

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:
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 Lang Consulting Group

JACKSON-VINTON COMMUNITY ACTION, INC.

2017 Report Card

52 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.

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

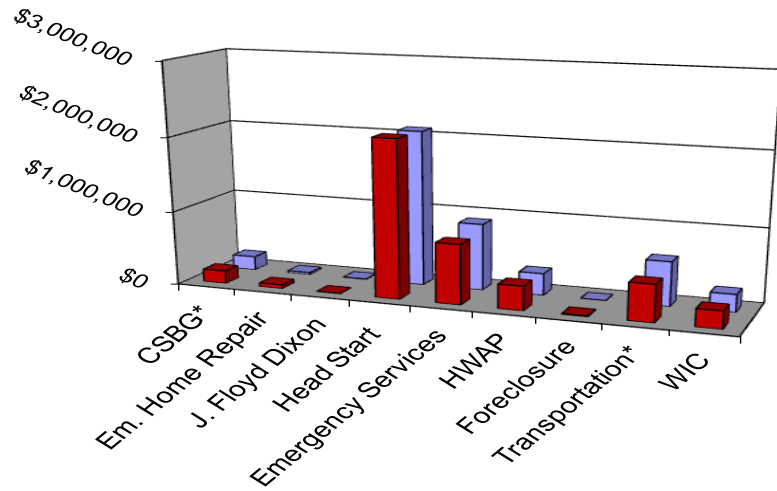
- ◆ This Annual Report Card summarizes the performance results of JVCAI in delivering customer services and in the agency's impact on individuals and the community.
- ◆ The Report Card summarizes 2017 performance results for 8 programs.

WHAT CUSTOMERS ARE SAYING ABOUT JVCAI SERVICES

- ★ The WIC lady helped me when I had breastfeeding problems. WIC helped me buy food I couldn't afford on my own.
- ★ I want to give you a very big thank you for giving me a warm home to stay in. [HWAP]
- ★ She's right on top of everything. Couldn't be around a better place to receive help. 100% completely satisfied. Service was awesome. [Emergency Health Services]
- ★ I don't know what I would have done without your help getting me an AC. This has been the hottest summer. [Emergency Services]
- ★ The driver was very nice and friendly and he drove carefully. I felt safe in the van and made it to my appointment on time. The service is very nice. [Transportation]
- ★ The Save the Dream Ohio program helped me keep my house when my husband lost his job. The First Time Homebuyer course was just what I needed to complete the loan process with my bank. [Housing Counseling]
- ★ My child enjoys his teacher and comes home pretty excited every day he has school. Everyone there is amazing. You guys are doing great! My child has learned a lot. [Head Start]

PERFORMANCE CATEGORY 7: AGENCY FUNDING 2013/2014

Agency Funding 2016 - 2017



	2016	2017
CSBG*	\$172,373.00	\$187,495.00
Em. Home Repair	\$49,536.00	\$27,301.00
J. Floyd Dixon	\$5,517.00	\$6,171.00
Head Start	\$2,114,293.00	\$2,086,416.00
Emergency Services	\$805,361.00	\$897,886.00
HWAP	\$326,802.00	\$295,173.00
Foreclosure	\$14,113.00	\$2,911.00
Transportation*	\$498,247.00	\$594,499.00
WIC	\$235,719.00	\$235,758.00
Total	\$4,221,961.00	\$4,333,610.00

