

Mission Statement

JVCA's mission is to eliminate the hardships of poverty, empower individuals, and promote independence.

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.



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 Lang Consulting Group

JACKSON-VINTON COMMUNITY ACTION, INC.

2022 Report Card

57 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.

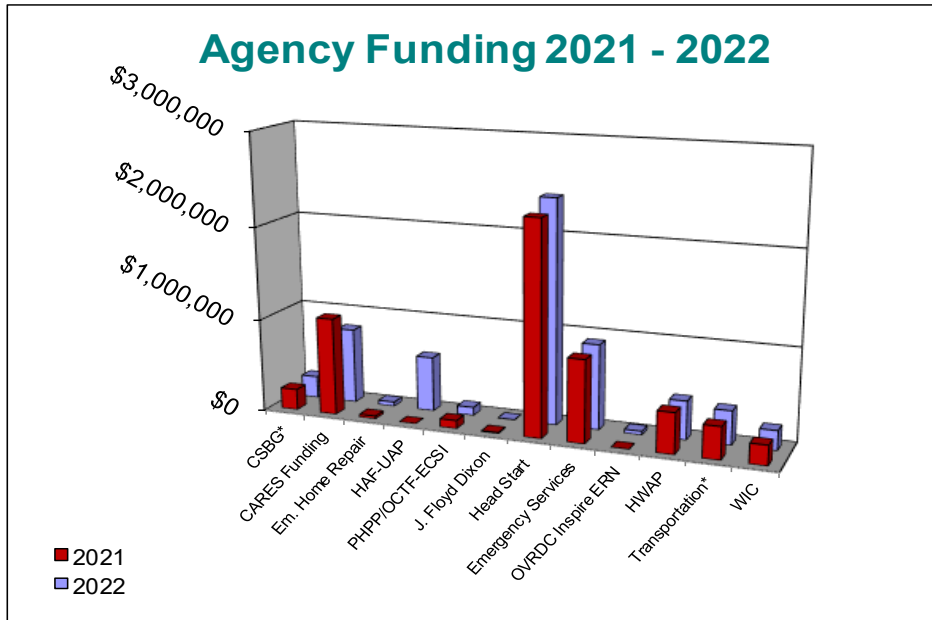
ABOUT THIS REPORT CARD

- ◆ 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 2022 performance results for 12 programs.

WHAT CUSTOMERS ARE SAYING ABOUT JVCAI SERVICES

- ✦ The WIC staff had been amazing for all my children and I am especially grateful for them. Helping me with my children’s needs and goals!!!
- ✦ With the added insulation my home stays much warmer. We didn’t realize how much energy efficient insulation measures would make. [HWAP]
- ✦ Can’t imagine how it could be better, was a God-send, I received the best care, very professional and respectful. [Emergency Health Services]
- ✦ Without your services we would not be able to afford their heating source, and help keep their services on. Staff treated client as equals. [Emergency Services]
- ✦ I appreciate Transportation.
- ✦ The help provided to us has not only made our living conditions safer but also more efficient. [Emergency Home Repair]
- ✦ I have been very happy with the program. Keep up the great work! Thanks for all you do! [Head Start]
- ✦ The [PHPP-OCTF] program has helped me out tremendously, between helping with bigger baby items I was not able to provide myself and also providing very helpful information along the way. I think the program itself as a whole is phenomenal and can help a lot of families in need.
- ✦ Showed compassion and understanding; without this assistance we would have been evicted. Staff treats clients as equals! shown. [CSBG CARES/CAA-HRG/ARPA-HRG/HAF-UAP]

PERFORMANCE CATEGORY 7: AGENCY FUNDING 2021/2022



	2021	2022
CSBG*	\$224,936.00	\$235,672.00
CARES Funding	\$1,048,025.00	\$811,197.00
Em. Home Repair	\$30,498.00	\$44,702.00
HAF-UAP	\$0.00	\$590,568.00
PHPP/OCTF-ECSI	\$86,635.00	\$87,492.00
J. Floyd Dixon	\$10,550.00	\$2,698.00
Head Start	\$2,282,283.00	\$2,400,627.00
Emergency Services	\$886,091.00	\$914,780.00
OVRDC Inspire ERN	\$0.00	\$38,721.00
HWAP	\$437,919.00	\$414,713.00
Transportation*	\$348,135.00	\$364,208.00
WIC	\$213,289.00	\$210,042.00
Total	\$5,568,361.00	\$6,115,420.00

