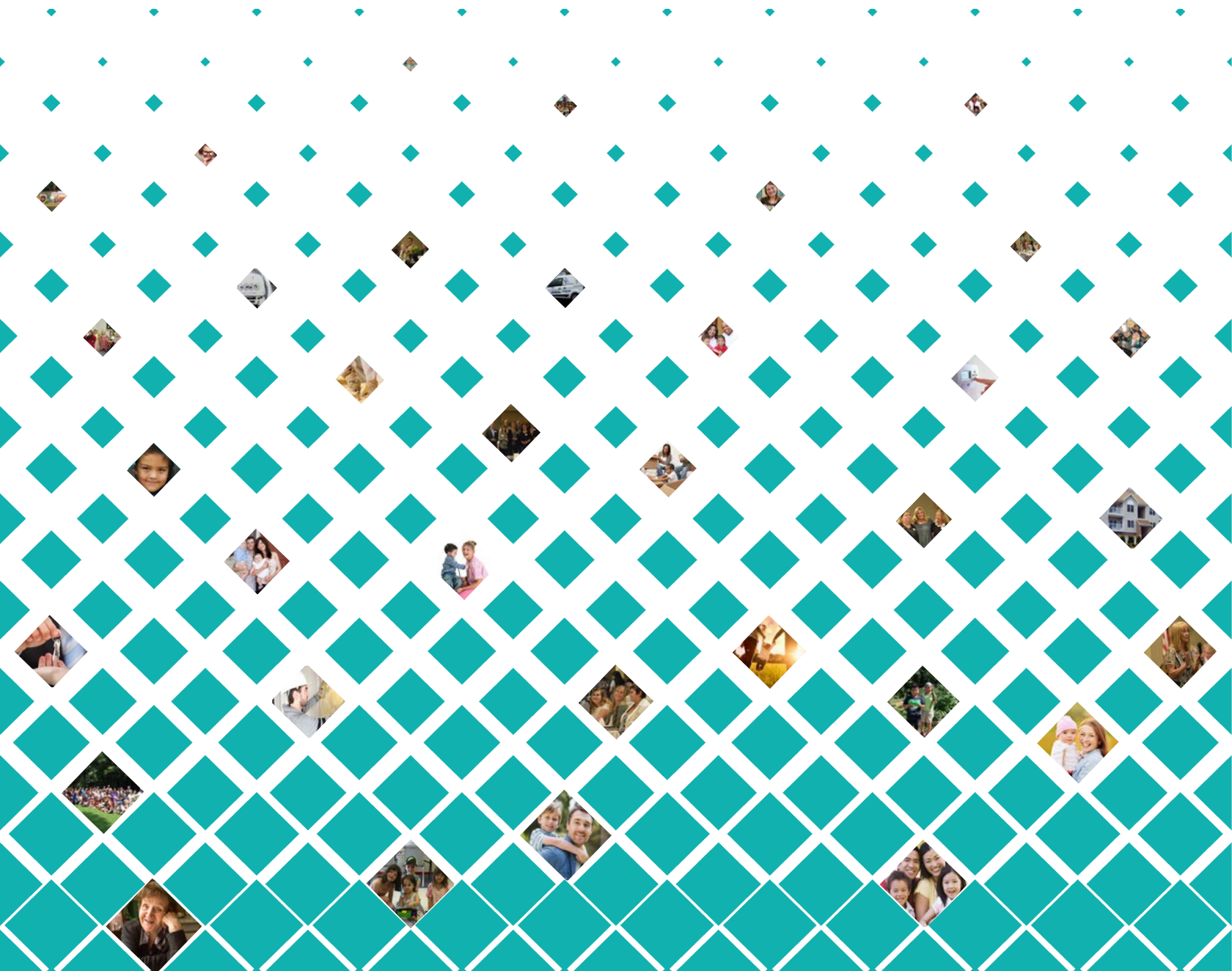




2016 ANNUAL REPORT



PEOPLE HELPING PEOPLE SINCE 1965



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OUR MISSION:

Opening doors through individualized, comprehensive services and community partnerships that empower low-income individuals and families to improve their quality of life.

OUR VISION:

To provide quality services that empower low-income individuals and families to become financially stable, realize their full potential and become participating citizens and leaders in the community in which they live.

OUR VALUES:

OVO strives to be a model organization. We embrace the diversity of our employees, volunteers, clients, stakeholders, and community partners and are committed to building strong organizational ties with families and community partners. Through good stewardship of the financial resources entrusted to us, we provide outcome-based quality services.