* Includes Program Income

Note: Above totals do not reflect all Agency Funding

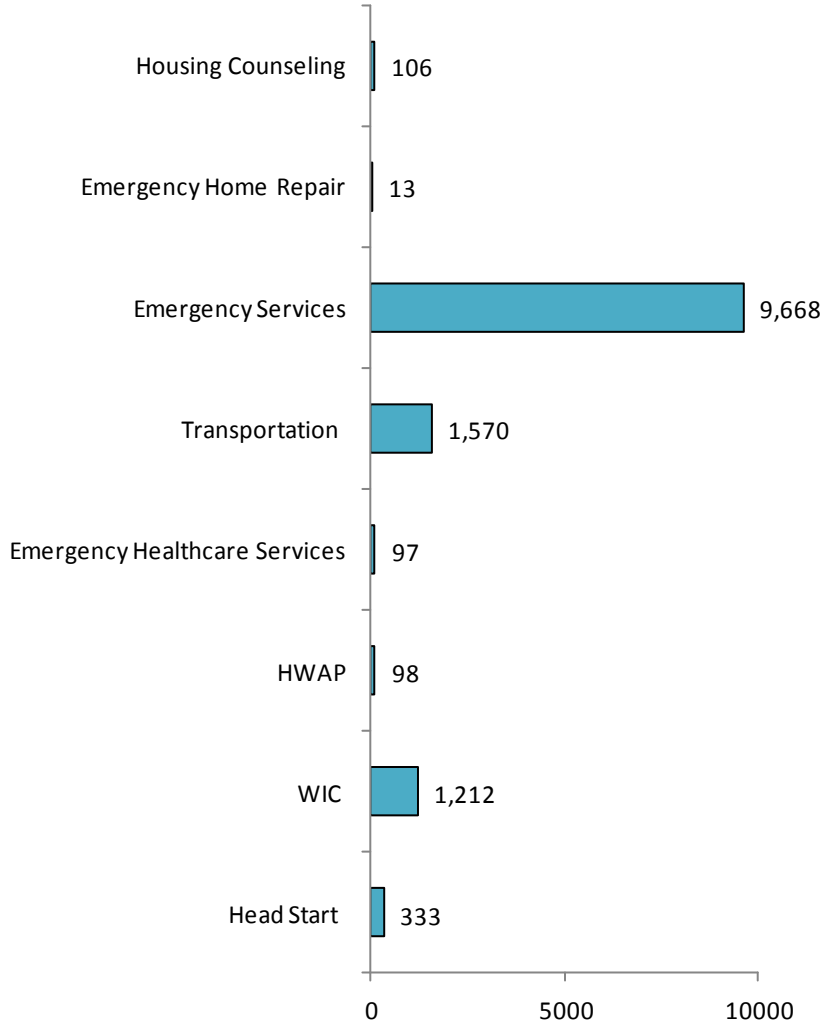
EVALUATION APPROACH

- ◆ 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 2016/2017

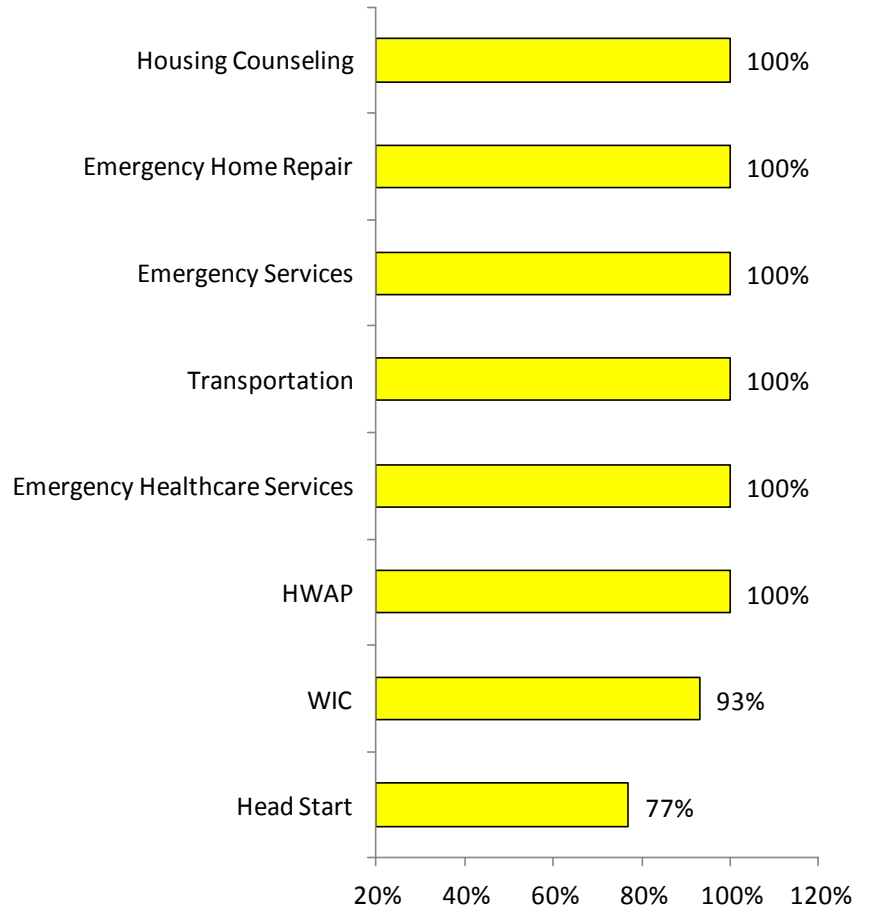
NUMBER OF CUSTOMERS SERVED BY PROGRAM



