

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.

2016 Report Card



51 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 JACKSON-VINTON COMMUNITY ACTION, INC

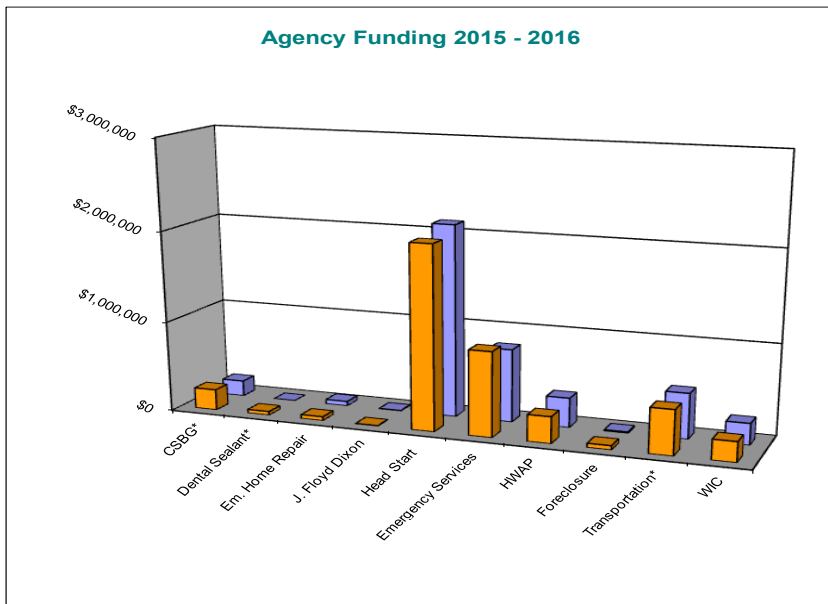
◆ Jackson-Vinton Community Action, Inc. (JVCAI) was incorporated on September 25, 1965 as a 501 (c) (3) tax exempt, charitable corporation through the IRS. The establishment of the agency was a local response to President Johnson's enactment of the Economic Opportunity Act (EOA) of 1964.

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 2016 performance results for 8 programs.

- ✦ I couldn't afford formula if it wasn't for the WIC program. The WIC ladies are helpful and give me good advice.
- ✦ Our utility bills aren't as high as they used to be. [HWAP]
- ✦ I am very satisfied with the help I received. Grateful and satisfied. Very good program. [Emergency Health Services]
- ✦ You [Emergency Services] helped me be able to keep my heat on to keep my family warm.
- ✦ The [Transportation] program is great. Drivers are very courteous. Everyone gives an excellent performance. Everyone is very nice, kind, respectful and in a timely manner.
- ✦ I feel like I really learned a lot. Very helpful and up to date information. Very considerate and helpful. Thank you for saving my house. I don't know what I would have done without this program. [Housing Counseling]
- ✦ The ramp which was installed by your agency has changed my life. Now that I don't have to use the steps, I can get my wheelchair out of the house real easy. [Emergency Home Repair]
- ✦ Tommy loves school, his teachers and his friends. It is a wonderful program. We are very satisfied with the Head Start program. It was worth it.

PERFORMANCE CATEGORY 7: AGENCY FUNDING 2015/2016



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:

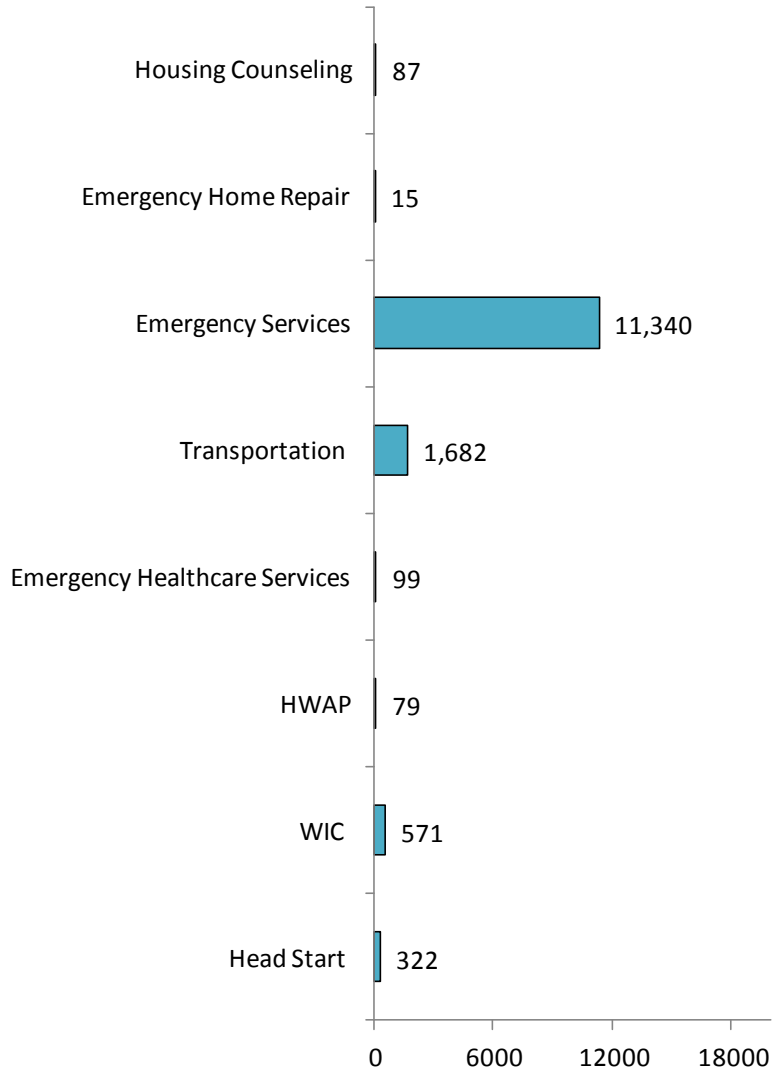
- ◆ Impact on Community
- ◆ Customer Satisfaction
- ◆ Program Quality
- ◆ Productivity & Efficiency
- ◆ Customer Referrals
- ◆ Customer Improvement
- ◆ Agency Funding 2015/2016

	2015	2016
CSBG*	\$229,253.00	\$172,373.00
Dental Sealant*	\$39,794.00	\$0.00
Em. Home Repair	\$42,095.00	\$49,536.00
J. Floyd Dixon	\$4,476.00	\$5,517.00
Head Start	\$2,018,136.00	\$2,114,293.00
Emergency Services	\$931,403.00	\$805,361.00
HWAP	\$292,203.00	\$326,802.00
Foreclosure	\$44,865.00	\$14,113.00
Transportation*	\$492,334.00	\$498,247.00
WIC	\$220,724.00	\$235,719.00
Total	\$4,315,283.00	\$4,221,961.00

