers, carpenters, cement masons, drywall finishers, electricians, glaziers, HVAC-R, insulators, ironworkers, laborers, millwrights, painters, pipe fitters, plasterers, plumbers, roofers, sheet metal workers, sprinkler fitters, sign and display, and tile layers. Program success is measured by 80% of program graduates earning union apprenticeships.

NOTE: At the time of this printing (June, 2018), 21 participants (81%) in the initial 26-person cohort completed the program successfully. Eighteen of those graduates (86%) earned union apprenticeships, with starting wages of \$13-\$25 per hour.

At age 62, **Mr. Kenneth D. Wade**, seized an opportunity provided through IMPACT's Building Futures Program to increase his knowledge, skills and abilities in the construction trades. "I've been out of school for 43 years, but nothing is impossible ... and I committed myself to success. I felt an energy that I had not felt in a while, and I knew that I had made the right choice.



BUILDING FUTURES SUCCESS STORY

When Mr. Kenneth D. Wade enrolled in IMPACT's Building Futures Program, which is a 12-week pre-apprenticeship training program for careers in the construction trades, he was unemployed and living in a men's shelter. Shortly after completing the Building Futures Program, Mr. Wade landed employment with a local construction company on assignment at a water sewage treatment plant, earning \$24.50 an hour. He credits his recovery and success to his faith, perseverance, and IMPACT's Building Futures Program. Moving forward, nothing seemed impossible for him to achieve.



Before coming to IMPACT, Mr. Wade suffered an on-the-job injury that left him disabled. Looking back, Mr. Wade recalls the debilitating injury that shattered his confidence, and left him wondering, "what next?" Prior to the injury, he had recently relocated to Columbus, Ohio, from Pittsburgh, Pennsylvania, where he worked at the Pennsylvania Department of Transportation, and held licenses as a State Inspector and Heavy Machine Operator. The construction boom in the Columbus area led him to transfer his membership from Local Union #323 in Pittsburgh to Local Union #423 in Columbus. He had worked all of his adult life, had never been fired, and whenever he left a job, it was for a better opportunity that paid more money.

After the injury, Mr. Wade opted to not live off a disability check, and to enroll in the first class IMPACT was offering in the Building Futures Program instead. He found the curriculum challenging, especially the math portion. He had not been in a formal classroom setting for more than 40 years, so he took advantage of the tutoring offered and which helped him pass the certification test. The Building Futures Program paid Mr. Wade's reinstatement fee to the Local #423 Laborers Union, and provided him with a new set of tools. Additionally, the Community Shelter Board helped him to secure a permanent residence. According to Mr. Wade, "IMPACT's Building Futures Program builds the future. This is my story."

"Nothing is impossible ..."

Mr. Kenneth D. Wade

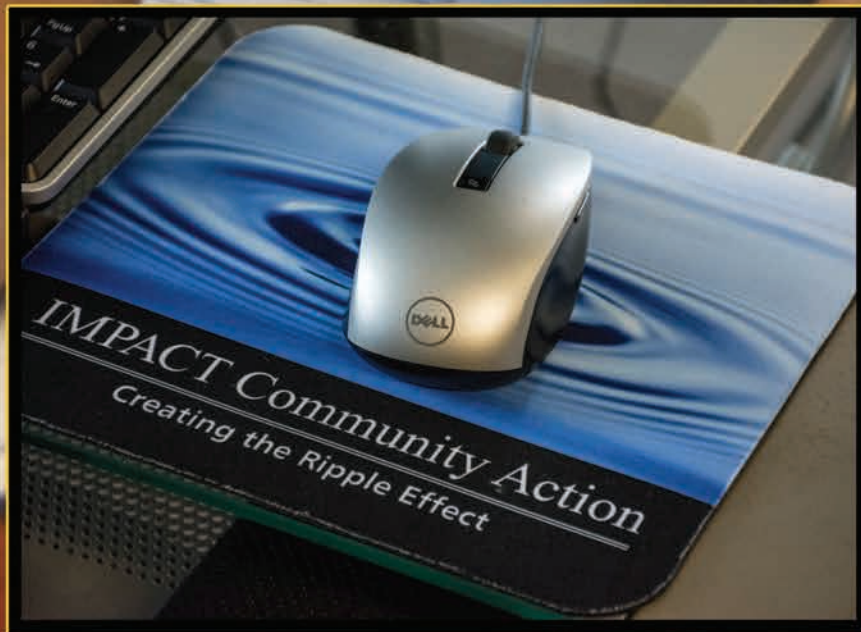
WORK READINESS

A group of graduates in black gowns and caps, with their arms raised in celebration. The graduates are diverse in age and ethnicity. The central figure is a woman with her arms raised high, smiling broadly. To her right, a man is also celebrating with his arms raised. In the background, other graduates are visible, some clapping. The scene is set indoors, likely at a graduation ceremony.

