

IMPACT
Community Action

Annual Report 2013



Creating A Ripple Of Hope

- Executive Leadership -

Robert “Bo” Chilton
Chief Executive Officer

Anita Maldonado, Ph.D.
Chief Operating Officer

Sue Petersen, CPA, CGMA
Chief Financial Officer

Senior Staff

Latisha Chastang, CPFC
Director Of Planning and Research

Regina Clemons
Director Of Emergency Assistance

Lakeshia Calhoun
Human Resources Manager

McLain Davis, Jr.
Interim Operations Manager

Amber Scott
Operations Manager

Veronica Thomas
Executive Administrator

LaRon Turner
Security Supervisor

Kenneth L. Wright, PMP
Director Of Community Outreach And Engagement

- Program Portfolio -

Community Outreach & Engagement Department

- Mobile Medical Unit

Home Energy Assistance Program (HEAP)

- Emergency Assistance
- Home Energy Assistance
- Percentage of Income Payment Plan (PIPP)
- Summer Crisis Program (SCP)
- Winter Crisis Program (WCP)

Empowerment Services Department

- Computer Literacy
- Financial Services
- Re-Entry Works Readiness
- Workforce Development Assistance Program

Energy Efficiency Department

- Home Weatherization Assistance Program
- American Electric Power (AEP) Baseload Program

The Mission

To reduce poverty by providing hope-inspiring help and real opportunities for self-sufficiency.

The Agenda

IMPACT Community Action is one of 50 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. Through a variety of programs and services, we provide short-term emergency assistance, energy efficiency and longer-term empowerment services.

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.

The Vision

“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,
University of Cape Town – June 6, 1966

“I know it may be just dollars to your foundation, but to me it was **hope** and I am a different man because of the **opportunity** that you provided for Weinland Park.”



LETTER FROM THE CHIEF EXECUTIVE OFFICER

This statement from Mr. Michael M. pierced our hearts as he thanked the JPMorgan Chase Foundation for its generous donation to IMPACT’s Workforce Development Program which enabled him to receive the work-readiness training and job placement services that he needed.

Because of the partnership between Chase and IMPACT, Michael was able to move from crisis to stabilization and from stability to self-sufficiency. Michael, like many people in central Ohio, was looking for more than another program or service that provides assistance, he was looking for change.

The year 2013 was a year of transition for Community Action. Through our strategic partnerships, we were able to secure funding that targeted specific service areas and produced measurable outcomes. I am proud to say that we have been, and will continue to be successful in our efforts of cross-sector partnering to bridge the gaps for the impoverished.

I began 2013 with one of my favorite quotes which states, “one thing we know for sure is that change is certain. Progress is not. Progress depends on the choices we make and actions that we take.”

I am proud to lead an organization that understands the progressive movements needed to bring about positive changes in our community. My staff and I have witnessed the transformation in the people that we serve. We have seen how the choices that they are making today inspire their families, friends and the community.

As we continue to be dedicated to reducing poverty in Columbus and Franklin County, it is important that real opportunities for self-sufficiency lead to financial freedom and I am proud to say that we have made progress in this area. I invite you all to read our report and remember that we know it may be just dollars and cents to some, but for others, it is hope!

Sincerely,

A handwritten signature in black ink that reads "Robert E. Chilton". The signature is written in a cursive style.

Robert “Bo” Chilton Chief Executive Officer

“Community Action changes lives, embodies the spirit of hope, Improves communities and makes America a better place to live.”



LETTER FROM THE BOARD CHAIR

The year 2013 was an aggressive year of change. As a board member and the current Board Chair of IMPACT Community Action, I have been encouraged by the outcomes and the collective impact of our strategic partnerships that are changing lives and reshaping how we do business. I believe that the current economic state, the dwindling middle class and the limited resources to fight poverty are creating the perfect opportunity for private and non-profit sectors to pilot programs and services that are on the cutting edge of change in the City of Columbus.

