

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.**

2013 Report Card

48 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.

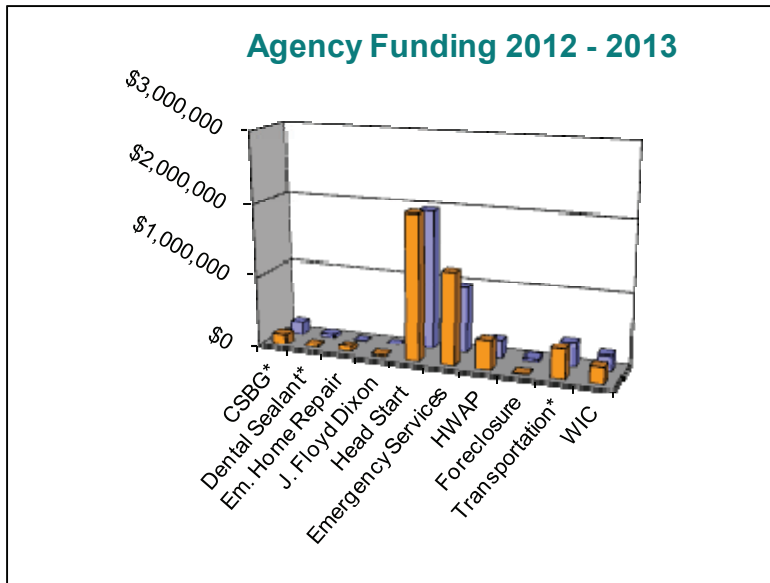
ABOUT THIS REPORT CARD

- ◆ 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 2013 performance results for 9 programs.

WHAT CUSTOMERS ARE SAYING ABOUT JVCAI SERVICES

- ★ Your [Dental Sealant] program has greatly improved the health of children in Jackson and Vinton Counties.
- ★ The staff [WIC] is always very understanding, always in high spirits, never snappy and always eager to help. This is a wonderful and much needed program.
- ★ The service you provide is a well needed program for we the public that are financially unable to provide for ourselves. You have surely blessed my life with the programs you provide. [HWAP]
- ★ I was treated great and got all the healthcare assistance I needed. The [Health Services] staff were very helpful and understanding of my needs. This assistance will help me a great deal.
- ★ If not for [E-HEAP] we would have trouble keeping the utilities on and purchasing fuel for winter heat.
- ★ I could not have kept my job if not for your agency transporting me when my car broke down. I couldn’t get my perscriptions filled if you didn’t take me in your vans. [Transportation]
- ★ The program is too good to be true, but it is truly a free program. I hope others are able to take advantage of this wonderful program. [Foreclosure]
- ★ We completed a parenting class a couple of years ago that has helped us to this day. Thank you for the work you do in our community. [Head Start]

PERFORMANCE CATEGORY 7: AGENCY FUNDING 2010/2011



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.

| | 2012 | 2013 |
|--------------------|--------------------|-----------------------|
| CSBG* | \$157,584.00 | \$198,581.00 |
| Dental Sealant* | \$49,535.00 | \$55,320.00 |
| Em. Home Repair | \$78,194.00 | \$9,662.00 |
| J. Floyd Dixon | \$4,296.00 | \$7,589.00 |
| Head Start | \$2,030,435.00 | \$1,957,577.00 |
| Emergency Services | \$1,310,660.00 | \$953,523.00 |
| HWAP | \$423,246.00 | \$261,237.00 |
| Foreclosure | \$11,486.00 | \$41,275.00 |
| Transportation* | \$407,919.00 | \$342,954.00 |
| WIC | \$239,078.00 | \$210,414.00 |
| Total | \$4,712,433 | \$4,038,132.00 |

