

### 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.

## 2018 Report Card



**53** 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.

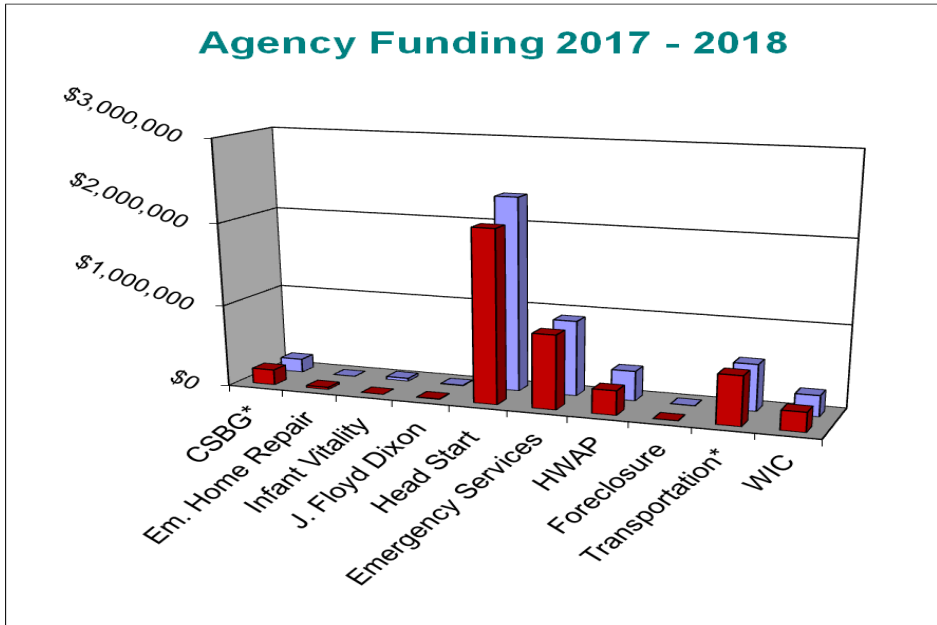
## ABOUT THIS REPORT CARD

- ◆ 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 2018 performance results for 8 programs.

## WHAT CUSTOMERS ARE SAYING ABOUT JVCAI SERVICES

- ★ WIC has increased my understanding of how to make healthy food choices for me and my children. WIC helped me buy food I couldn't afford on my own.
- ★ Thank you for making my home warmer. [HWAP]
- ★ They helped us and were very Kind. Everything was professional and quick; no changes needed. It was all good. [Emergency Health Services]
- ★ My kids are warm tonight because of JVCAI. [Emergency Services]
- ★ Great service; very thankful for Transportation. Drivers are fantastic!
- ★ Could not have lived here without your help. [Housing Counseling]
- ★ I have been very happy with the program. Keep up the great work! Thanks for all you do! [Head Start]
- ★ She helped me the most by being there for me, answering questions when I had them and helping any way she could. This is a great and wonderful program. I would recommend it to any pregnant woman out there. [Infant Vitality]

# PERFORMANCE CATEGORY 7: AGENCY FUNDING 2017/2018



## 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.

	2017	2018
CSBG*	\$187,495.00	\$166,285.00
Em. Home Repair	\$27,301.00	\$1,884.00
Infant Vitality	\$0.00	\$36,011.00
J. Floyd Dixon	\$6,171.00	\$6,609.00
Head Start	\$2,086,416.00	\$2,349,792.00
Emergency Services	\$897,886.00	\$916,341.00
HWAP	\$295,173.00	\$361,859.00
Foreclosure	\$2,911.00	\$3,695.00
Transportation*	\$594,499.00	\$563,569.00
WIC	\$235,758.00	\$253,800.00
<b>Total</b>	<b>\$4,333,610.00</b>	<b>\$4,659,845.00</b>