* Includes Program Income

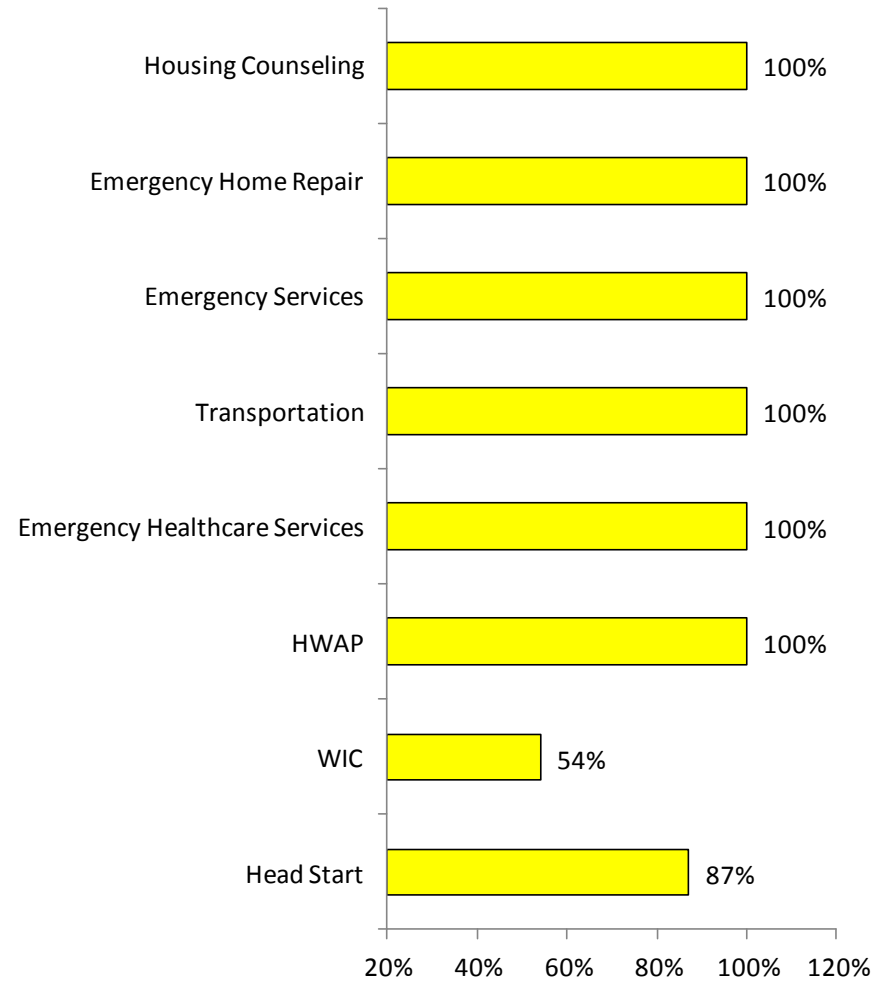
Note: Above totals do not reflect all Agency Funding

NUMBER OF CUSTOMERS SERVED BY PROGRAM



Total Customers Served: 14,195

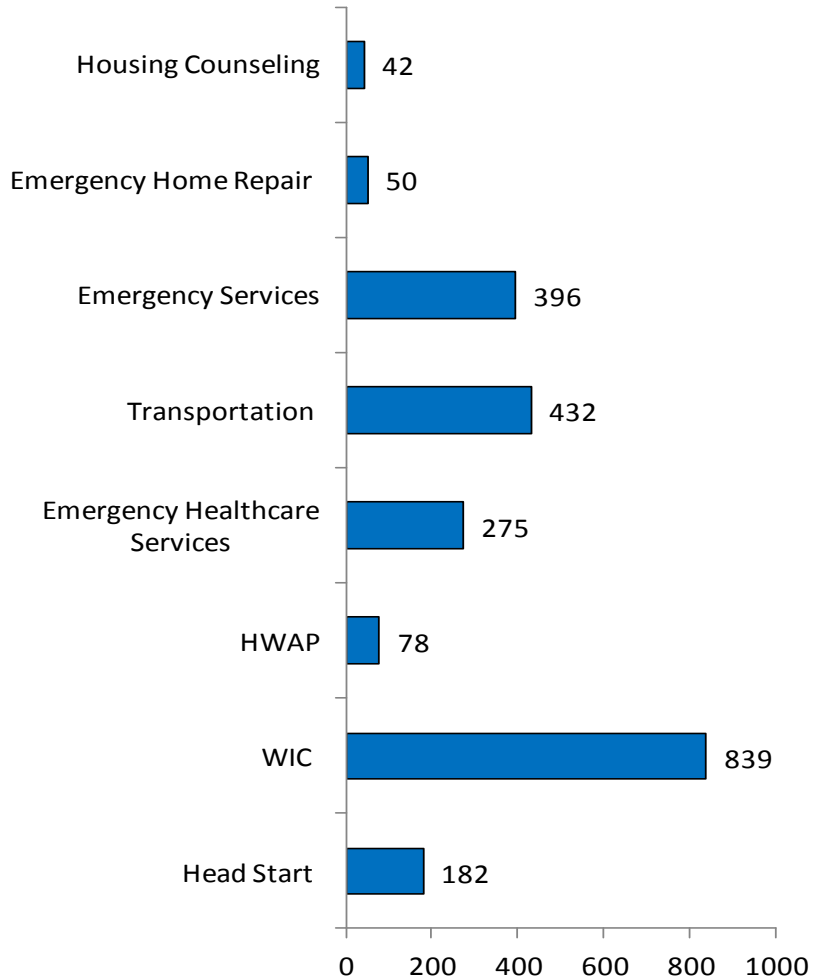
PERFORMANCE CATEGORY 6: CUSTOMER IMPROVEMENT (Percentage of Customers Who Demonstrated Improvement in Their Behavior, Health or Knowledge and/or Reached Program Identified Goals)



