

### Mission Statement

Utilizing our vast knowledge of community resources and networking capabilities, Jackson-Vinton Community Action, Inc. provides a wide range of quality services in a fair, equitable and compassionate manner.

Our agency is devoted to meeting the targeted needs of the community by providing the opportunity for families and individuals to be healthier, better educated, more independent and better able to advocate for themselves.

### Values Statement

By providing quality community services in a compassionate, respectful manner, Jackson-Vinton Community Action, Inc. strives to empower individuals and families to become self-sufficient, thereby enriching the quality of their lives.

These services are accomplished based upon the following values:

- ◆ Strong leadership and the continuous efforts of dedicated staff.
- ◆ Ongoing assessment of the strengths and needs of our community.
- ◆ Focusing on our strengths to overcome our weaknesses.
- ◆ Continually seeking and obtaining the knowledge to enable our program to adapt and change to meet the needs of our clients.



Developed by:  
Darryl Lang, Ph.D.

Lang Consulting Group

# JACKSON-VINTON COMMUNITY ACTION, INC.

## 2010 Report Card

**45** years  
of service invested  
in our community.

Jackson-Vinton Community Action, Inc.  
118 South New York Avenue  
Wellston, Ohio 45692  
740-384-3722

Helping People. Changing Lives.

## WHAT CUSTOMERS ARE SAYING ABOUT JVCAI SERVICES

### ABOUT JACKSON-VINTON COMMUNITY ACTION, INC

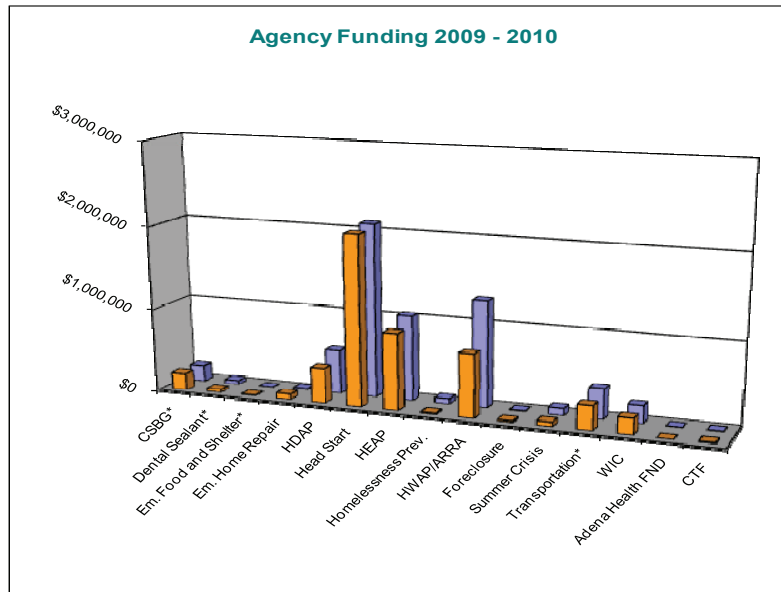
◆ Jackson-Vinton Community Action, Inc. (JVCAI) was incorporated on September 25, 1965 as a 501 (c) (3) tax exempt, charitable corporation through the IRS. The establishment of the agency was a local response to President Johnson's enactment of the Economic Opportunity Act (EOA) of 1964.

### ABOUT THIS REPORT CARD

- ◆ This Annual Report Card summarizes the performance results of JVCAI in delivering customer services and in the agency's impact on individuals and the community.
- ◆ The Report Card summarizes 2010 performance results for 11 programs.

- ★ The [Dental Sealant] Program fills a need for parents who cannot afford dental care for their children... many area students have greatly benefited from the program.
- ★ [WIC] couldn't of been more helpful. Very Nice!!! I am grateful for your program. Very easy to deal with.
- ★ Thanks for the help you give us all that need it so badly, thanks for giving us heat and winterization. [HWAP]
- ★ I am very happy with my services I receive at JVCAI [Health] Clinic. I don't know what I would do without their help.
- ★ I learned that parenting is a challenge and everyone needs help. The parenting classes really helped me. [Parenting for a Positive Tomorrow]
- ★ If not for [E-HEAP] we would have trouble keeping the utilities on and purchasing fuel for winter heat.
- ★ A customer was transported to a job interview through JARC, was awarded the job, transported him to get a car and now he owns his own vehicle, works full time and gets health benefits. [Transportation]
- ★ I am very thankful for this program. Without it I would have lost my home. [Foreclosure]
- ★ I feel that my child is truly ready to enter kindergarten thanks to the education they received at [Head Start].