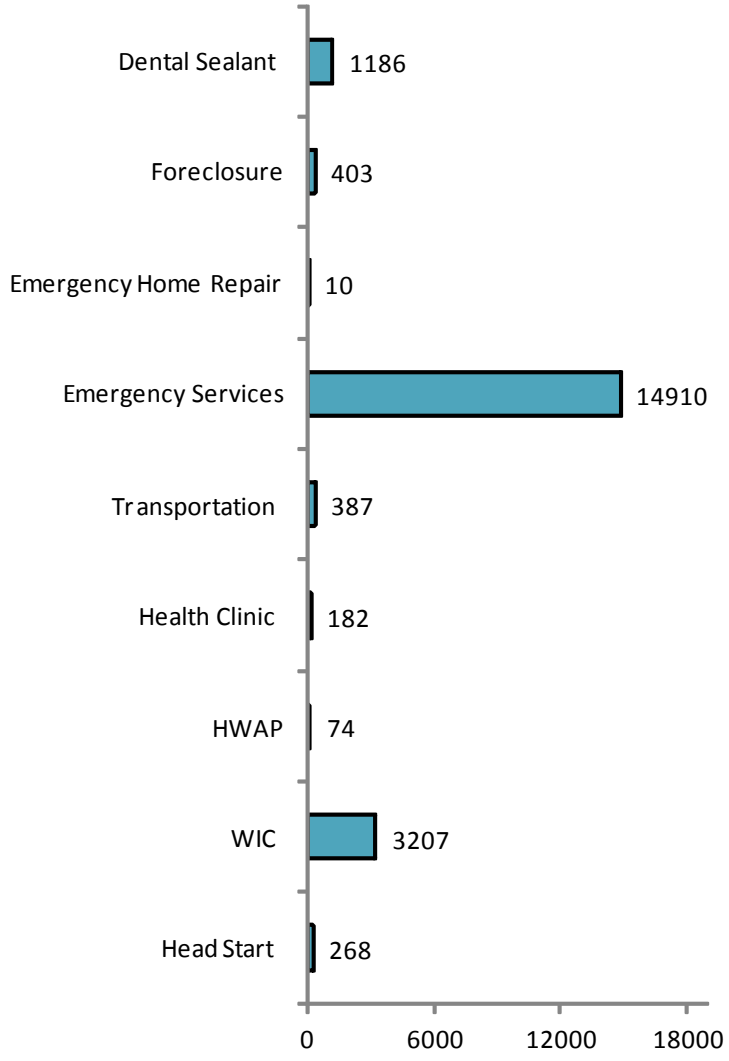
* Includes Program Income

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 2012/2013

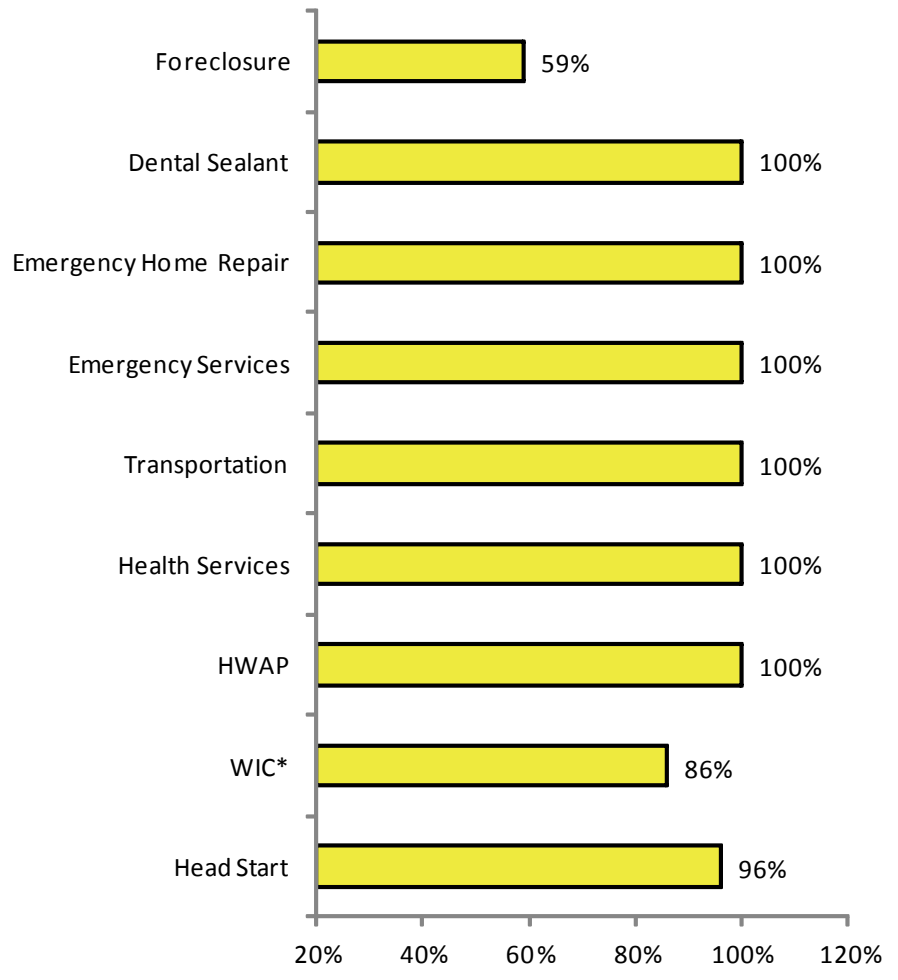
NUMBER OF CUSTOMERS SERVED BY PROGRAM



Total Customers Served: 20,627