Community Action has become a problem solver. While linking with other human service agencies, we have been able to reduce barriers so that people are able to take advantage of services that sustain their households, increase income and gain valuable assets. We are committed to change by re-examining our past and present programs and services while looking at ways to improve our methodologies to better serve the public.

We have sound fiscal practices which have given us the credibility to be trusted with your dollars. Our Board is especially proud of this. Being able to demonstrate fiscal accountability means that you can rely on the Board to govern; and you can trust Community Action to be good stewards over the funds we receive to impact the lives of others.

Our Board is committed to this agency and believes in its mission, vision and values. The Promise of Community Action is to change lives, embody the spirit of hope, improve communities and make America a better place to live, and we stand proudly behind this promise.

I invite you to read through the 2013 Annual Report with the understanding that for every dollar spent, there is a priceless exchange with our customers. It is called hope. Though unquantifiable, hope is the agent of change that makes it possible for us to reduce poverty, change people's lives and to make sure that each person has the opportunity to fulfill his or her potential.

We hope you make a personal commitment to contribute to the success of others and support us as you look through our accomplishments.

Sincerely,
Kevin Hilvert, Attorney
Board Chair

BOARD OF DIRECTORS

COMMUNITY SECTOR



Gloria Ahmed, Glynis Jackson, Gwyn Stetler, Ismenie Haile Mariam, Melinda Collins, Nobie Collier, Pamela D. Palmer

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Antonia Carroll, Bishop Robert O.E. Keyes, Eric L. Brandon, John Tolbert, Marilee Chinnici-Zuercher, Shannon Hardin, Rep. Tracy Maxwell Heard

PRIVATE SECTOR



Attorney Kevin Hilvert, Brian Morris, Cecil Jones, Jon Moorehead, Peggy I. Simmons

Officers

Board Chair - Attorney Kevin Hilvert

Board Vice Chair - Mr. Cecil Jones

Board Treasurer - Mr. Jon Moorehead

Board Secretary - Bishop Robert O. E. Keyes

2013 Accomplishments At A Glance

To Reduce Poverty . . .

- 18,352** pounds of food were distributed to customers in partnership with the Mid-Ohio Foodbank
- 6,834** customers were placed on the PIPP Plus Program
- 6,352** households received utility assistance via the Winter Crisis Program (WCP) & Summer Crisis Program (SCP)
- 1,525** customers received emergency assistance, including rent/mortgage assistance, bus passes, water utility assistance and other household emergency needs
- 1,350** customers received energy savings education and energy savings appliances through the AEP program.
- 366** customers received free tax preparation services
- 241** customers were referred to the Furniture Bank of Central Ohio
- 224** dwelling units were weatherized
- 181** customers received free air conditioners via the SCP
- 26** customers accessed food stamps and/or other local subsidies through the Ohio Benefit Bank Portal

. . . by providing hope-inspiring help

- 685** customers received free medical assistance for breathing-related health conditions via the Mobile Medical Unit
- 690** customers successfully completed Computer Literacy courses
- 424** customers were actively engaged in open computer lab sessions
- 284** customers became gainfully employed
- 251** customers graduated from the five-week Workforce Development Program
- 249** customers completed Financial Literacy courses
- 101** restored citizens graduated from the three-week Re-Entry Program

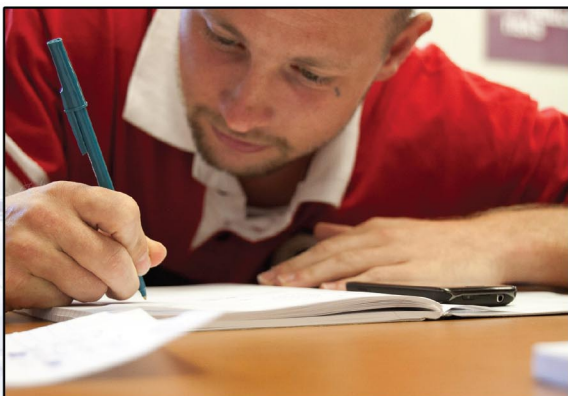
. . . and real opportunities for self-sufficiency