Total Customers Served: 13,097

PERFORMANCE CATEGORY 6: CUSTOMER IMPROVEMENT

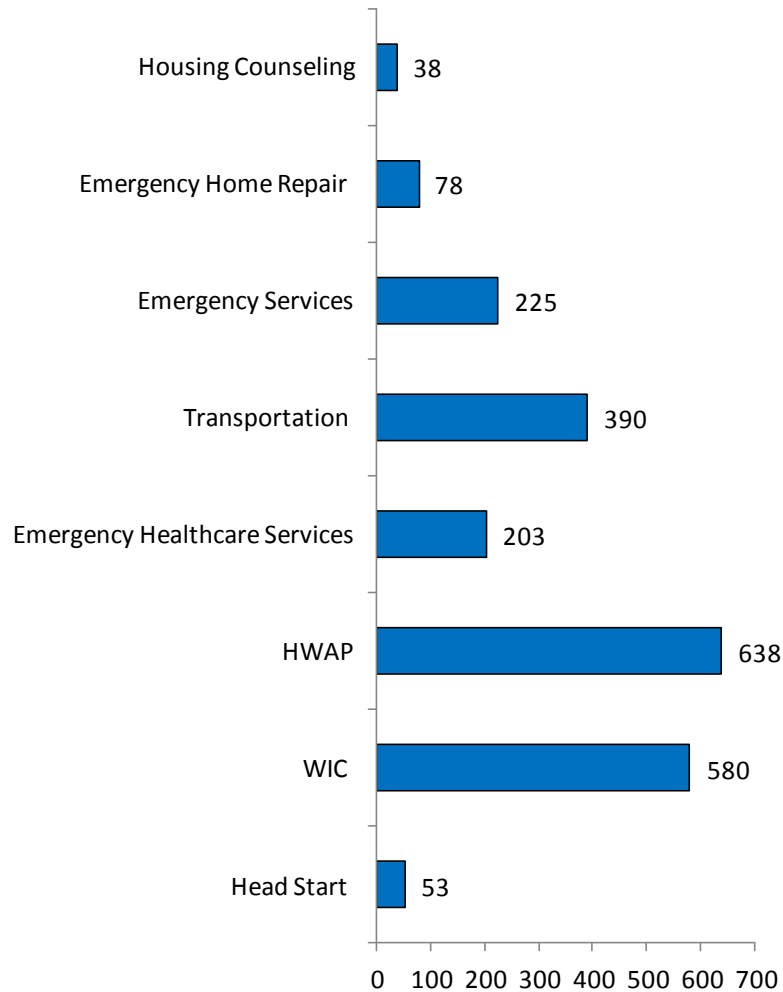
(Percentage of Customers Who Demonstrated Improvement in Their Behavior, Health or Knowledge and/or Reached Program Identified Goals)