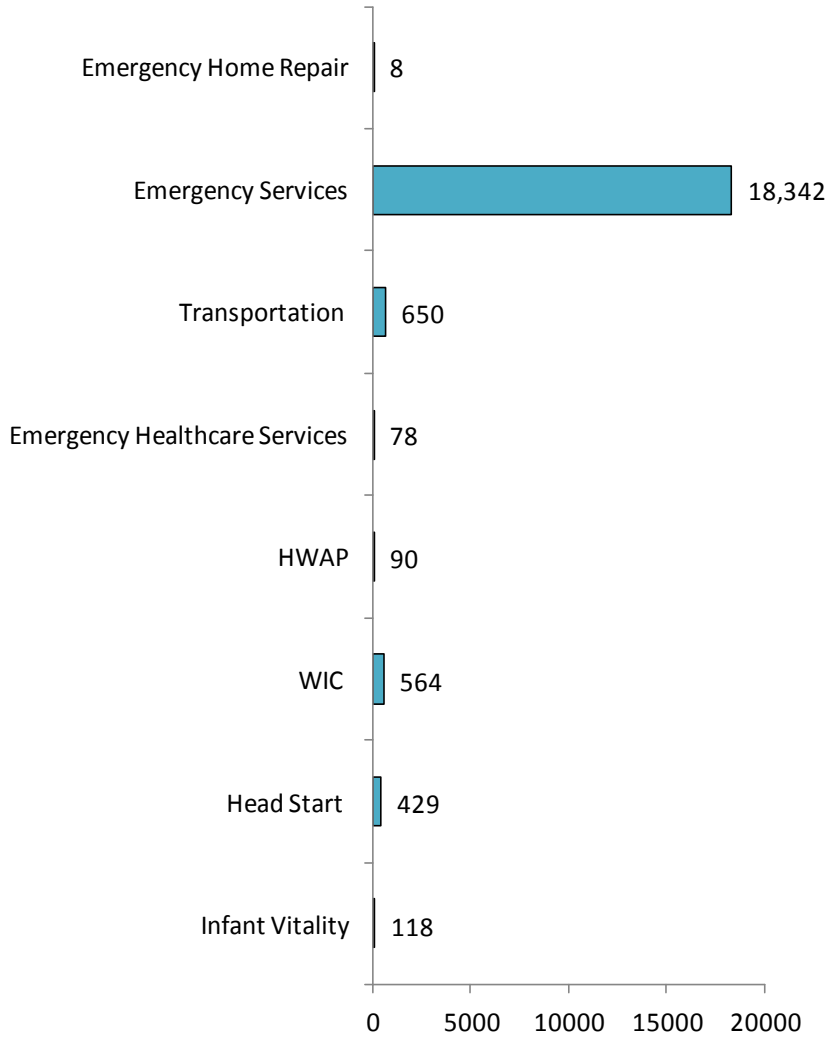
\* Includes Program Income

Note: Above totals do not reflect all Agency Funding

## PERFORMANCE CATEGORIES:

- ◆ Impact on Community
- ◆ Customer Satisfaction
- ◆ Program Quality
- ◆ Productivity & Efficiency
- ◆ Customer Referrals
- ◆ Customer Improvement
- ◆ Agency Funding 2017/2018

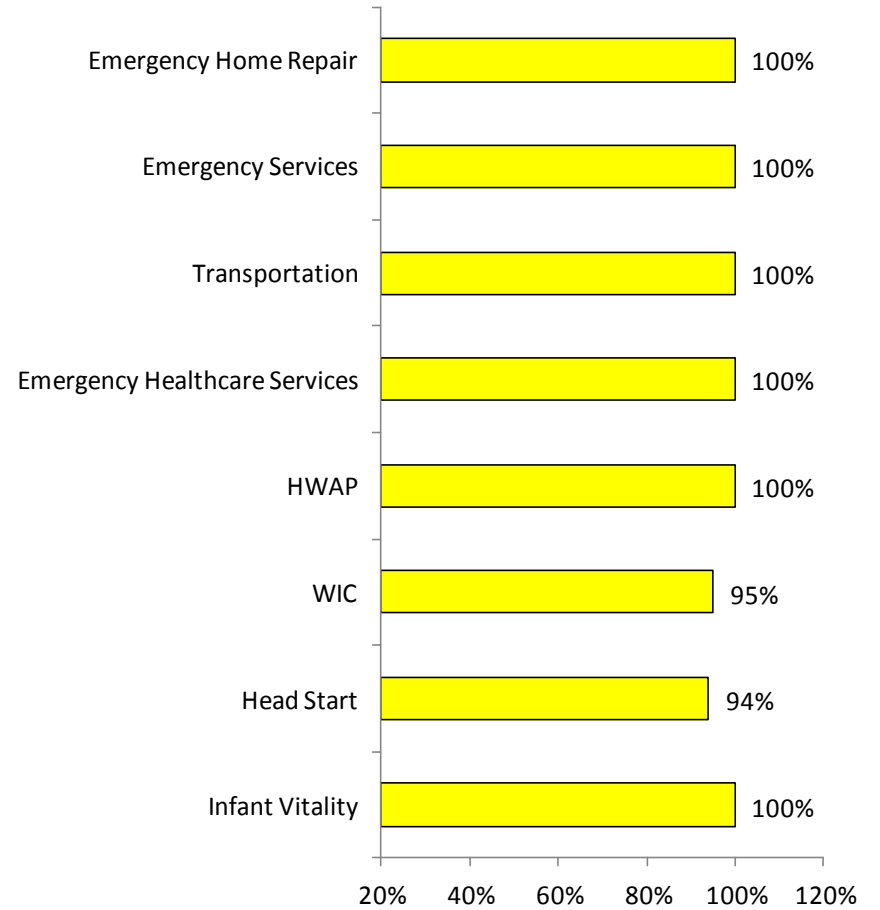
## NUMBER OF CUSTOMERS SERVED BY PROGRAM