* Includes Program Income

Note: Above totals do not reflect all Agency Funding

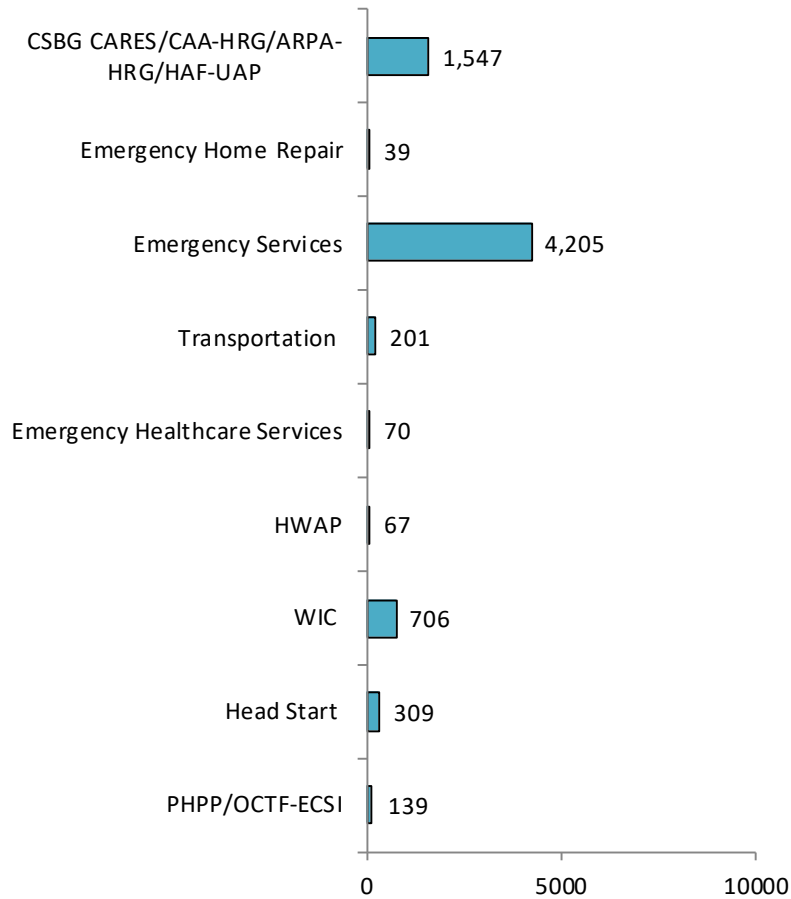
EVALUATION APPROACH

- ◆ 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:

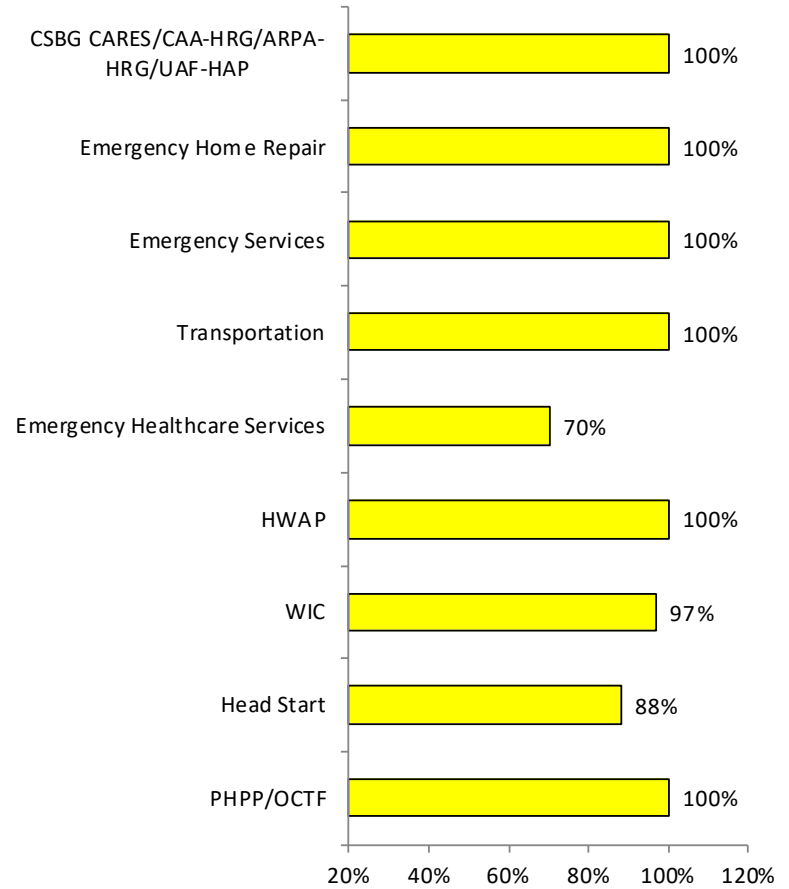
- ◆ Impact on Community
- ◆ Customer Satisfaction
- ◆ Program Quality
- ◆ Productivity & Efficiency
- ◆ Customer Referrals
- ◆ Customer Improvement
- ◆ Agency Funding 2021/2022