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

PERFORMANCE CATEGORY 5: CUSTOMER REFERRALS

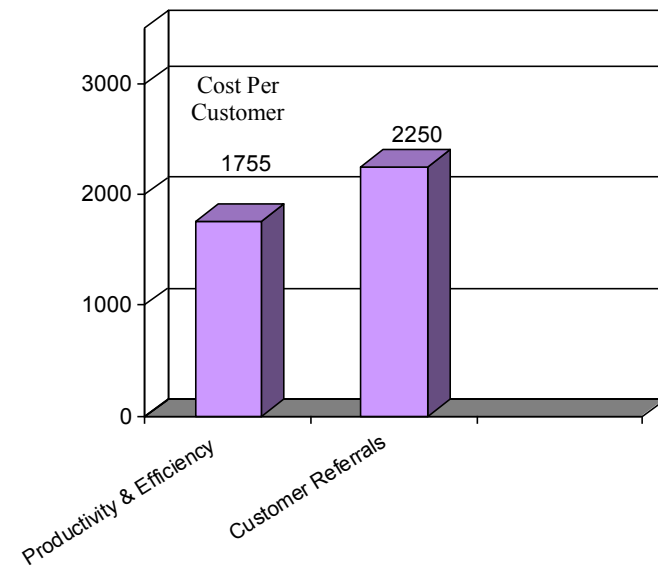
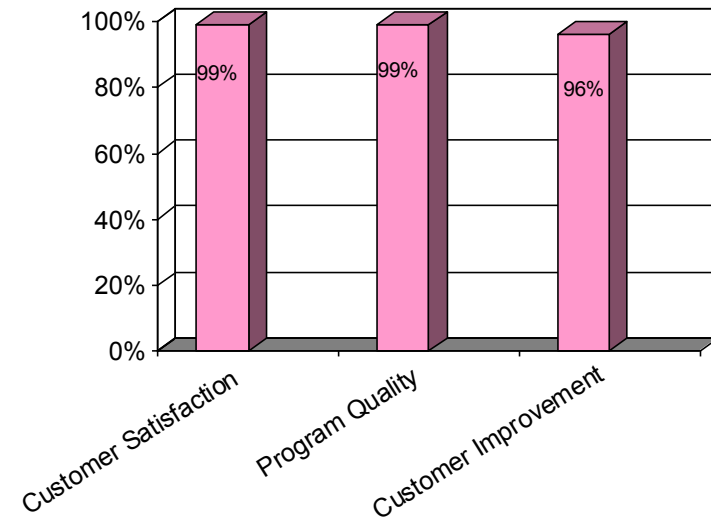
(Number of Customers Referred to Another Program or Agency)



Total Customers Referred: 2,205

AGENCY RESULTS BY PERFORMANCE CATEGORY

(Average Across Programs)



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

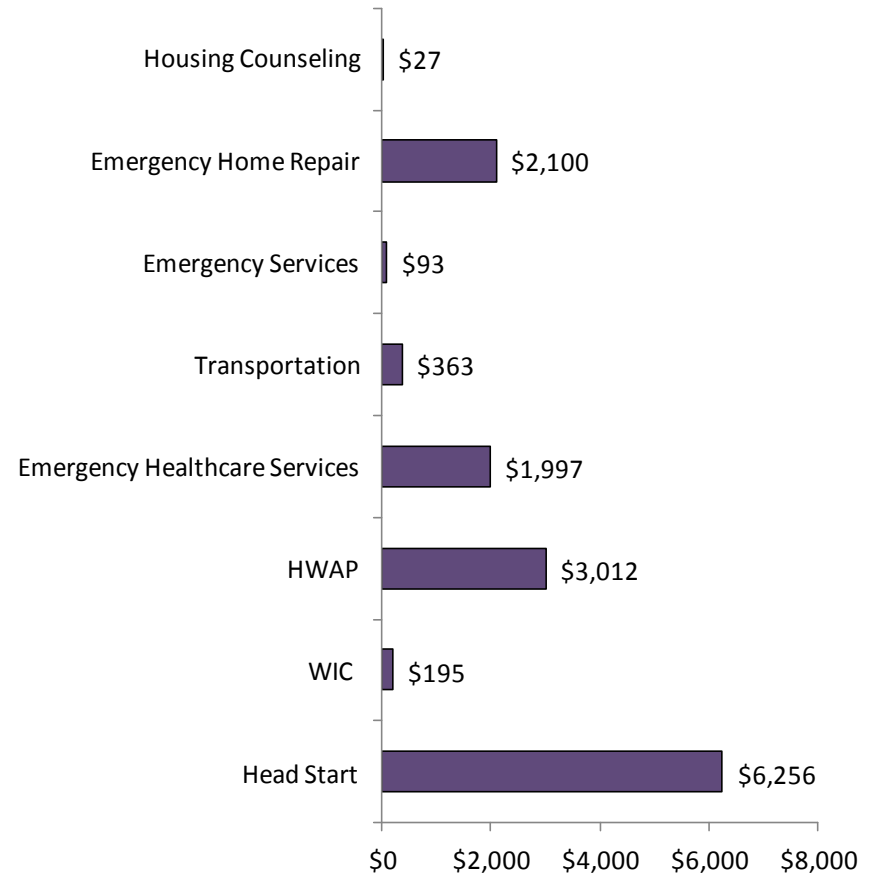
EVALUATION SUMMARY

- ☐ JVCAI’s customers are very satisfied with the services they receive, with satisfaction levels of 99% 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 \$1,755.
- ☐ Besides providing service to over 13,097 customers in 2017; 2,205 were referred to other programs or agencies.
- ☐ JVCAI services result in positive customer outcomes, with 96% 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 2017 the agency put over \$3.3 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)