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

PERFORMANCE CATEGORY 5: CUSTOMER REFERRALS

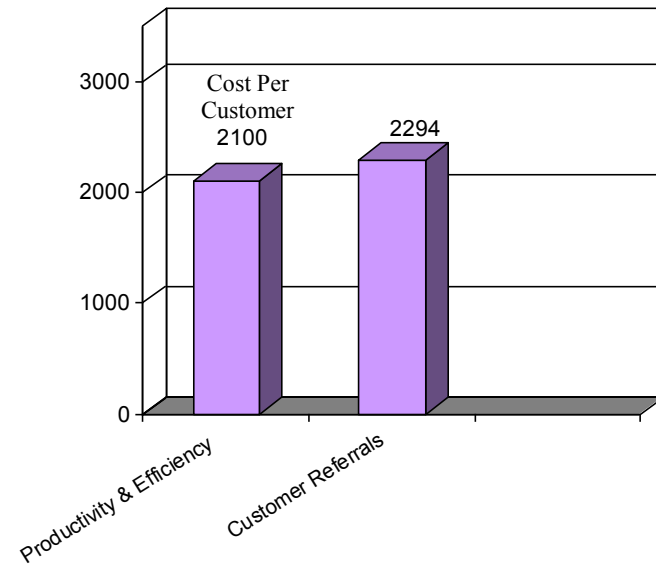
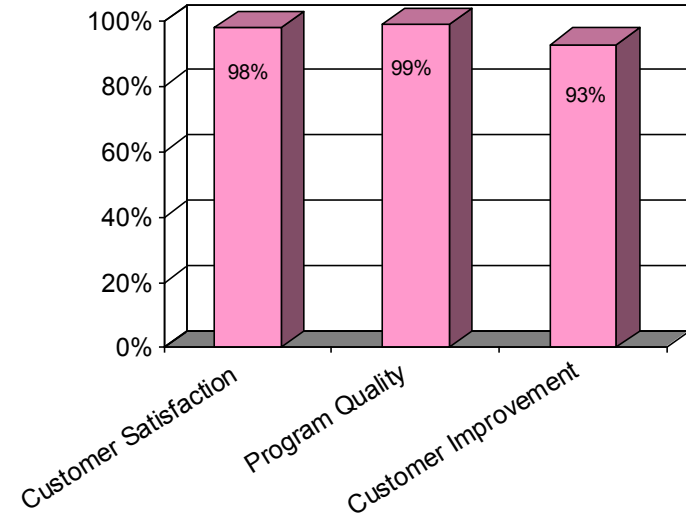
(Number of Customers Referred to Another Program or Agency)



Total Customers Referred: 2,294

AGENCY RESULTS BY PERFORMANCE CATEGORY

(Average Across Programs)