- 155** restored citizens are reintegrated into the community, improving public safety with no new offenses
- 80** students from the Whitehall City District participated in a 10-week Financial Literacy Experience (F.L.E.X.) Program to embed personal financial principles and concepts as early as third grade
- 32** customers saved money and used matching funds to purchase a vehicle to overcome transportation barriers
- 32** customers received case management and integrated supportive services through a Family Development Specialist

“It feels good to once again be able to pay my bills, provide food, clothing and shelter for my family, and to save money for our future.” – Mr. Michael M.

Workforce Development/Employment Plus

The Workforce Development Program uses nationally-recognized curricula, *PBS Literacy Link Workplace Essentials* and *Equip for the Future*, to provide cutting-edge training to assist dislocated and disadvantaged workers to secure and maintain employment. This accelerated five-week training program includes computer literacy, résumé writing, mock interviewing, interpersonal development, academic course work, and financial literacy. Program graduates receive one-on-one job coaching to increase their marketability to potential employers.



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 and Social Skills*, to help restored citizens who are within one year of release, build emotional intelligence, transferable skills and self-esteem through introspection, course work and group dynamics.

The program fosters developing and strengthening core competencies, including attitude, aptitude and accountability. These attributes help restored citizens hone critical skills and techniques to re-enter society, reduce recidivism and confront significant barriers to self-sufficiency.

“I put my own money into the program. I helped myself in the process. I am very proud of that.”
– Ms. Carolyn T.



Financial Services

The Financial Services programs provide cognitive tools, techniques and behavioral strategies to reduce economic dependency, increase household sustainability, and lay the foundation to building personal and communal wealth. In collaboration with several businesses and community partners, the program provides educational workshops, tax-preparation services and filings for state benefits.

Services provided by Financial Services include:

- SMART Tax Prep
- Money SMART Workshops to help build financial empowerment
- One-on-One Financial Coaching with certified personal financial counselors
- Asset Development Programming to help build financial sustainability
- Financial Literacy Experience (F.L.E.X.) to educate and nurture financially-savvy youth
- Free electronic tax filing
- SaveNOW + Program
- Pre-Paid Debit Card
- Financial Empowerment Tools



Mobile Medical Unit

IMPACT collaborates with The Breathing Association and community partners as host sites for the Mobile Medical Unit, which provides free comprehensive medical services to uninsured and underinsured customers. These services include health assessment screenings, physical examinations, referrals to primary care services, access to prescription medications and medical supply assistance, and links to various other community services.

“My knowledge of the computer has grown tremendously and IMPACT has given me the confidence I needed to work with the computers and not get frustrated or give up like so many seniors do.” – Ms. Roberta R.

Computer Literacy Program

The Computer Literacy Program provides basic and intermediate training in computer operations through hands-on repetition, on-line tutorials, and individualized instruction in small classroom settings.

Participants in this program acquire various computer skills and learn critical applications to help them achieve self-sufficiency, including developing and using e-mail accounts, navigating the internet, accessing job-posting websites and posting their resumes online.



Home Weatherization Assistance Program

The Home Weatherization Assistance Program provides energy efficiency services such as housing unit inspections, home insulation, air-leak detection and heating system repairs/replacements.

Through the AEP Program, we offer energy efficient appliances to help lower home energy cost and reduce the environmental footprint of single family homes and multi-family dwellings.



“IMPACT became my family and the people that I met there will be lifelong friends. We thought it was silly at first to say ‘we are a part of the Ripple Effect,’ but it’s true. We are a part of the ripple effect. If our lives change, then other lives will change too.”– Ms. Delbrina L.

Emergency Assistance Program

The Emergency Assistance Program provides financial and material support on behalf of customers in crisis situations, including homelessness prevention, home furnishings, and critical transportation needs.