WORK READINESS

IMPACT leverages grant funding and other resources to administer existing programs and services, and to create new programs and services that provide workforce development training and access to employment opportunities. Work Readiness programs assist individuals who are new to the job market, those returning to the job market, and/or those who are seeking career advancement.

EMPLOYMENT PLUS



The **Workforce Development/Employment Plus Program** uses nationally-recognized curricula, PBS Literacy Link, Workplace Essentials and Equipped for the Future, to provide cutting-edge training to assist dislocated and disadvantaged workers to secure and maintain employment.

This accelerated program includes computer literacy, résumé writing, mock interviewing, interpersonal development, academic course work, and financial literacy. In 2017, 360 participants (72%), out of 500 who completed the program, obtained employment at or above a livable wage (starting at \$10.77), as determined by the Living Wage Calculation for Franklin County, Ohio.*

*source:<http://livingwage.mit.edu/counties/39049>





RE-ENTRY WORK READINESS PROGRAM

The Re-Entry Work Readiness Program employs a holistic approach and uses tailored curricula, including Mis-Socialization of Men and Women, Love Notes: Establishing and Maintaining Healthy Relationships, and Social Skills (which is a gender-neutral adaptation of the Thinking For A Change curriculum) to help restored citizens build emotional intelligence, transferable skills, and self-esteem through introspection, course work and group dynamics.

In 2017, 193 restored citizens completed this program successfully and only 14 recidivated, for a 7% recidivism rate that surpassed the State average (27%) and the national average (44%). Recidivism tracking sources include contact with IMPACT's program participants and self-disclosures by participants; Ohio Department of Rehabilitation and Correction (ODRC) website: Offender Search; Franklin County Clerk of Courts website, and general searches via the internet.





FINANCIAL SERVICES



IMPACT's **Financial Services** programs, in collaboration with financial institutions, businesses and community partners, provide cognitive tools, techniques and behavior strategies to reduce economic dependency, increase household sustainability, and lay the foundation to building personal and communal wealth.

At the core of **Financial Services** is the Money SMART Program, which instructs customers on the importance of adapting sound financial behaviors, including building good credit, learning to budget and developing long-term assets. In 2017, 323 participants completed the Money SMART program; which includes group financial workshops and individual appointments for federal benefits and financial coaching.

Additionally, 1,237 customers had their income taxes prepared and filed free of charge through the SMART Tax Prep program. Participants in IMPACT's SMART TAX Prep Program receive one-on-one financial coaching, including tips to leverage their tax refunds to address other barriers to self-sufficiency, secure household needs, and/or to develop assets.

YOUTH SERVICES

YOUTH SERVICES

IMPACT Community Action partners with The Workforce Development Board of Central Ohio (WDBCO), and Franklin County Department of Jobs and Family Services (FCDJFS) to serve youth who are between the ages of 16-24 and at or below 200% of the Federal Poverty Level.



The A.M.P. (Achieve More & Prosper) program helps young adults who are Out-of School (ages 16-24) and young adults who are In-School and in Foster Care (ages 16-21) to gain the skills, employment, and knowledge to be successful. Each youth is assigned to a Case Manager who completes a Comprehensive Assessment and an Individual Opportunity Plan for each participant to track and monitor each youth's progress and to address any stumbling blocks along the way.