# PERFORMANCE CATEGORY 7: AGENCY FUNDING 2009/2010



	2009	2010
CSBG*	\$208,554.00	\$187,576.00
Dental Sealant*	\$47,764.00	\$46,554.00
Em. Food & Shelter*	\$8,923.00	\$3,569.00
HTF Em. Home Repair	\$66,489.00	\$26,306.00
HDAP	\$436,729.00	\$549,594.00
Head Start	\$2,058,083.00	\$2,096,830.00
HEAP	\$944,015.00	\$1,043,757.00
HTF Homelessness Prev.	\$17,211.00	\$65,583.00
HWAP/ARRA	\$778,533.00	\$1,295,036.00
Foreclosure	\$19,486.00	\$10,378.00
Summer Crisis	\$53,384.00	\$87,438.00
Transportation*	\$296,719.00	\$383,578.00
WIC	\$195,701.00	\$215,241.00
Adena Health Foundation	\$0.00	\$4,485.00
Children's Trust Fund	\$15,065.00	\$7,955.00
Total	\$4,395,429	\$6,023,880

\* Includes Program Income

Note: Above totals do not reflect all Agency Funding

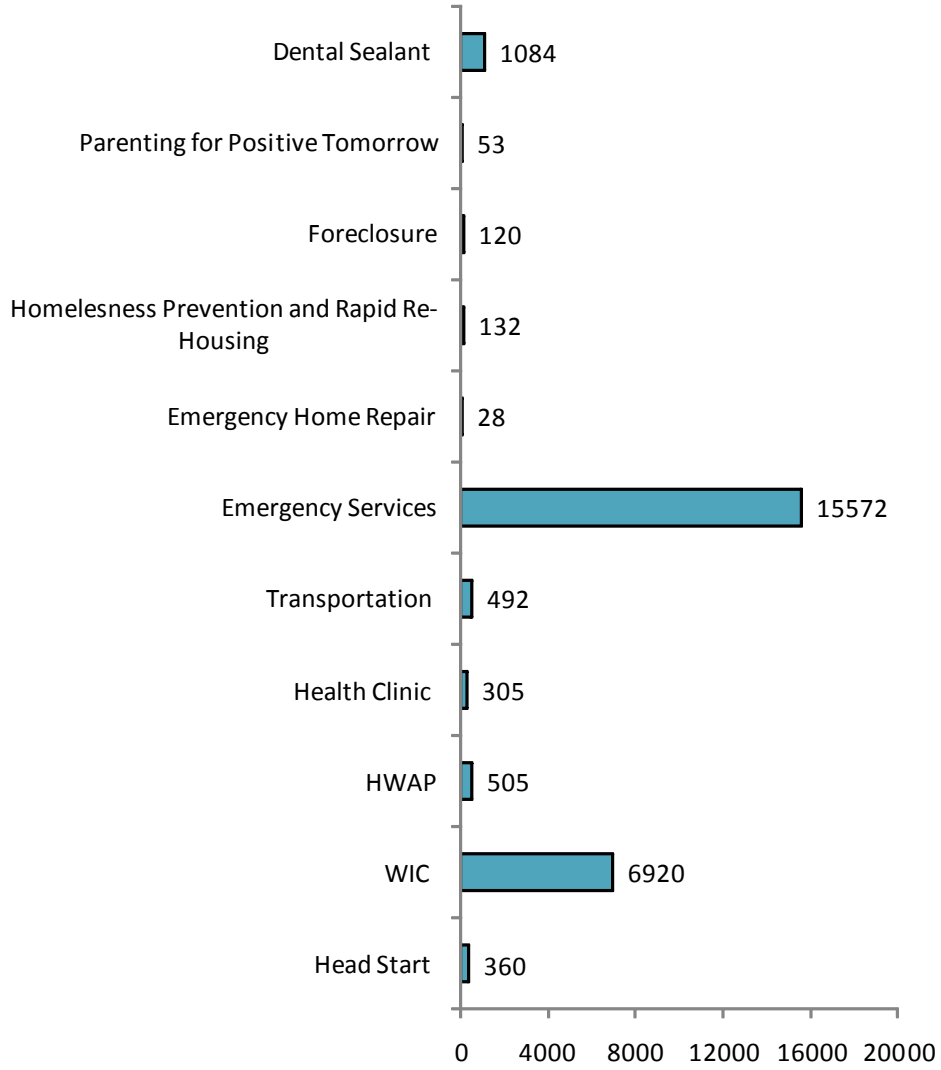
## EVALUATION APPROACH

- ◆ With the help of an independent evaluation consultant, JVCAI developed a variety of evaluation methods and tools to determine how well programs are being delivered and if program outcomes are being achieved.
- ◆ The evaluation approach is to have consistent measures across programs, so program performance can be compared and agency-wide performance can be reported.
- ◆ Seven performance categories were identified that represent the measurement focus across all JVCAI programs.

### PERFORMANCE CATEGORIES:

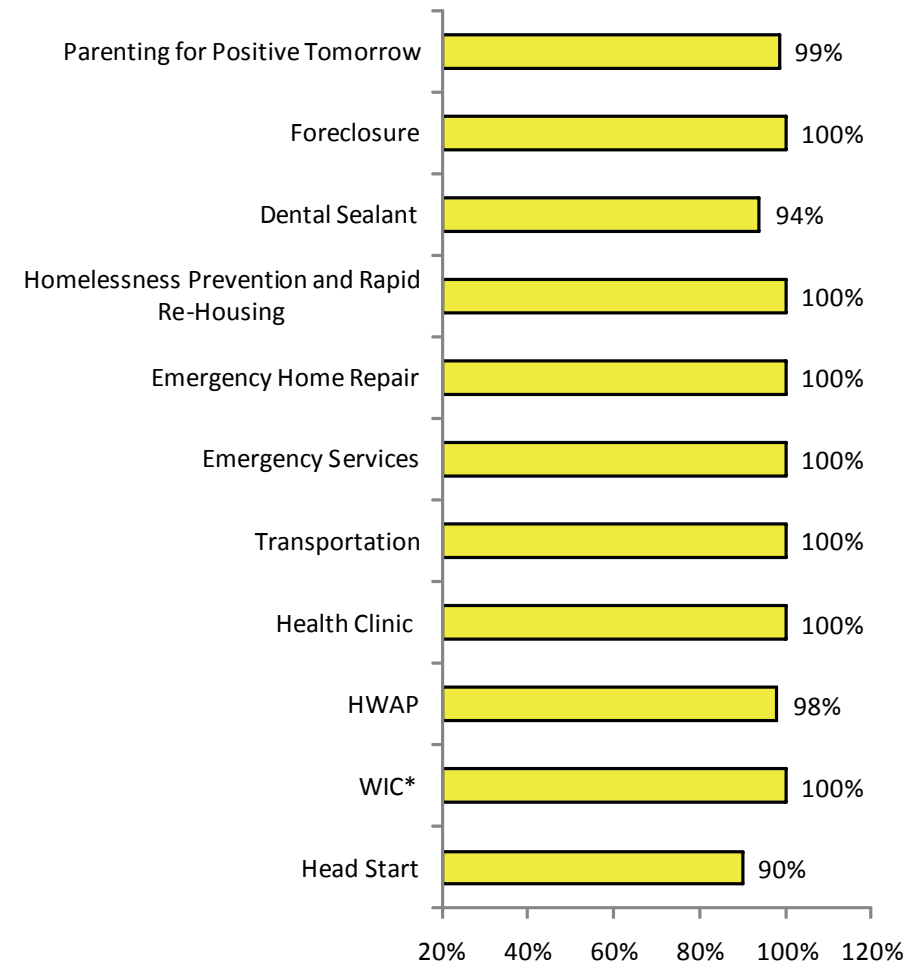
- ◆ Impact on Community
- ◆ Customer Satisfaction
- ◆ Program Quality
- ◆ Productivity & Efficiency
- ◆ Customer Referrals
- ◆ Customer Improvement
- ◆ Agency Funding 2009/2010