Services provided by Emergency Assistance include:

- Seasonal Fresh Produce / Farmers Market
- Rental/Mortgage Assistance
- Transportation Assistance (bus passes and gas cards)
- Referrals to the Furniture Bank of Central Ohio
- State I.D. Program
- Seasonal Water Utility Assistance



Home Energy Assistance Program (H.E.A.P.)

The Home Energy Assistance Program helps households prevent energy service disruptions, restore disconnected services, and/or secure seasonal heating and cooling energy needs. IMPACT’s Summer Crisis Program (SCP) and Winter Crisis Program (WCP) help low-income families in Columbus and Franklin County who are at or below 175% of the federal poverty guideline.



The SCP provides:

- Air conditioners
- Fans
- Percentage of Income Payment Plan Plus Program (PIPP)
- Utility assistance up to \$175

The WCP provides:

- Percentage of Income Payment Plan Plus Program (PIPP)
- Utility assistance up to \$175
- Bulk fuel assistance
- Non-regulated utility assistance

2013 Ripple of Hope Awards Luncheon



2013 Ripple of Hope Awards Luncheon Sponsors

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by Columbus Housing Partnership  PNC

2013 Ripple of Hope Awards Luncheon Table Sponsors

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- Columbus Metropolitan Housing Authority
- Computer Data Services, LLC
- Crabbe, Brown & James, LLP
- Dean Thomas Gregoire, Ph.D., Ohio State University, School of Social Work
- Hemphill & Associates, Inc.
- Henkels & McCoy, Inc.
- Kendall L. Wright
- Larry Price & Associates
- Limited Brands
- Morris Communications
- Mt. Olivet Baptist Church
- National Center for Urban Solutions
- Representative Tracy Maxwell Heard (26th District)
- Sears Heating & Cooling
- Speed's Electric
- Wichert Insurance
- Willis of Ohio
- Woodforest National Bank

"We have sound fiscal practices which have given us the credibility to be trusted with your dollars."
-Kevin Hilvert, Board Chair



INDEPENDENT AUDITORS' REPORT

To the Board of Directors of
IMPACT Community Action
Columbus, Ohio

Report on the Financial Statements

We have audited the accompanying financial statements of IMPACT Community Action (a nonprofit organization), which comprise the statements of financial position as of December 31, 2013 and 2012, and the related statements of activities, functional expenses and cash flows for the years then ended, and the related notes to the financial statements.

Management's Responsibility for the Financial Statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with accounting principles generally accepted in the United States of America; this includes the design, implementation, and maintenance of internal control relevant to the preparation and fair presentation of financial statements that are free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

Our responsibility is to express an opinion on these financial statements based on our audits. We conducted our audits in accordance with auditing standards generally accepted in the United States of America and the standards applicable to financial audits contained in *Government Auditing Standards*, issued by the Comptroller General of the United States. Those standards require that we plan and perform the audits to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. Accordingly, we express no such opinion. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of significant accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

"I know it may be dollars to your foundation, but to me it was hope and I am a different man because of the opportunity that you provided for Weinland Park." -Michael M.



INDEPENDENT AUDITORS' REPORT
(Continued)

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Opinion

In our opinion, the financial statements referred to above present fairly, in all material respects, the financial position of IMPACT Community Action as of December 31, 2013 and 2012, and the changes in its net assets and its cash flows for the years then ended in accordance with accounting principles generally accepted in the United States of America.