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

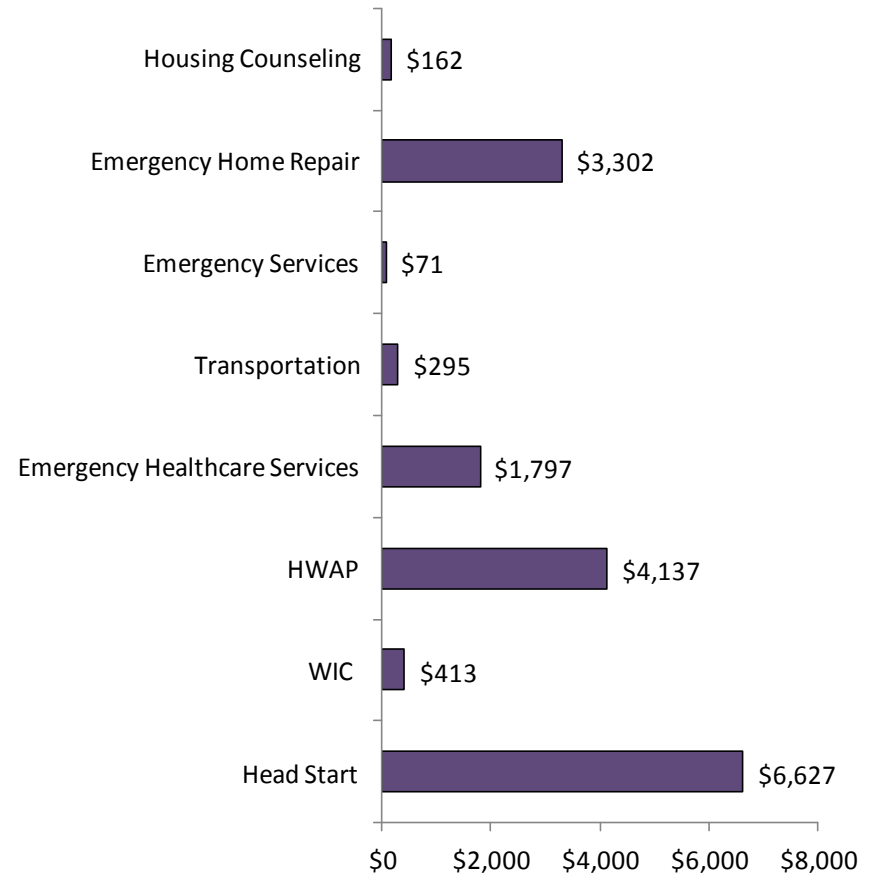
EVALUATION SUMMARY

- ☐ JVCAI’s customers are very satisfied with the services they receive, with satisfaction levels of 98% or more for all programs.
- ☐ The quality of JVCAI programs is high, with the programs receiving 99% or more “excellent” service performance ratings.
- ☐ JVCAI is very efficient using minimal resources in delivering their services—the average per customer cost is only \$2,100.
- ☐ Besides providing service to over 14,195 customers in 2016; 2,294 were referred to other programs or agencies.
- ☐ JVCAI services result in positive customer outcomes, with 93% 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 in 2016 the agency put over \$3.2 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)