## NUMBER OF CUSTOMERS SERVED BY PROGRAM



**Total Customers Served: 25,571**

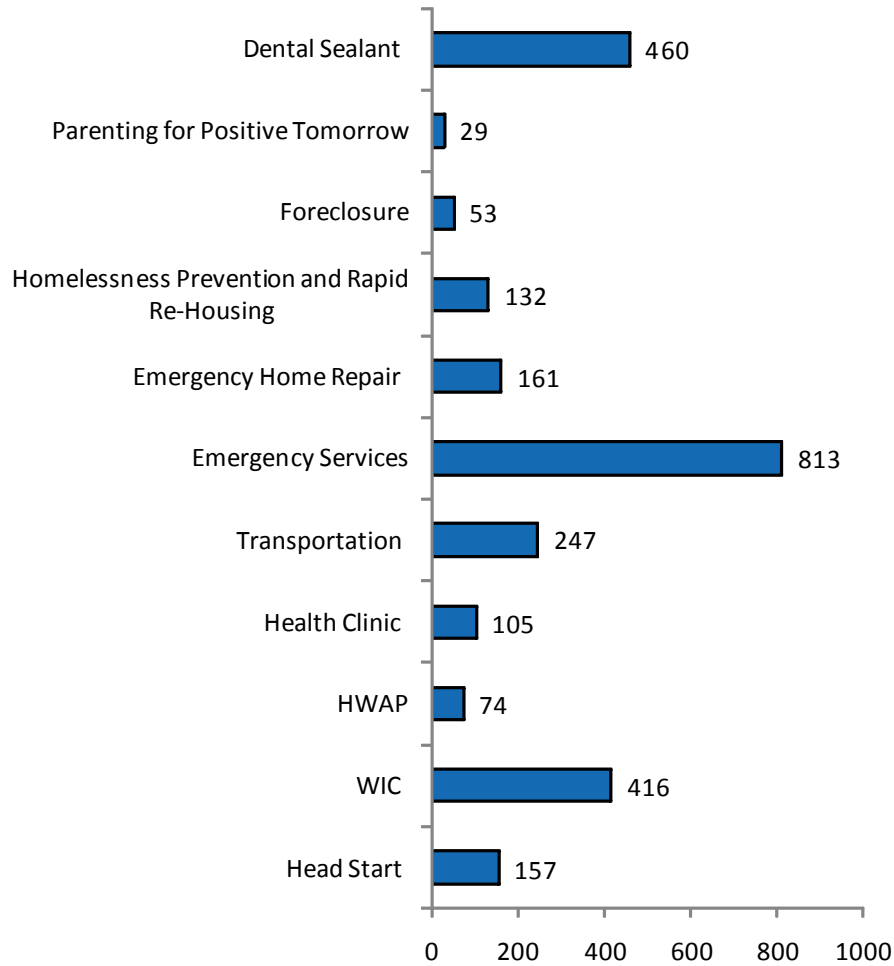
## PERFORMANCE CATEGORY 6: CUSTOMER IMPROVEMENT (Percentage of Customers Who Demonstrated Improvement in Their Behavior, Health or Knowledge and/or Reached Program Identified Goals)



NOTE: The types of measures used varies by program, making it difficult to set an Agency goal.

## PERFORMANCE CATEGORY 5: CUSTOMER REFERRALS

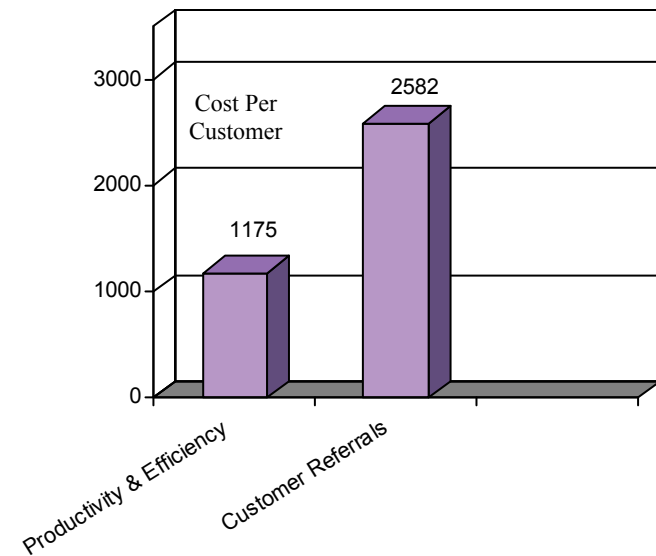
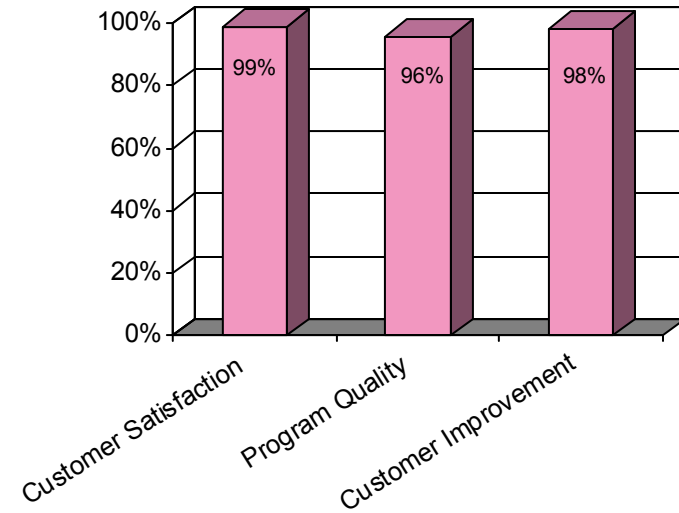
(Number of Customers Referred to Another Program or Agency)