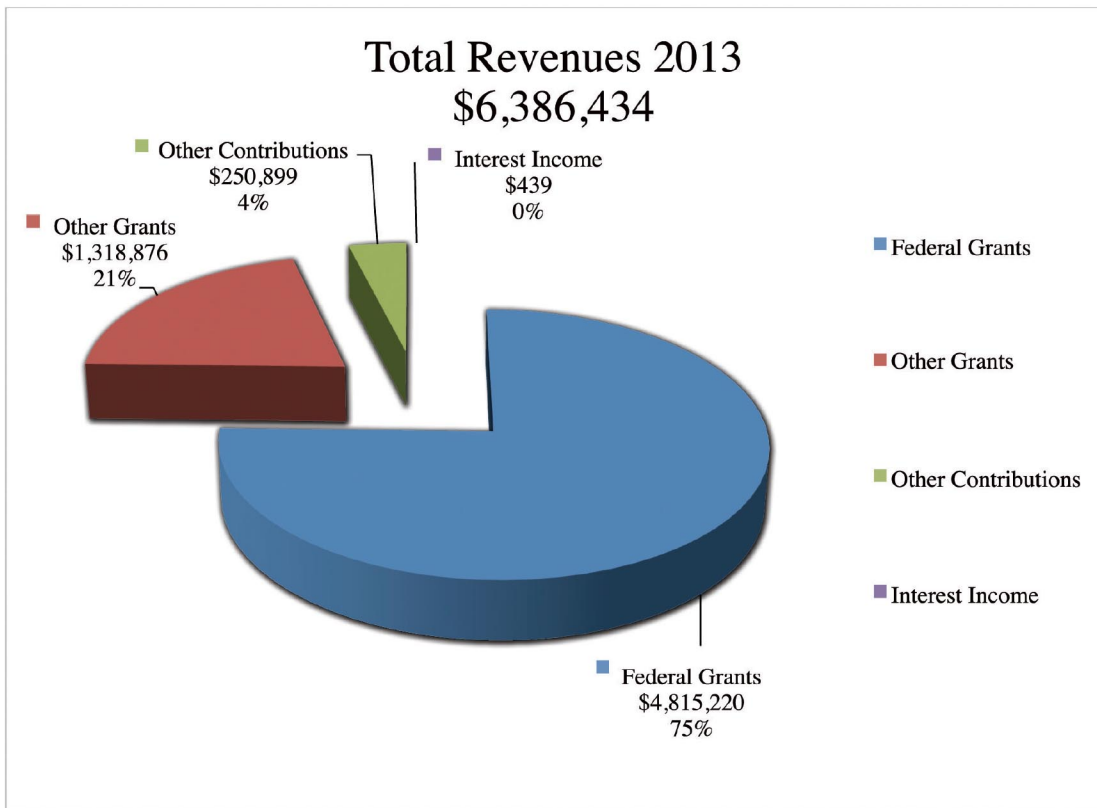
Other Reporting Required by Government Auditing Standards

In accordance with *Government Auditing Standards*, we have also issued our report dated May 28, 2014, on our consideration of the IMPACT Community Action's internal control over financial reporting and on our tests of its compliance with certain provisions of laws, regulations, contracts, and grant agreements and other matters. The purpose of that report is to describe the scope of our testing of internal control over financial reporting and compliance and the results of that testing, and not to provide an opinion on internal control over financial reporting or on compliance. That report is an integral part of an audit performed in accordance with *Government Auditing Standards* in considering the IMPACT Community Action's internal control over financial reporting and compliance.

Columbus, Ohio
May 28, 2014

A handwritten signature in blue ink that reads "Hemphill & Associates".