**Total Customers Served: 20,279**

## PERFORMANCE CATEGORY 6: CUSTOMER IMPROVEMENT

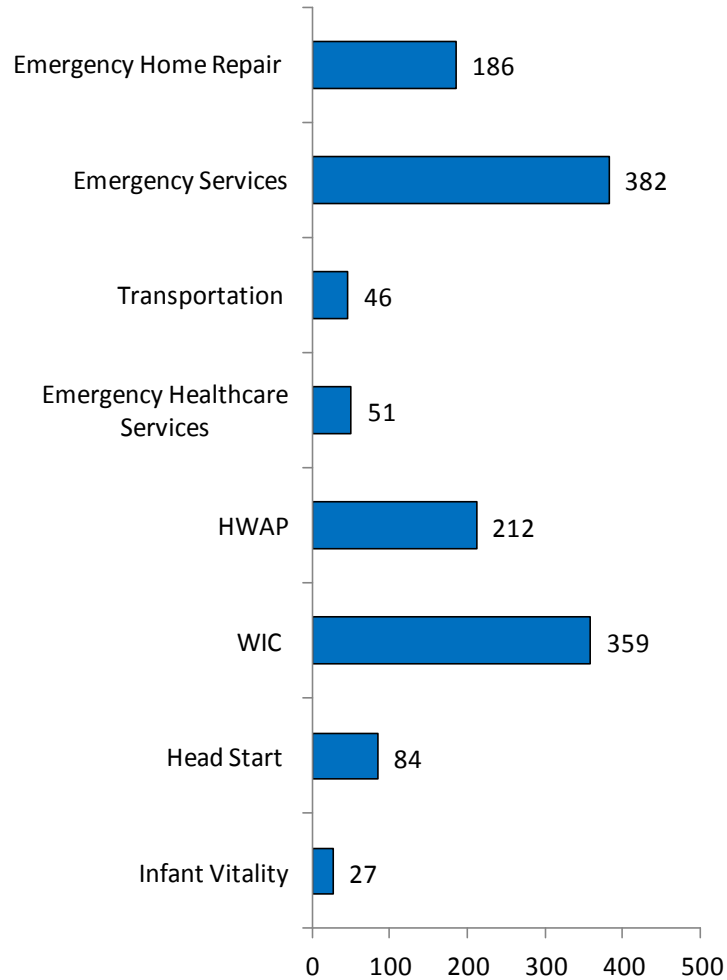
(Percentage of Customers Who Demonstrated Improvement in Their Behavior, Health or Knowledge and/or Reached Program Identified Goals)