**Total Customers Referred: 2,647**

## AGENCY RESULTS BY PERFORMANCE CATEGORY

(Average Across Programs)



NOTE: Not all programs are included in each of the above agency measure.

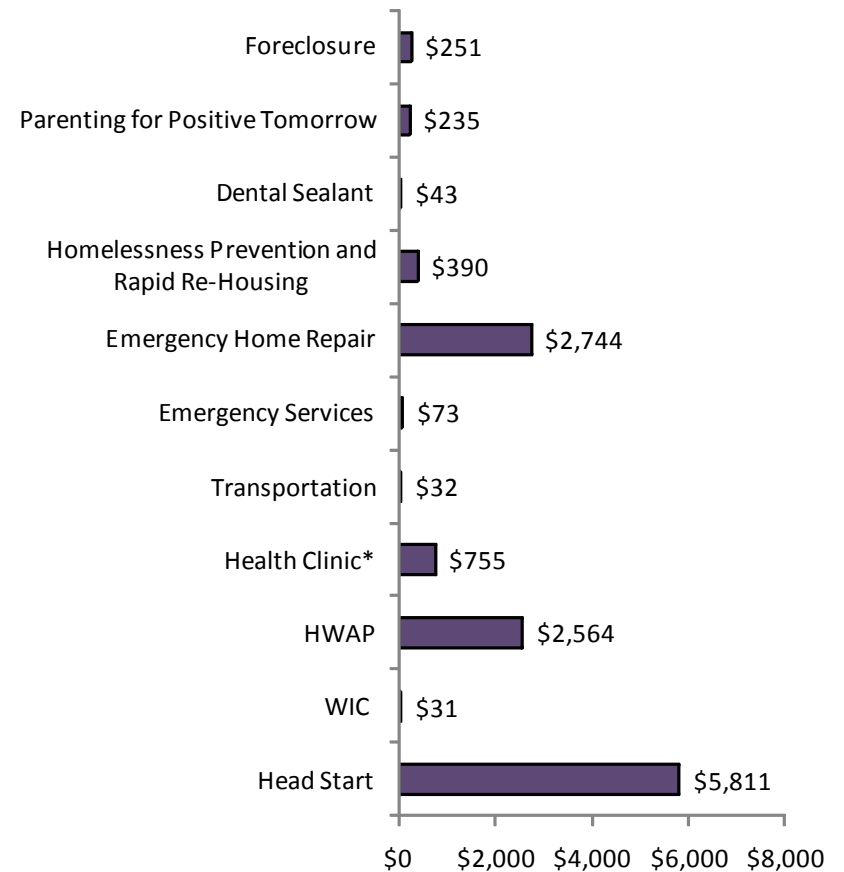
## EVALUATION SUMMARY

- ☐ JVCAI’s customers are very satisfied with the services they receive, with satisfaction levels of 99% or more for all programs.
- ☐ The quality of JVCAI programs is high, with the programs receiving 96% or more “excellent” service performance ratings.
- ☐ JVCAI is very efficient using minimal resources in delivering their services—the average per customer cost is only \$1,175.
- ☐ Besides providing service to over 25,571 customers in 2010, 2,647 were referred to other programs or agencies.
- ☐ JVCAI services result in positive customer outcomes, with 98% of customers achieving positive measurable results.
- ☐ JVCAI improves the quality of life of the community by helping residents become healthier, stay in their homes, become homeowners, and lead independent lives.
- ☐ Not only does JVCAI provide needed services directly to customers but the agency puts over \$5.2 million into the community in the form of payroll, supplies, insurance, utilities, etc.