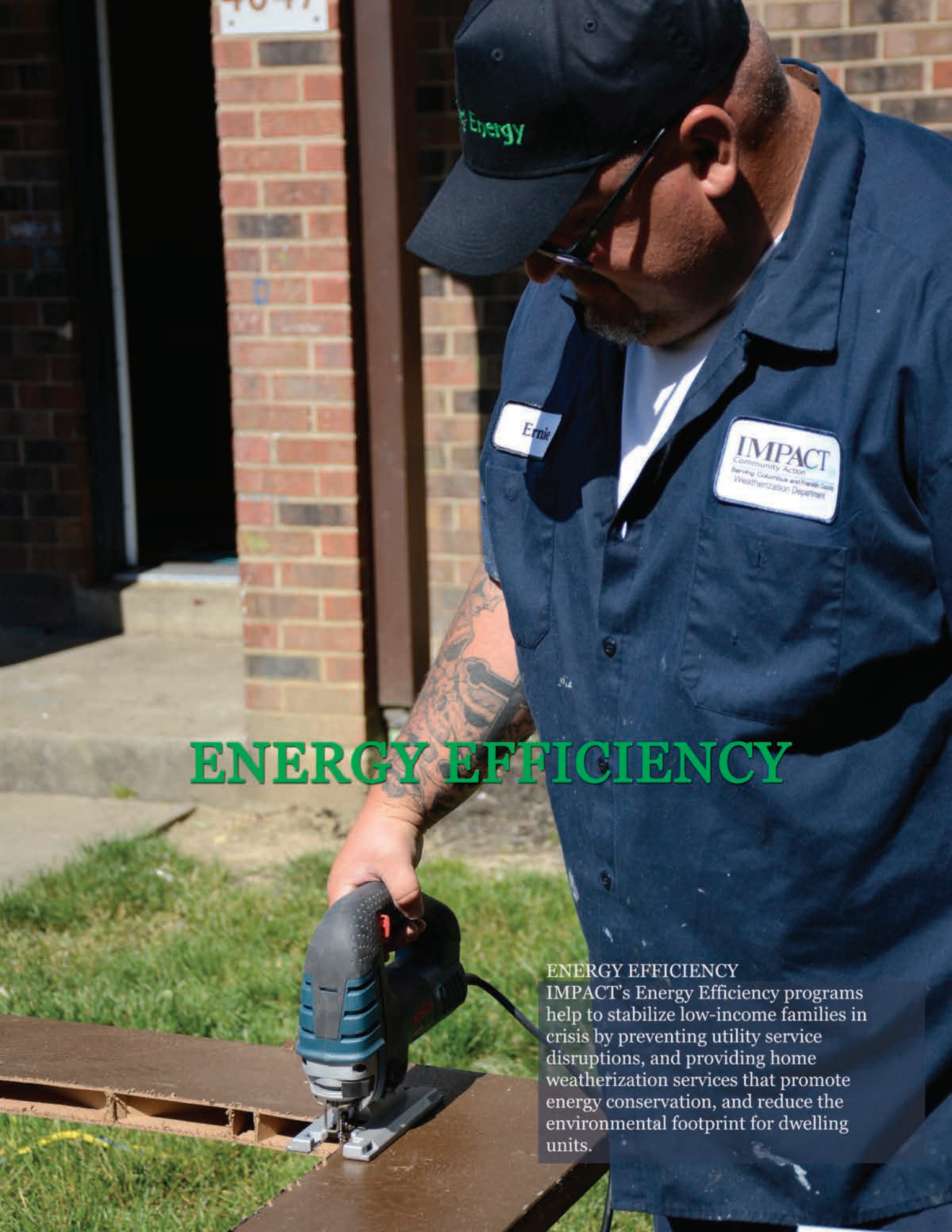
Additionally, the A.M.P program partners with various pre-established employers for job placements. The placements, which began in August 2017, runs through August 2018.

As of the printing of this publication (July 2018), IMPACT placed eight youth in the Franklin County Commisioners' **Green Corps** jobs program, which is a 10-week, 320-hour program that provides horticulture and landscaping training to young adults, ages 18–24, who are interested in obtaining a career in the green, environmental and agricultural industries. Participants work side-by-side with employees at Franklin Park Conservatory and Botanical Gardens learning skills in horticulture, landscape and garden maintenance and green practices.

Green Corps participants receive:

- Paid training
- Work clothes & tools provided
- Hands-on, “real world” experience
- Networking opportunities
- Work toward obtaining an Ohio pesticide applicator's license





ENERGY EFFICIENCY

ENERGY EFFICIENCY

IMPACT's Energy Efficiency programs help to stabilize low-income families in crisis by preventing utility service disruptions, and providing home weatherization services that promote energy conservation, and reduce the environmental footprint for dwelling units.