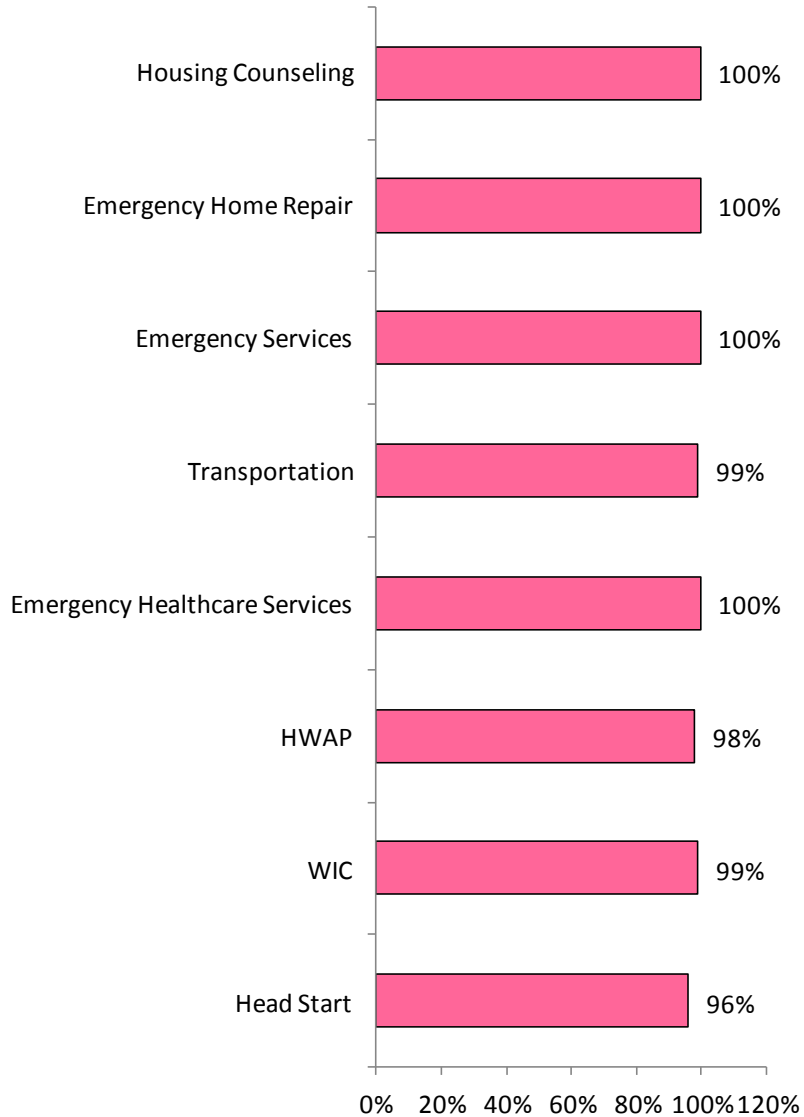


Average Cost per Customer: \$1,755

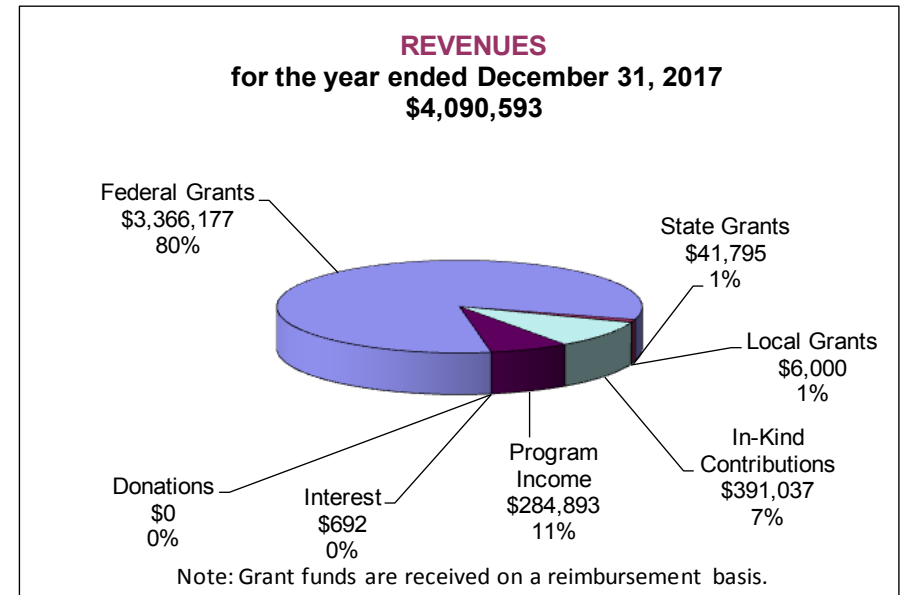
NOTE: Health Services, Transportation and WIC provide multiple encounters for customers each year.

PERFORMANCE CATEGORY 3: PROGRAM QUALITY

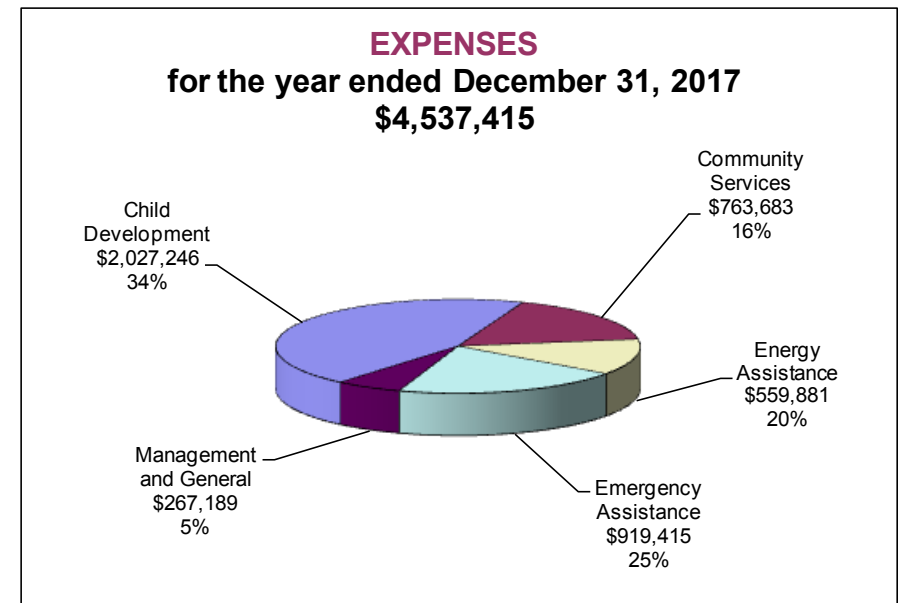
(Percentage of Customer Giving the Service an "Excellent" Rating)



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"> • 333 children served • 79% of four-year olds reached Kindergarten readiness
WIC	<ul style="list-style-type: none"> • 4,848 encounters of women, infants and children improved their nutrition and health status. • An average of 53% of women initiate breast-feeding.
HWAP	<ul style="list-style-type: none"> • 41 households live in safer and more energy efficient housing and will experience a 42% reduction in heating costs.
Emergency Healthcare Services	<ul style="list-style-type: none"> • 97 clients received emergency healthcare assistance. • 100% of evaluation responders reported the assistance provided improved their health.
Transportation	<ul style="list-style-type: none"> • 254,910 miles traveled • 4,515 medical trips; 1,260 job-related trips
Emergency Services	<ul style="list-style-type: none"> • 9,668 people gained heating/cooling assistance for their homes.
Emergency Home Repair	<ul style="list-style-type: none"> • 13 households, consisting of 22 people, are now in better condition and are in safer condition for the residents.
Housing Counseling	<ul style="list-style-type: none"> • 106 people received assistance regarding foreclosure mitigation or homebuyer counseling.
<i>JVCA Overall</i>	<ul style="list-style-type: none"> • 3.3 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.)