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

## PERFORMANCE CATEGORY 5: CUSTOMER REFERRALS

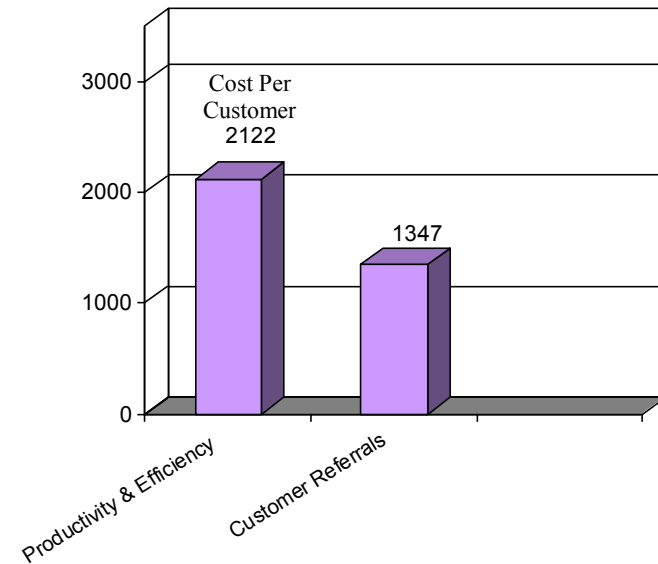
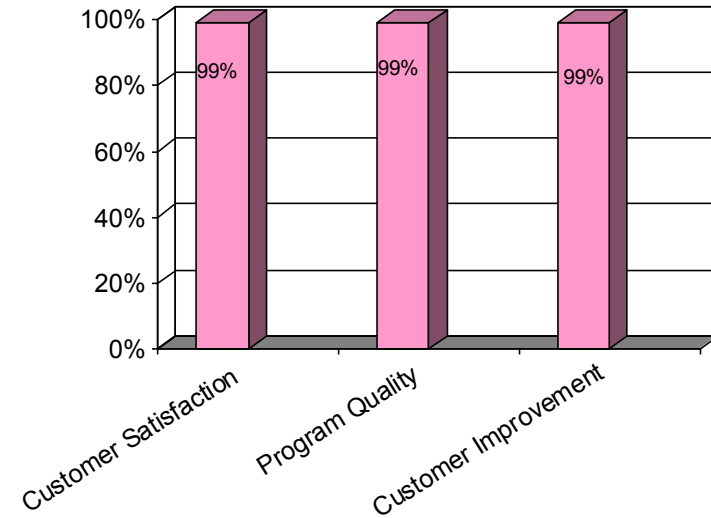
(Number of Customers Referred to Another Program or Agency)



**Total Customers Referred: 1,347**

## AGENCY RESULTS BY PERFORMANCE CATEGORY

(Average Across Programs)



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

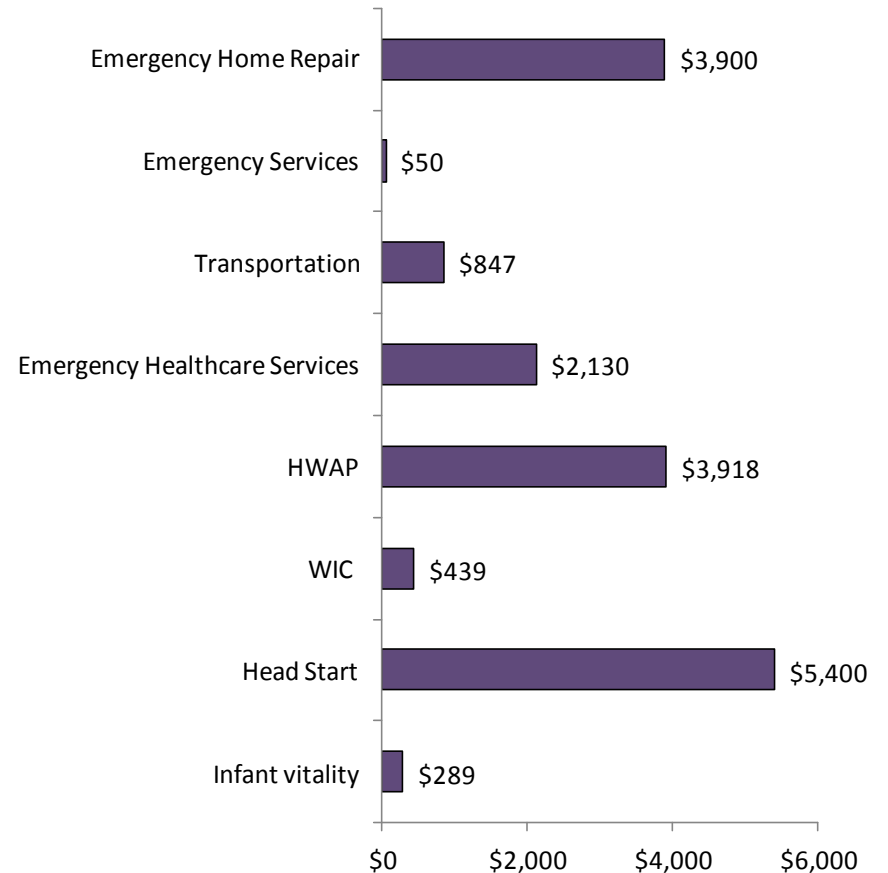
## EVALUATION SUMMARY

- ☐ 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 \$2,122
- ☐ Besides providing service to over 20,279 customers in 2018; 1,347 were referred to other programs or agencies.
- ☐ JVCAI services result in positive customer outcomes, with 99% 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 2018 the agency put over \$3.5 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)