The Home Weatherization Assistance Program (HWAP) provides energy efficiency services such as housing unit inspections, home insulation, air-leak detection, and heating system repairs and/or replacements. During the recent HWAP program year (July 1, 2016 through June 30, 2017), 94 dwelling units received home weatherization services.



POWER OF PARTNERSHIP

In collaboration with **American Electric Power (AEP)**, we offer energy-efficient appliances to help lower home energy costs and to reduce the environmental footprint of single-family homes and multi-family units. In 2017, we served 973 households through the AEP program.

In 2017, IMPACT was awarded a pilot Warm Choice Program via Columbia Gas. The Warm Choice Program is a supplemental and supportive program for the Home Weatherization Assistance Program (HWAP), and it expands opportunities for low-income residents to receive greater access to additional energy efficient services through HWAP. The pilot Warm Choice Program was implemented in December 2017 to run through June 2018.



Home Energy Assistance Program (HEAP)

HEAP prevents utility disconnects and stabilizes utility costs for low-income households. IMPACT leverages both public and private funds to assist qualifying residents with their utility bills, thereby closing the energy affordability gap. In addition, staff members provide families and individuals with educational information to help reduce their utility cost.

HEAP helps households to prevent energy service disruptions, restore disconnected services, and/or to secure seasonal heating and cooling energy needs through the Winter Crisis and Summer Crisis programs. When combined with the Percentage of Income Payment Plan Plus (PIPP+), which is an extended payment arrangement with regulated gas and electric companies based on the percentage of household incomes, 15,889 households took control over their home energy expenses in 2017, with assistance totaling \$406,516.



EMERGENCY ASSISTANCE

IMPACT
Community Action
Serving Columbus and Franklin County
Emergency Assistance Dept.
HECIP Ohio | Development
Services Agency

EMERGENCY ASSISTANCE

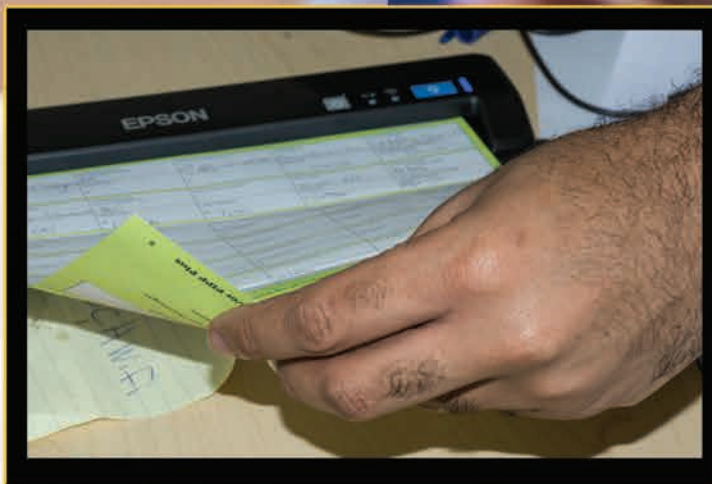
The **Emergency Assistance Program** helps to stabilize low-income families in crisis and to reduce/remove barriers and obstacles to economic mobility by providing financial assistance and material support.

Emergency Assistance / Community Services Block Grant (CSBG)



Programs

In 2017, IMPACT's **Emergency Assistance Program** leveraged more than \$120,416 to provide crisis intervention and assistance to 1,085 households. The services included homelessness prevention via rent/mortgage assistance and emergency shelter, transportation assistance via COTA bus passes, material assistance via the Furniture Bank of Central Ohio, and/or American Electric Power (AEP), water utility assistance, state identification assistance, and bereavement assistance via partnering funeral homes.



Our Pledge to the Community

It is IMPACT's pledge and promise to carry out these principles every day in all that we do.

Customer Service

We promise to ensure that our customers are treated with respect at all times and we will provide them with the best service possible.

Financial Accountability

We promise to be good stewards of the resources that have been entrusted to us and we will make sure they are used for the purpose they are intended.

Communication

We promise to be transparent and to maintain open lines of communication with our customers, partners, funders, and the greater community as a whole.

Advocacy

We promise to champion the effort to uplift this community so that all people have a real opportunity to achieve self-sufficiency.