NUMBER OF CUSTOMERS SERVED BY PROGRAM



Total Customers Served: 7,283

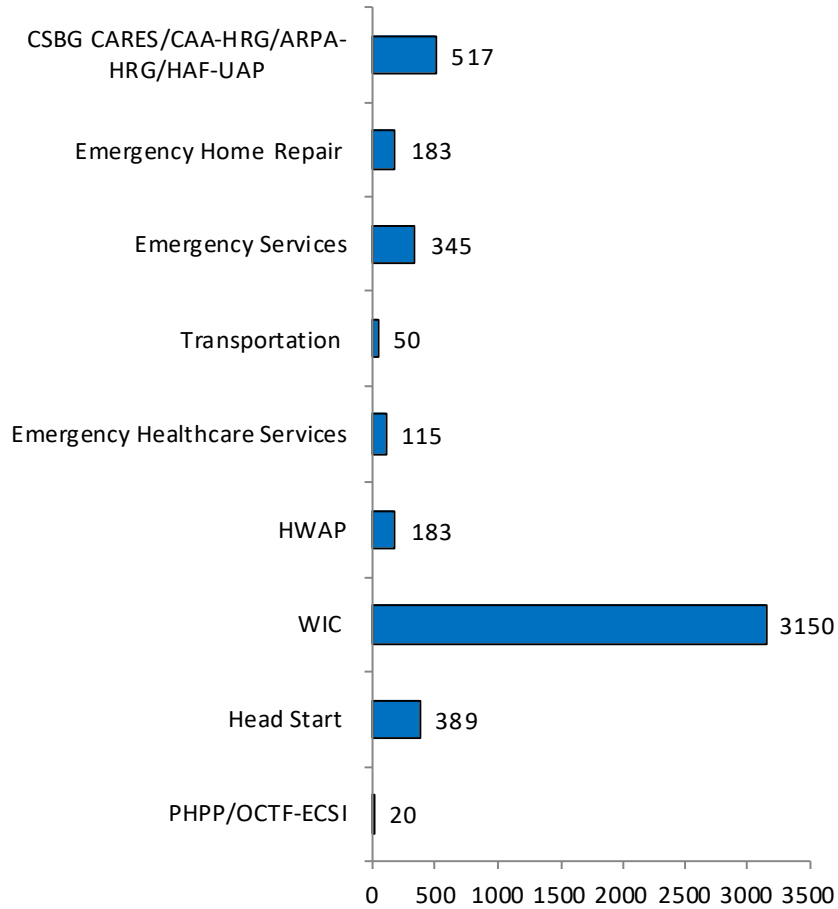
PERFORMANCE CATEGORY 6: CUSTOMER IMPROVEMENT (Percentage of Customers Who Demonstrated Improvement in Their Behavior, Health or Knowledge and/or Reached Program Identified Goals)