## PLEDGE FOR IMPROVEMENT

**☐ We will continue to implement policies, improve access to services and develop staff to improve our delivery of services.**

## PERFORMANCE CATEGORY 4: PRODUCTIVITY AND EFFICIENCY (Average Cost Per Customer Per Program)

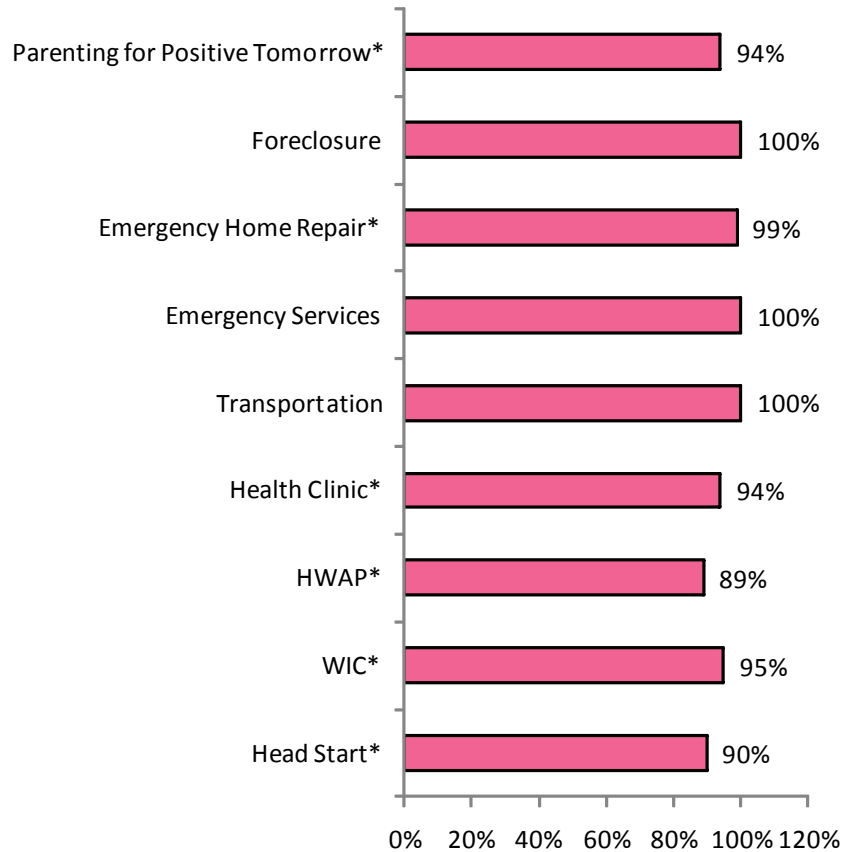


**Average Cost per Customer: \$1,175**

NOTE: The Health Clinic provides multiple encounters for customers each year. The average cost per encounter is \$167.

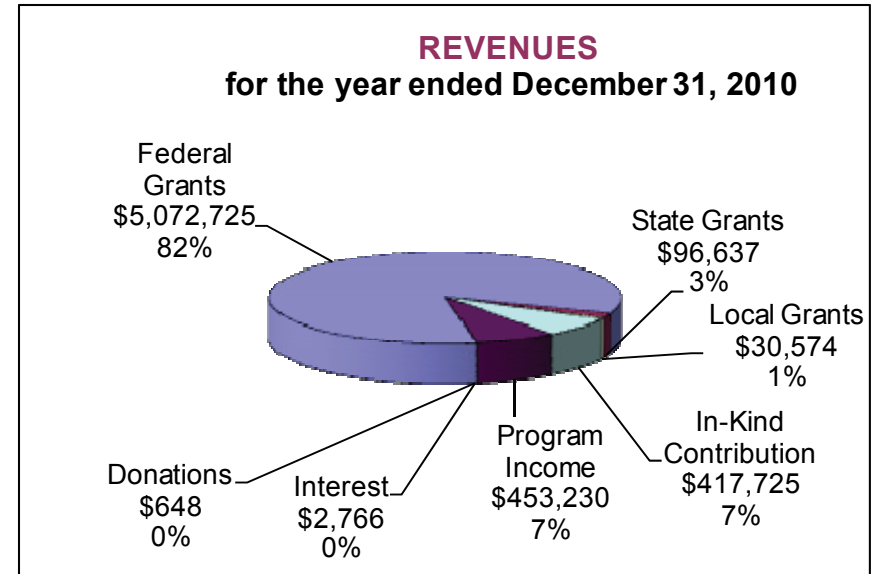
## PERFORMANCE CATEGORY 3: PROGRAM QUALITY