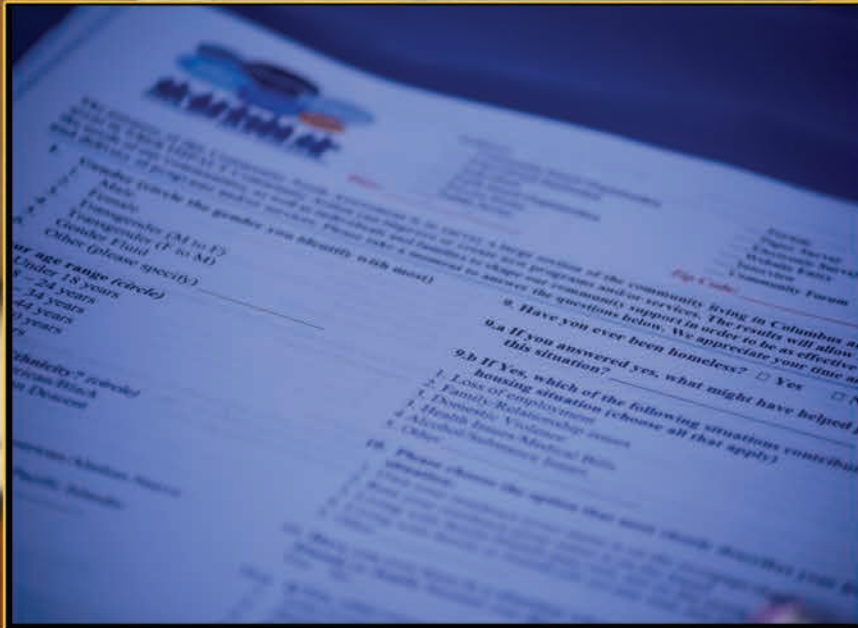
Program/Service Delivery

We promise to use the best practices and to provide innovative programs and services that are effective in meeting the needs of our customers and the community.

Partnerships/Collaborations

We promise to collaborate with partners who have demonstrated a commitment to creating and expanding opportunities for self-sufficiency for Franklin County residents.

COMMUNITY NEEDS ASSESSMENT



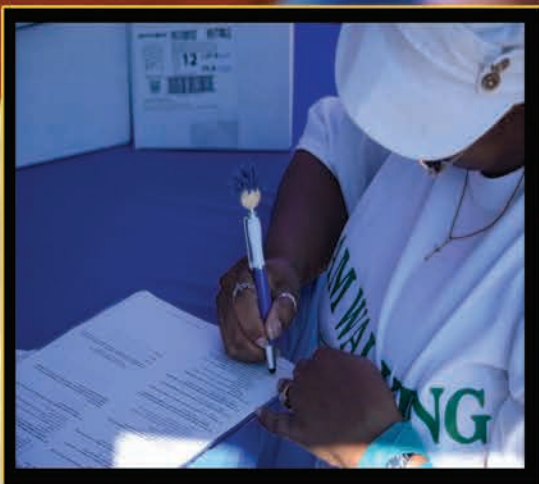
COMMUNITY NEEDS ASSESSMENT

Every two years, IMPACT Community Action conducts a Community Needs Assessment to survey a cross-section of Columbus and Franklin County residents. The purpose of this Community Needs Assessment is to identify areas in which IMPACT can improve existing programs and services and/or create new programs and service offerings, based on feedback from the community.

In 2017, IMPACT developed five unique survey questionnaires that were administered to the following stakeholders:

- 1) Community Partners,
- 2) Community Residents,
- 3) Community Representatives (i.e., elected officials and community leaders),
- 4) Businesses and Vendors, and
- 5) Funders, Donors, and Volunteers.

Results from the Community Needs Assessment, which are posted on IMPACT's website (<http://www.impactca.org/getinvolved/impact-community-needs-assessment.html>), allow IMPACT to identify emerging trends and other opportunities that address the needs of low-income families and individuals. Additionally, results from the Community Needs Assessment help shape IMPACT's design and delivery of specific programs and services to address emerging trends and opportunities.





In 2017, IMPACT Community Action and the Mid-Ohio Foodbank teamed up for the fifth consecutive year to host several **Fresh Produce Markets**, which provided fresh produce for income-eligible households in Columbus and Franklin County!