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

PERFORMANCE CATEGORY 5: CUSTOMER REFERRALS

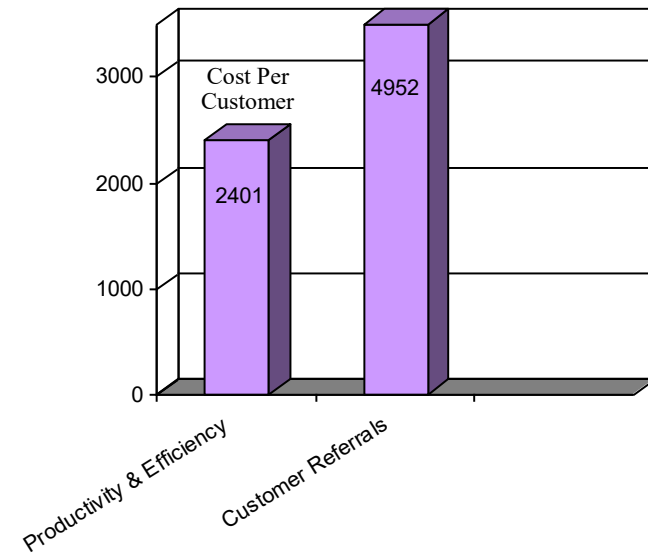
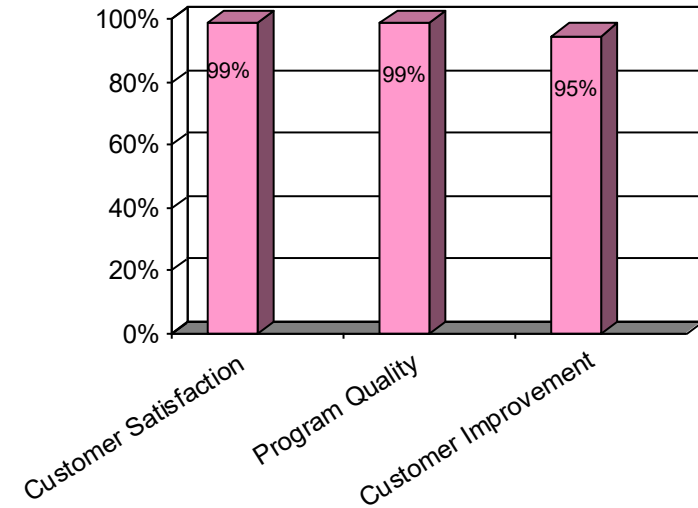
(Number of Customers Referred to Another Program or Agency)



Total Customers Referred: 4,952

AGENCY RESULTS BY PERFORMANCE CATEGORY

(Average Across Programs)