PERFORMANCE CATEGORY 6: CUSTOMER IMPROVEMENT

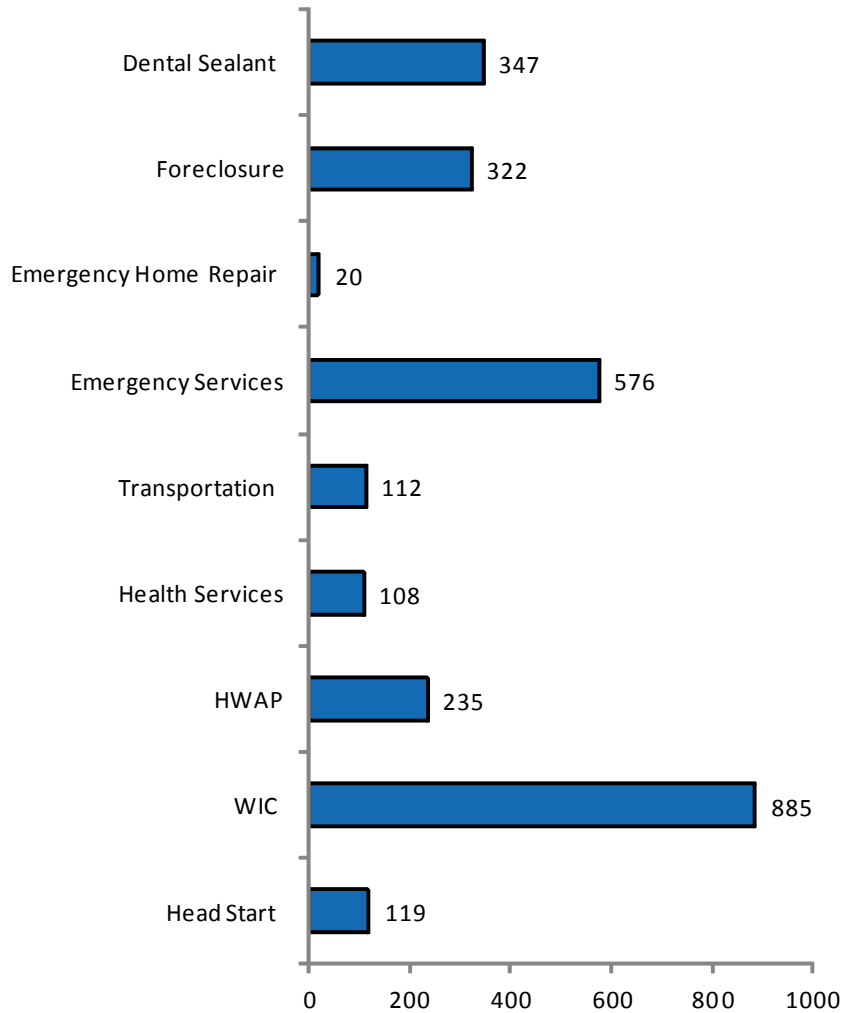
(Percentage of Customers Who Demonstrated Improvement in Their Behavior, Health or Knowledge and/or Reached Program Identified Goals)