(Percentage of Customer Giving the Service an "Excellent" Rating)

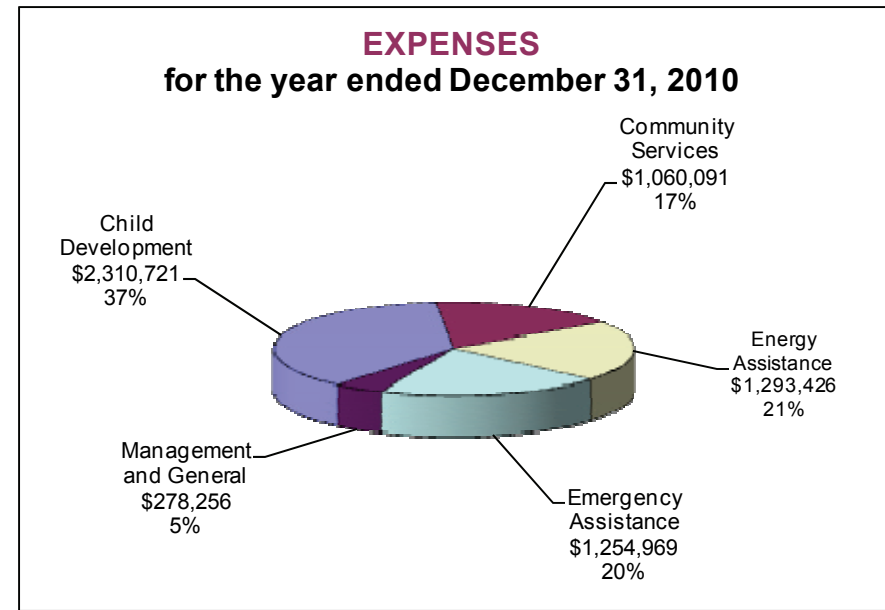


NOTE: \*The lower percentages is due to customers saying they were "somewhat satisfied" because of services requested not offered by the program.

## AGENCY REVENUES BY SOURCE



## AGENCY EXPENSES BY AREA



## PERFORMANCE CATEGORY 1: IMPACT ON THE COMMUNITY

PROGRAM	COMMUNITY IMPACT
Head Start	•360 children served
WIC	<ul style="list-style-type: none"> <li>• 6,209 encounters of women, infants and children improved their nutrition and health status.</li> <li>• An average of 22 women breastfed a month in 2010.</li> </ul>
HWAP	• 191 households live in safer and more energy efficient housing and will experience a 34% reduction in heating costs.
Health Clinic	<ul style="list-style-type: none"> <li>• 1,009 Medical Assessments provided</li> <li>• 1,381 Direct Care Encounters</li> <li>• 135 Immunizations Administered</li> <li>• 1,347 free medications received for patients valued at \$613,718</li> </ul>
Transportation	<ul style="list-style-type: none"> <li>• 207,580 miles traveled</li> <li>• 4,909 medical trips; 5,304 job-related trips</li> </ul>
Emergency Services	• 15,572 people gained heating assistance for their homes.
Emergency Home Repair	• 28 people are living in better conditions and remain in a safer home.
Homelessness Prevention and Rapid Re-Housing	• 132 people living conditions were stabilized.
Foreclosure	• 120 people remained in their home by preventing foreclosure.
Parenting for a Positive Tomorrow	• 53 parents voluntarily participated in parent education and support groups.
Dental Sealant	<ul style="list-style-type: none"> <li>• 1,084 students were screened</li> <li>• 750 students received sealants</li> </ul>
<i>JVCA Overall</i>	• 5.2 million put back into the community (includes payroll, supplies, insurance, etc.)

## PERFORMANCE CATEGORY 2: CUSTOMER SATISFACTION (Percentage of Customers "Very Satisfied" or "Satisfied" With the Service.)