2013 REVENUE

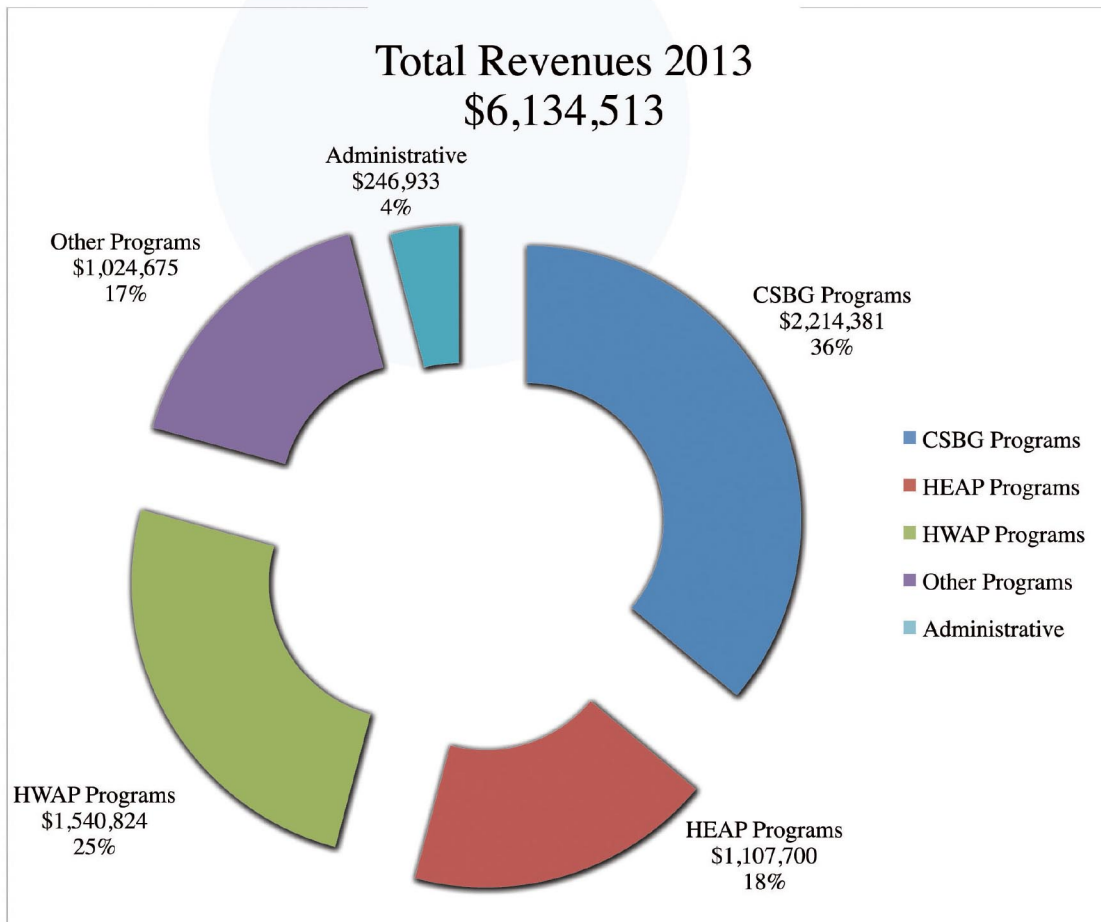


IMPACT Community Action received its seventh consecutive unqualified audit opinion for the 2013 year.

- Federal Grants fund the Community Support Block Grant (CSBG), Home Energy Assistance Program (HEAP), and Home Weatherization Assistance (HWAP) Programs through the Ohio Development Services Agency, Office of Community Assistance.
- Federal funds used for these programs are provided by Health and Human Services and the Department of Energy.
- Other grants include funding from American Electric Power, the City of Columbus, JPMorgan Chase, Mid-Ohio Regional Planning Corporation.
- Other contributions include individual donations, corporate donations, United Way designated contributions, proceeds from the Ripple of Hope Awards Luncheon, and various other fundraising initiatives.

FISCAL ACCOUNTABILITY

2013 EXPENSES



- Ninety-six percent (96%) of IMPACT's funds are expended for client programs.
- CSBG Programs (36%) include: Emergency Assistance, Financial Services, Workforce Development and Re-Entry Programs.
- HEAP Programs constitute 18% of expenses.
- HWAP Programs constitute 25% of expenses.
- Other Programs (17%) include: AEP Weatherization Program, JPMorgan Chase Workforce Development Program and Computer Literacy Program.

THAT MAKES AN IMPACT

IMPACT

Community Action

Serving Columbus and Franklin County

“It (real opportunities for self-sufficiency) may be just dollars and cents to some, but for others, it is hope.”

-Robert “Bo” Chilton, CEO