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

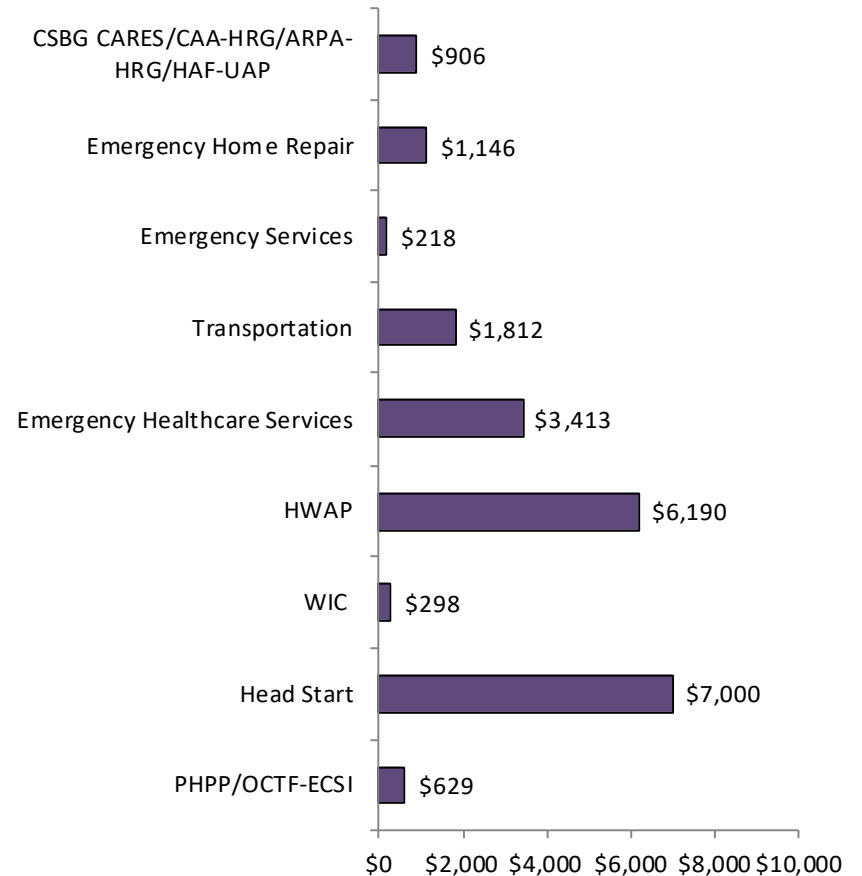
EVALUATION SUMMARY

- ☐ 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 \$2,401.
- ☐ Besides providing service to over 7,283 customers in 2022; 4,952 were referred to other programs or agencies.
- ☐ JVCAI services result in positive customer outcomes, with 95% 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 2022 the agency put over \$5.1 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)