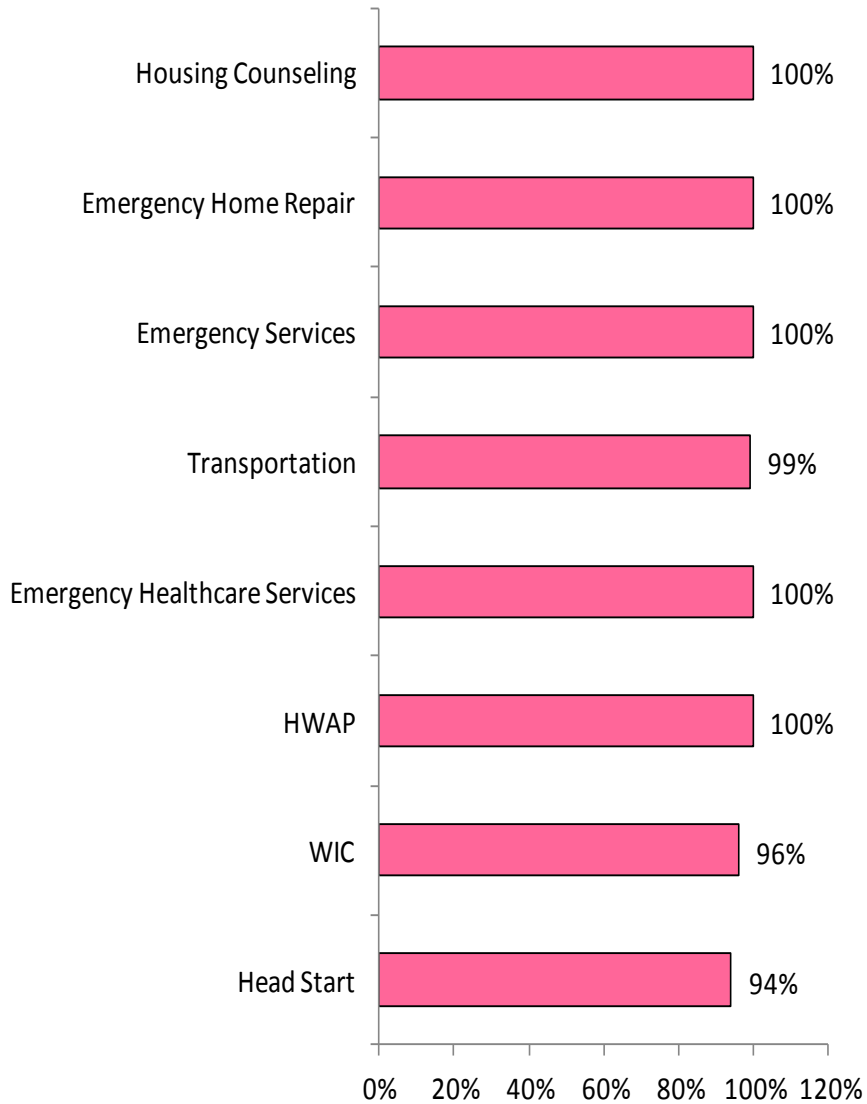


Average Cost per Customer: \$2,100

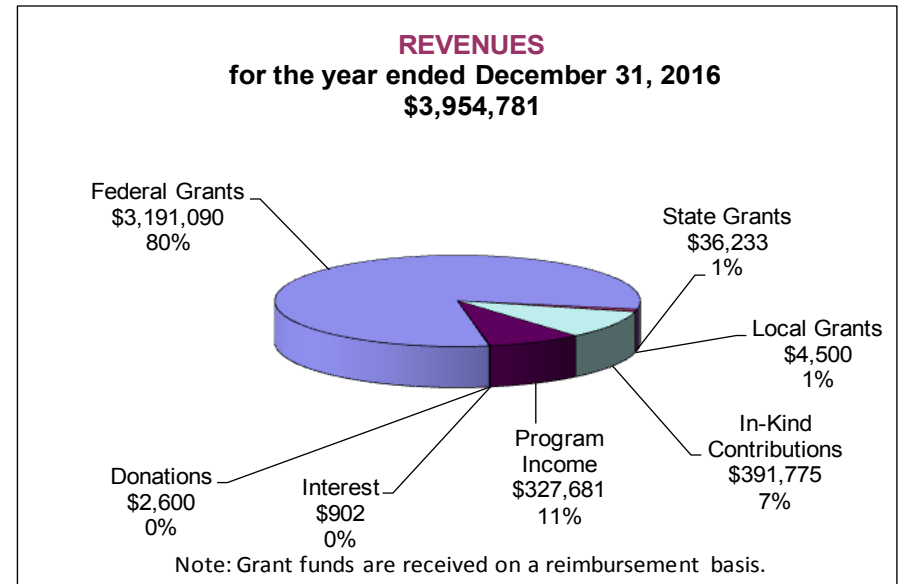
NOTE: Health Services, Transportation and WIC provide multiple encounters for customers each year.