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

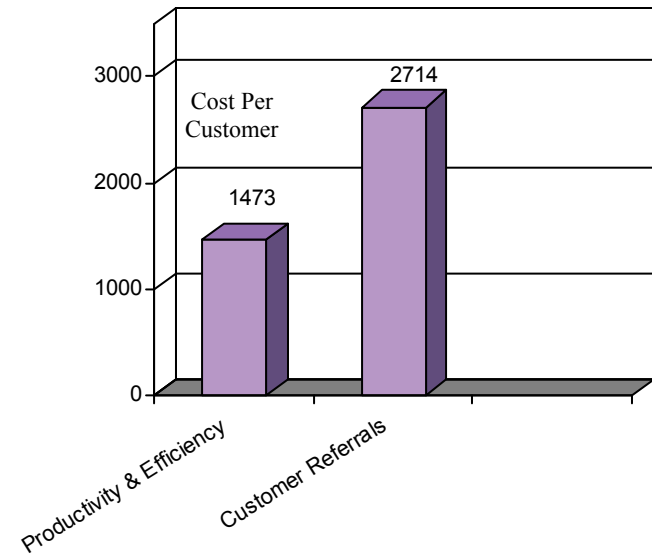
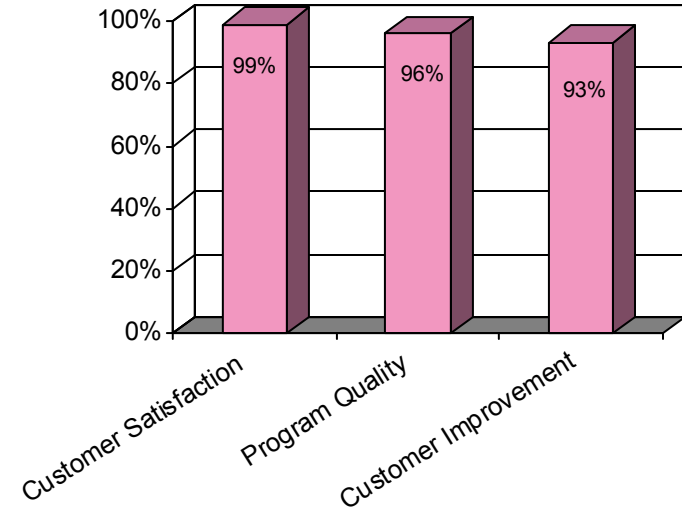
PERFORMANCE CATEGORY 5: CUSTOMER REFERRALS

(Number of Customers Referred to Another Program or Agency)



Total Customers Referred: 2,724

AGENCY RESULTS BY PERFORMANCE CATEGORY (Average Across Programs)