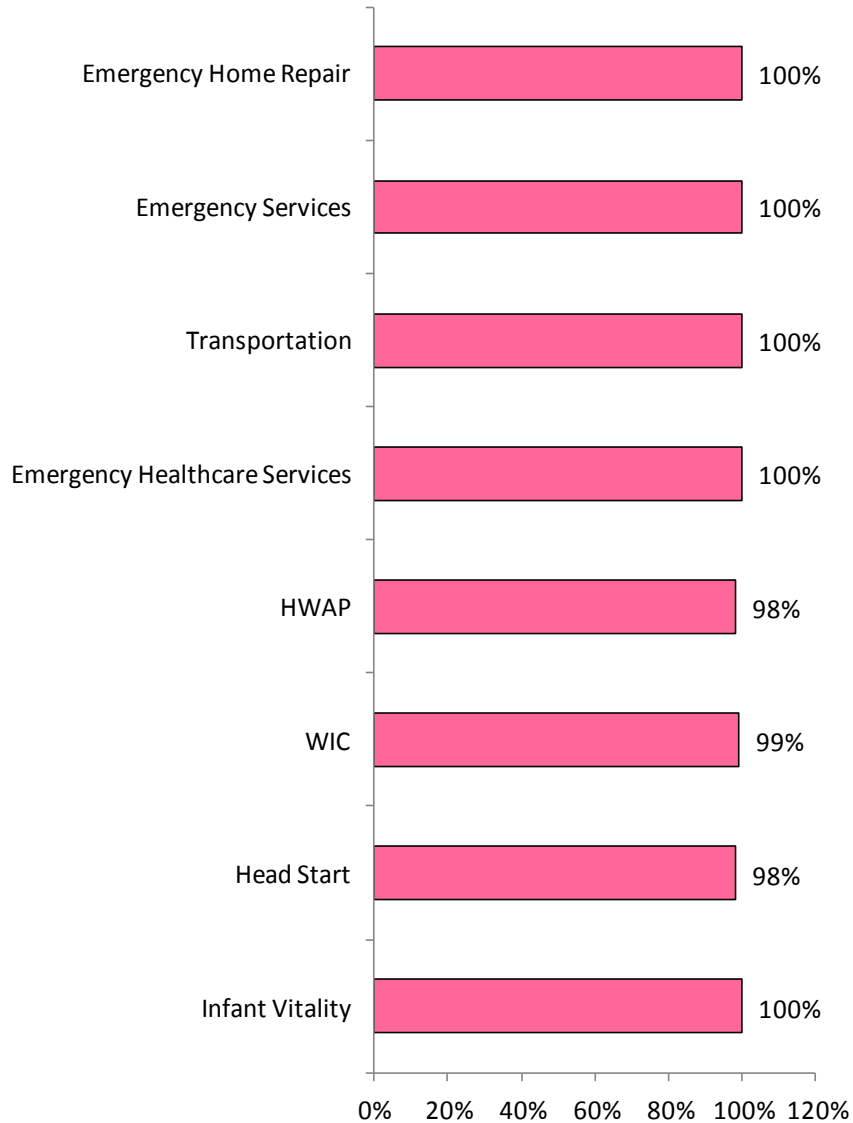


**Average Cost per Customer: \$2,122**

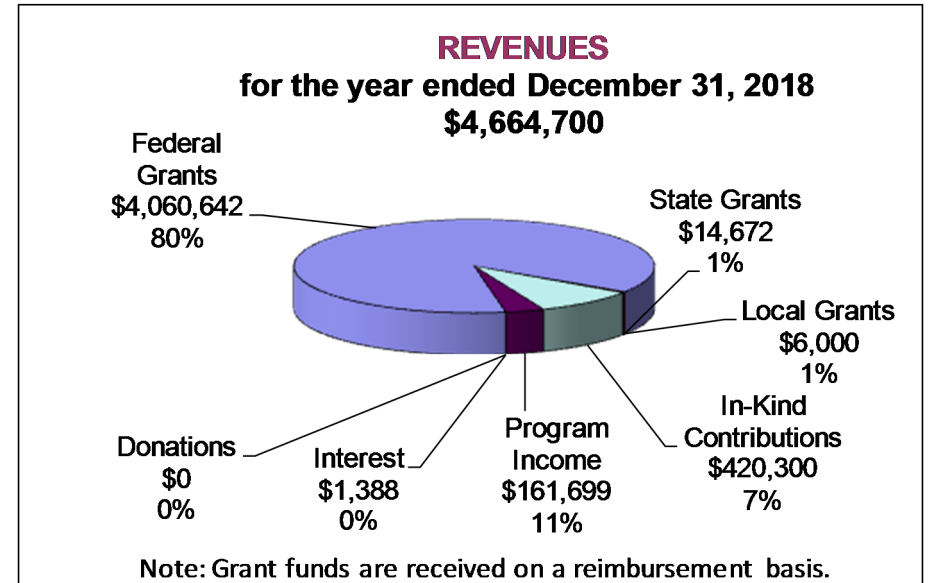
NOTE: Health Services, Transportation and WIC provide multiple encounters for customers each year.