PARTNERSHIP SPOTLIGHT

Over the course of four (4) events held between May and September, 40,895 pounds of fresh produce, staples and other food products were distributed to more than 400 income-eligible families and individuals who reside in Columbus and Franklin County. Additionally, IMPACT leveraged the services of more than **37 volunteers** who contributed more than **152 hours of volunteer service** to help make the 2017 Fresh Produce Market Program another huge success! IMPACT and MidOhio Food Bank working together to feed those in need ...

Because No One Should Go Hungry!

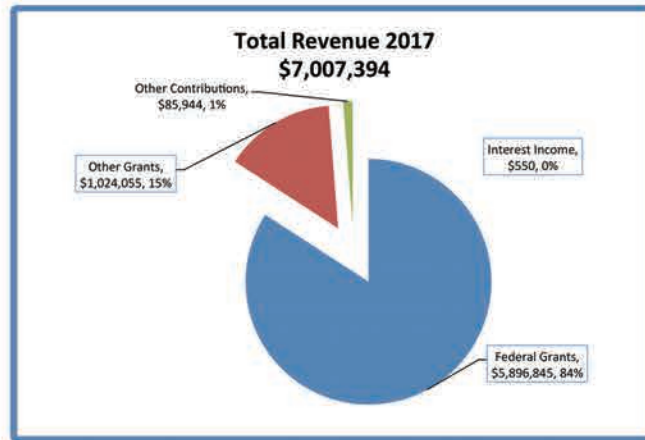


Also in 2017, IMPACT partnered with **FireFighters 4 Kids**, a Columbus-based nonprofit organization that operates during the holiday season to provide toys to children (ages 0-12) within the Central Ohio area. Working with two volunteers who donated 62 service hours to help execute this seasonal program, IMPACT hosted seven events throughout December, and registered 633 local households.



Financial Statement

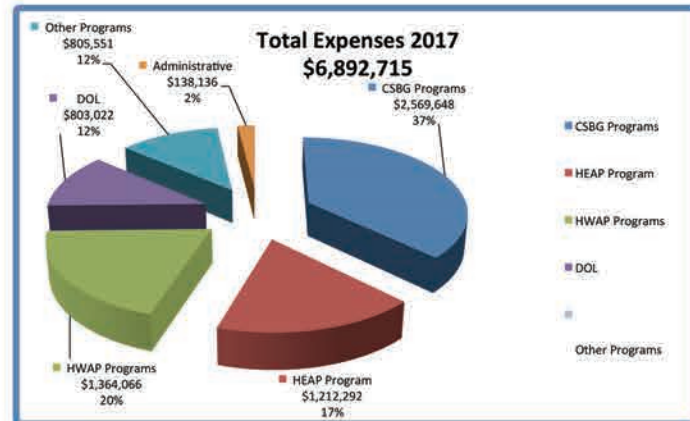
Revenue



IMPACT Community Action received its eleventh consecutive unmodified audit opinion for the 2017 calendar year.

- The Ohio Development Services Agency, Office of Community Assistance, passed through federal funds for the Community Services Block Grant (CSBG), Home Energy Assistance Program (HEAP), and Home Weatherization Assistance (HWAP) Programs. These federal funds are provided by Health and Human Services and the Department of Energy.
- The Department of Labor (DOL) also provided federal funds passed through the Workforce Development Board of Central Ohio and the Franklin County Department of Jobs and Family Services for youth self-sufficiency programming.
- Other grants include funding from American Electric Power (AEP), and the City of Columbus.
- Other contributions include individual and corporate donations; United Way designated contributions, program income and various other fundraising initiatives.

Expenses



- CSBG Programs include: Financial Literacy, Computer Literacy, Emergency Services, Workforce Development, Vocational Training and Certification (VTAC), and Re-Entry Programs (37%).
- HEAP Program provides Home Energy Assistance (17%).
- HWAP Program provides Home Weatherization Services (20%).
- DOL Program provides services for Foster Youth and Out-of-School Youth (12%).
- Other Programs (12%) include: AEP grant for energy conservation program, City of Columbus grant for workforce development, and the Center for Higher Education Enterprise (CHEE) contract for youth leadership development.

Our mission is to reduce poverty by providing hope-inspiring help and real opportunities for self-sufficiency.

www.impactca.org

IMPACT
Community Action

700 Bryden Road | Columbus, Ohio 43215

614.252.2799 | communications@impactca.org