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

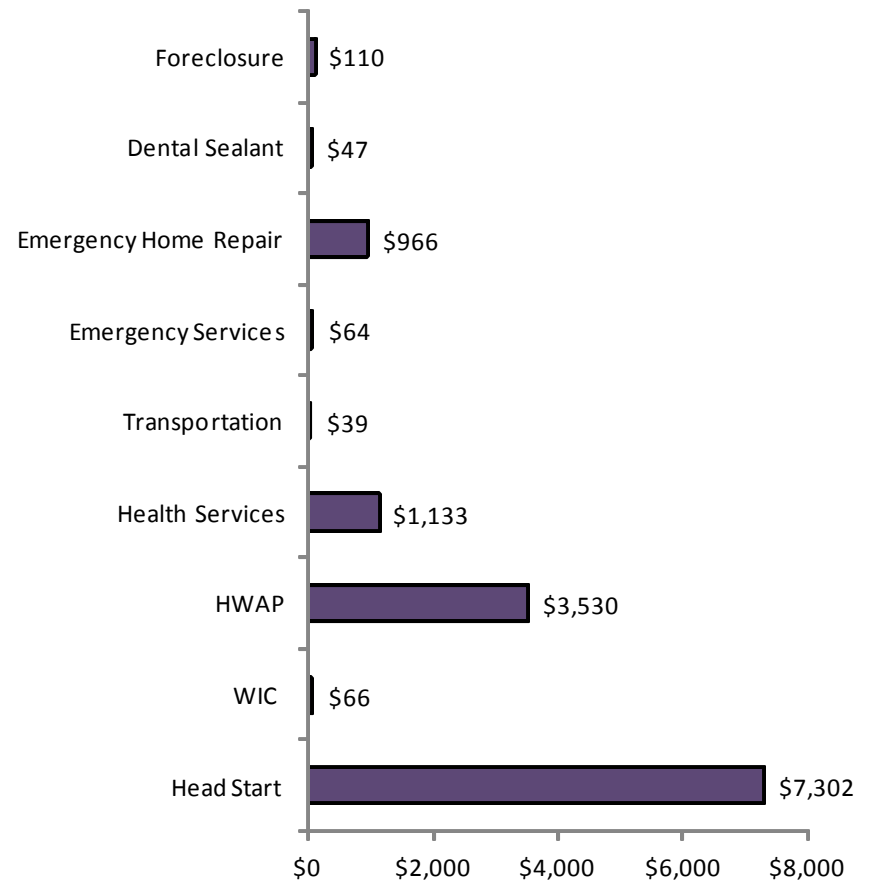
EVALUATION SUMMARY

- ☐ 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 \$1,473.
- ☐ Besides providing service to over 20,627 customers in 2013, 2,724 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 2013 the agency put over \$3.1 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)

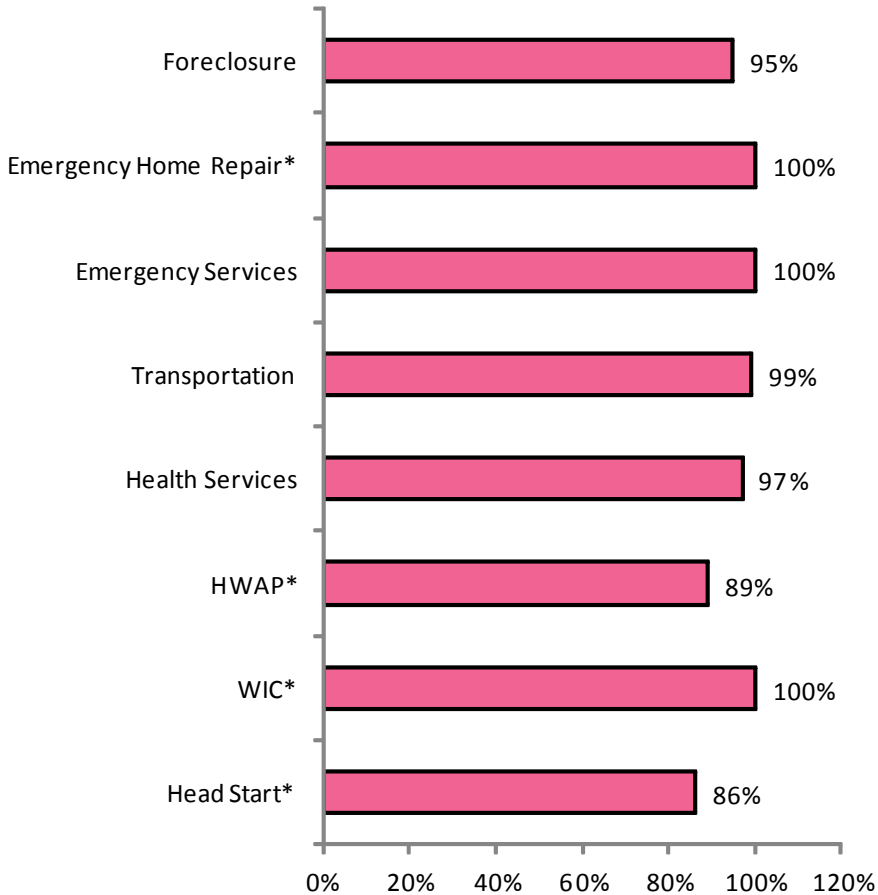


Average Cost per Customer: \$1,473

NOTE: Health Services and Transportation provide multiple encounters for customers each year. The average cost per encounter for the clinic was \$160 and \$39 for Transportation.