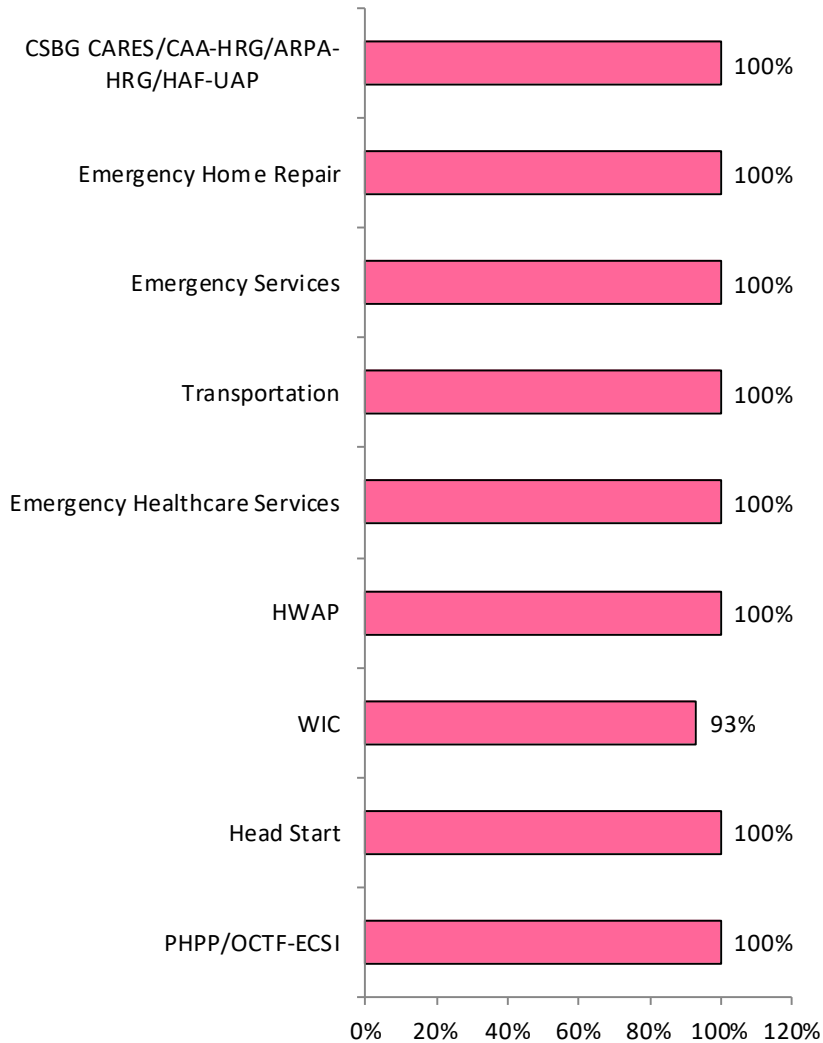


Average Cost per Customer: \$2,401

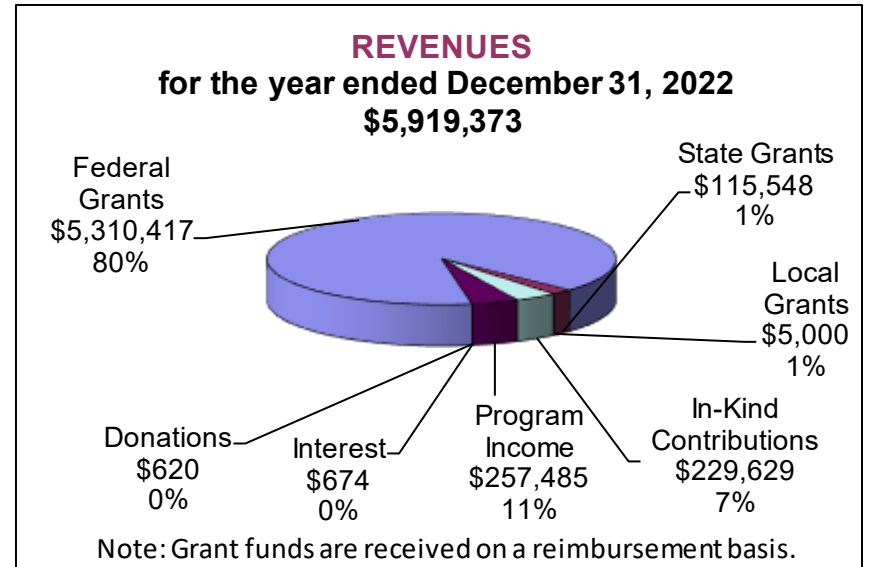
NOTE: CARES, Health Services, Transportation and WIC provide multiple encounters for customers each year.

PERFORMANCE CATEGORY 3: PROGRAM QUALITY

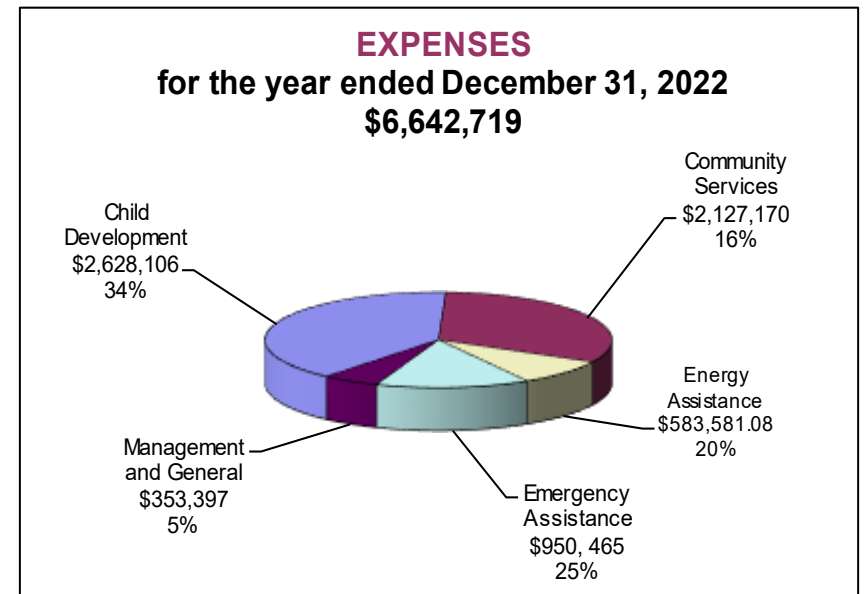
(Percentage of Customer Giving the Service
an "Excellent" Rating)



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"> • 309 children served • 85% of four-year olds reached Kindergarten readiness
WIC	<ul style="list-style-type: none"> • 2,985 encounters of women, infants and children improved their nutrition and health status. • An average of 42.6% of women initiate breastfeeding.
HWAP	<ul style="list-style-type: none"> • 35 households live in safer and more energy efficient housing and will experience a 64% reduction in heating costs.
Emergency Healthcare Services	<ul style="list-style-type: none"> • 70 clients received emergency healthcare assistance. • 100% of evaluation responders reported the assistance provided improved their health.
Transportation	<ul style="list-style-type: none"> • 74,196 miles traveled • 3,162 medical trips • 110 job related trips
Emergency Services	<ul style="list-style-type: none"> • 4,205 people gained heating/cooling assistance for their homes.
Emergency Home Repair	<ul style="list-style-type: none"> • 19 households, consisting of 39 people, are now in better condition and are in safer condition for the residents.
PHPP/OCTF-ECSI	<ul style="list-style-type: none"> • 4 Neonatal Abstinence Syndrome Clinic; • 19 Cribs for Kids; 109 Infants were born.
<i>JVCA Overall</i>	<ul style="list-style-type: none"> • 5.1 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.)