## PERFORMANCE CATEGORY 3: PROGRAM QUALITY

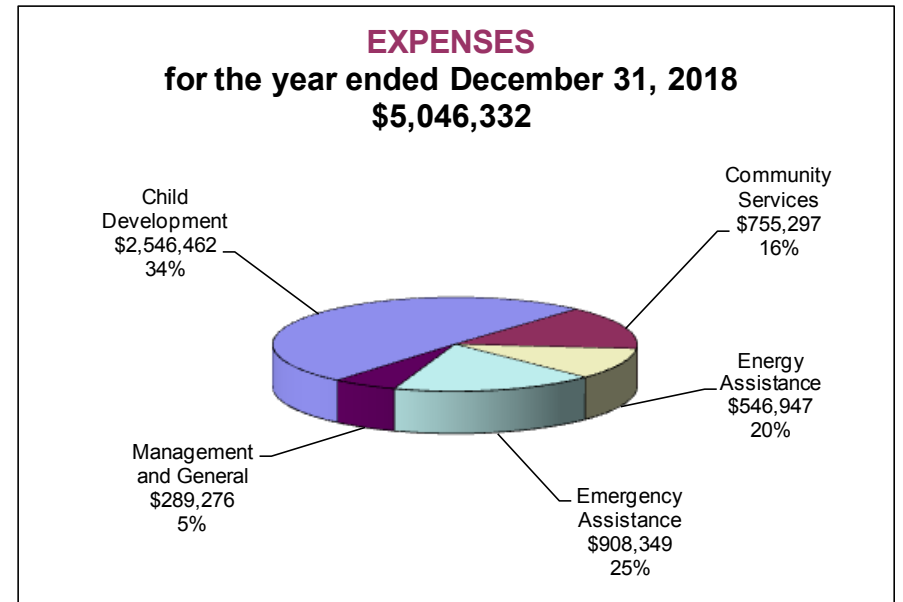
(Percentage of Customer Giving the Service an "Excellent" Rating)



## 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"> <li>• 429 children served</li> <li>• 88% of four-year olds reached Kindergarten readiness</li> </ul>
WIC	<ul style="list-style-type: none"> <li>• 4,502 encounters of women, infants and children improved their nutrition and health status.</li> <li>• An average of 63% of women initiate breast-feeding.</li> </ul>
HWAP	<ul style="list-style-type: none"> <li>• 42 households live in safer and more energy efficient housing and will experience a 45% reduction in heating costs.</li> </ul>
Emergency Healthcare Services	<ul style="list-style-type: none"> <li>• 78 clients received emergency healthcare assistance.</li> <li>• 100% of evaluation responders reported the assistance provided improved their health.</li> </ul>
Transportation	<ul style="list-style-type: none"> <li>• 280,834 miles traveled</li> <li>• 6,185 medical trips; 1,569 job-related trips</li> </ul>
Emergency Services	<ul style="list-style-type: none"> <li>• 5,670 people gained heating/cooling assistance for their homes.</li> </ul>
Emergency Home Repair	<ul style="list-style-type: none"> <li>• 5 households, consisting of 8 people, are now in better condition and are in safer condition for the residents.</li> </ul>
Infant Vitality	<ul style="list-style-type: none"> <li>• 8 people participated in Baby and Me Tobacco Free; 21 Cribs for Kids; 16 Infants were born.</li> </ul>
<i>JVCA Overall</i>	<ul style="list-style-type: none"> <li>• 3.5 million put back into the community (includes payroll, supplies, insurance, etc.)</li> </ul>

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