PERFORMANCE CATEGORY 3: PROGRAM QUALITY

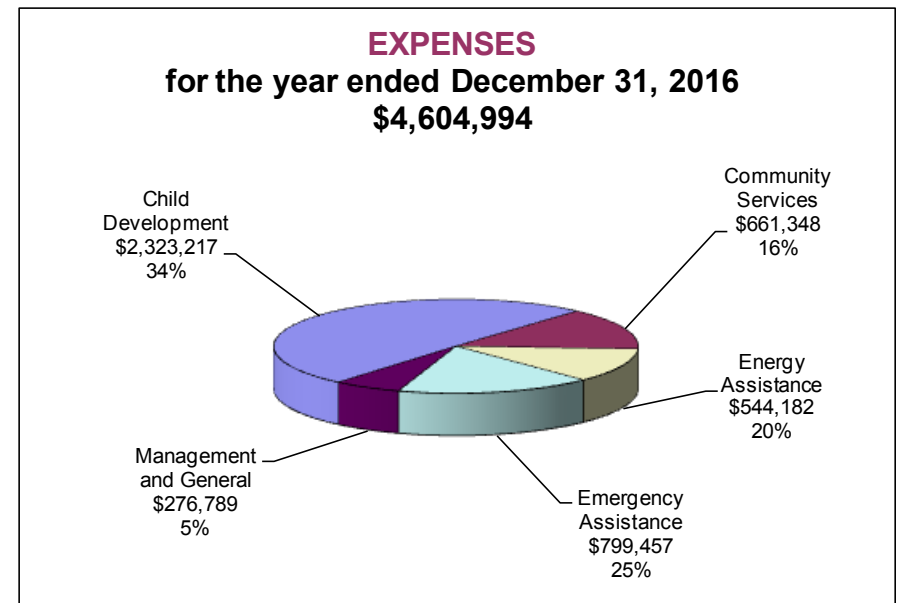
(Percentage of Customer Giving the Service an "Excellent" Rating)



AGENCY REVENUES BY SOURCE



AGENCY EXPENSES BY AREA



PERFORMANCE CATEGORY 1: IMPACT ON THE COMMUNITY

PROGRAM	COMMUNITY IMPACT
Head Start	<ul style="list-style-type: none"> • 265 children served • 95% of four-year olds reached Kindergarten readiness
WIC	<ul style="list-style-type: none"> • 5,202 encounters of women, infants and children improved their nutrition and health status. • An average of 54% of women initiate breast-feeding.
HWAP	<ul style="list-style-type: none"> • 39 households live in safer and more energy efficient housing and will experience a 32% reduction in heating costs.
Emergency Healthcare Services	<ul style="list-style-type: none"> • 99 clients received emergency healthcare assistance. • 100% of evaluation responders reported the assistance provided improved their health.
Transportation	<ul style="list-style-type: none"> • 297,728 miles traveled • 5,150 medical trips; 1,257 job-related trips
Emergency Services	<ul style="list-style-type: none"> • 11,340 people gained heating/cooling assistance for their homes.
Emergency Home Repair	<ul style="list-style-type: none"> • 15 people are living in better conditions and remain in a safer home.
Housing Counseling	<ul style="list-style-type: none"> • 87 people received assistance regarding foreclosure mitigation or homebuyer counseling.
<i>JVCA Overall</i>	<ul style="list-style-type: none"> • 3.2 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.)