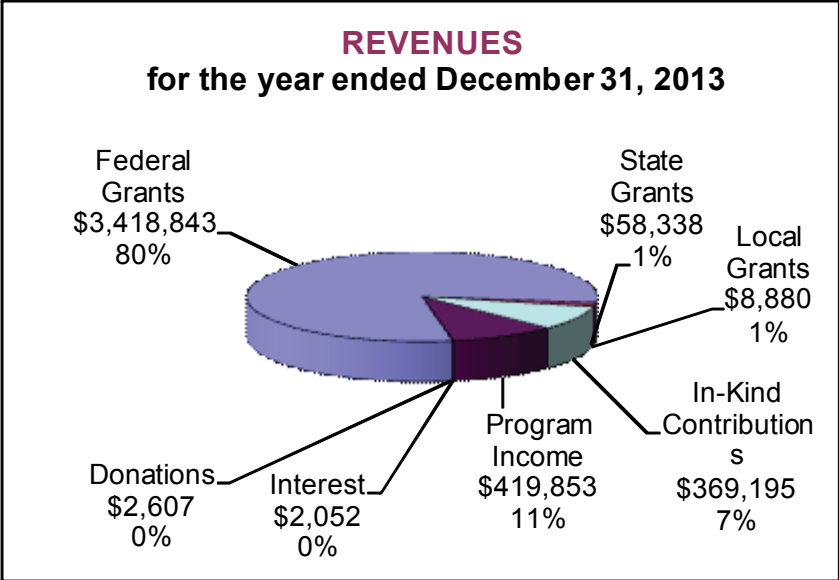
PERFORMANCE CATEGORY 3: PROGRAM QUALITY

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

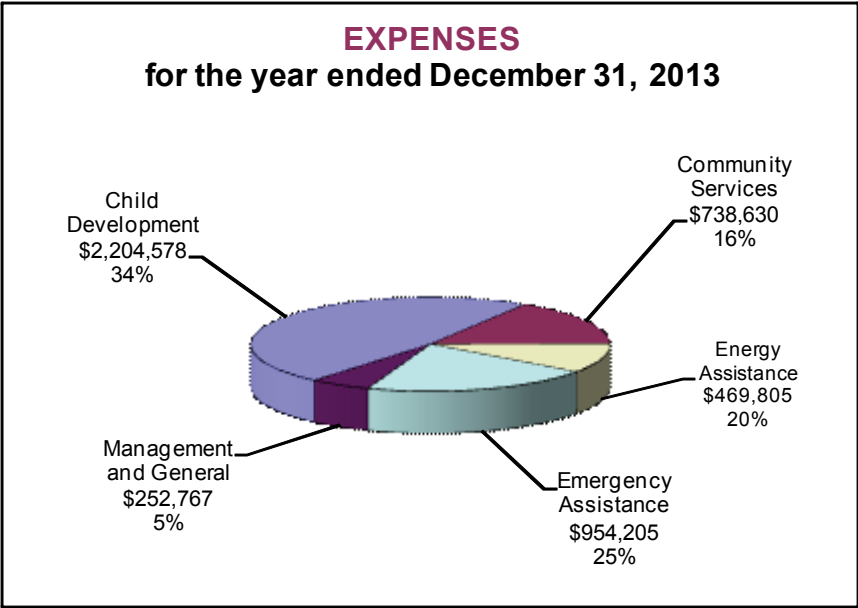


NOTE: *The lower percentages is due to customers saying they were "somewhat satisfied" because of services requested not offered by the program.

AGENCY REVENUES BY SOURCE



AGENCY EXPENSES BY AREA



PERFORMANCE CATEGORY 1: IMPACT ON THE COMMUNITY

| PROGRAM | COMMUNITY IMPACT |
|-----------------------|--|
| Head Start | <ul style="list-style-type: none"> • 268 children served • School readiness increased by 96% |
| WIC | <ul style="list-style-type: none"> • 6,413 encounters of women, infants and children improved their nutrition and health status. • An average of 49% of women initiate breast-feeding. |
| HWAP | <ul style="list-style-type: none"> • 55 households live in safer and more energy efficient housing and will experience a 32% reduction in heating costs. |
| Health Clinic | <ul style="list-style-type: none"> • 182 clients received emergency healthcare assistance. |
| Transportation | <ul style="list-style-type: none"> • 188,233 miles traveled • 4,962 medical trips; 3,086 job-related trips |
| Emergency Services | <ul style="list-style-type: none"> • 14,910 people gained heating assistance for their homes. |
| Emergency Home Repair | <ul style="list-style-type: none"> • 10 people are living in better conditions and remain in a safer home. |
| Foreclosure | <ul style="list-style-type: none"> • 403 people remained in their home by preventing foreclosure. |
| Dental Sealant | <ul style="list-style-type: none"> • 1,186 students were screened • 750 students received sealants |
| <i>JVCA Overall</i> | <ul style="list-style-type: none"> • 3.1 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.)