MESSAGE FROM THE
EXECUTIVE DIRECTOR
AND **BOARD CHAIRPERSON**

Dear Friends,

We are thrilled to share with you our mission, provide program activities and results, make available our audited financial data, acknowledge our contributors, and highlight customer testimonials through our 2016 Annual Report. Since 1965, OVO has proudly served the people of Jefferson, Jennings, and Scott counties. We remain steadfast in furthering our mission and in promoting our values to improve the lives of individuals and families within our service area.

This year, we touched more lives and made greater gains toward empowering our customers to become financially stable, realize their full potential, and become participating citizens and leaders within the community. In response to issues that were identified through our Comprehensive Community Needs Assessment, we worked diligently to address the root causes of poverty and aligned our Agency-Wide Strategic Plan to reflect these deliverables.

We are proud of our important work, which is made possible by our incredibly talented and committed staff, our insightful and engaged Board of Directors, our mobilized community partners and various volunteers, and our supportive and resourceful funders. Together, we are dedicated to inclusion and are inspired to create financial and social opportunities for all residents.

There are so many exciting things happening here at OVO, and I invite you to get involved! Please consider following us on social media, sharing our website with others, making a charitable donation before the year ends, and/or volunteering at an event or in one of our program areas. Contact information is listed within this report but feel free to call 812.265.5858 for more information on how you can become a part of Community Action.

We look forward to forging new relationships, engaging in new opportunities, and continuing to comprehensively serve our communities for the next 50 years!

Elaina Freeman
Executive Director

David Sutter
Board Chairperson

RECOGNIZING EXCELLENCE

OUR BOARD OF DIRECTORS

Tonja Caudill (Public Sector, Scott Co.)
Angie Donnell (Low-Income Sector, Jennings Co.)
Melissa Frisque (Low-Income Sector, Jefferson Co.)
Lee Anne Hahn (Private Sector, Scott Co.)
Tammy Johnson (Public Sector, Scott Co.)
Leigh Koehler (Public Sector, Jefferson Co.)
Cheri Massey (Private Sector, Jennings Co.)
Alyssa Richard (Private Sector, Jefferson Co.)

Kathy Stevens (Low-Income Sector, Jefferson Co.)
Steve Sollman (Public Sector, Jennings Co.)
Dennis Thomas (Low-Income Sector, Scott Co.)
David Sutter (Public Sector, Jefferson Co.)
Chris Wakeman (Private Sector, Scott Co.)
Leah Ungru (Private Sector, Jefferson Co.)
Melissa Woods (Public Sector, Scott Co.)
Sally Woods (Low-Income Sector, Jennings Co.)

HEAD START POLICY COUNCIL

Susan Anderson (Jefferson County)
Maranda Atkins (Jennings County)
Stephanie Bear (Jefferson County)
Pamela Bowman (Jennings County)
Mandy Flood (Jefferson County)
Rocky King (Scott County)
Katherine McCarter (Scott County)
Casey McQueary (Jefferson County)

Jessica Pelley (Jennings County)
Elizabeth Sarver (Jennings County)
Krystin Smith (Jennings County)
Kathy Stevens (Jefferson County)
Tasha Thurnball (Jefferson County)
Ashley Toomey (Jefferson County)
Hope Watterson (Jefferson County)
Anastacia Whitis (Jennings County)

RECOGNIZING STAFF FOR YEARS OF SERVICE

5 TO 9 YEARS

Jennifer Baldwin
Brandi Bivens
Misty Boggs
Tina Griffith
Barbie Howdeshell
Michelle Kimmel
Charla Porter
Maria Schwers
Angel Snell
Lynn Sutherland
April Turley

10 TO 14 YEARS

Michele Hopper
Shirley Kloepfer
Nickie Nolan
Jeff Rowlett
Patty Spillman
Roger Stockdale

15 TO 19 YEARS

Debbie Alcorn
Deanna Callis
Sarah Cicenias
Becky Cole
Sondra Fewell
Tammi Marshall

20 TO 24 YEARS

Susan Cicenias
Melanie Harrell

25 TO 29 YEARS

Sharon McCoy

30+ YEARS

Regina Aldridge
Toni Foist

HIGHLIGHTS FROM 2016



FIRST ANNUAL MEETING AND DINNER

For the first time in over a decade, OVO hosted an Annual Meeting and Dinner. All staff and Board members were invited to attend this special event on October 8th at the Livery Stable in Madison. Mayor William H. Graham of Scottsburg was the keynote speaker for the evening and discussed OVO's impact on the community throughout the decades. Board members were recognized for their volunteer service to the agency and all staff for their years of service. Special recognition was given to those staff with more than 20 years of service: Regina Aldridge (31 years), Susan Cicenias (23 years), Toni Foist (30 years), Melanie Harrell (20 years), and Sharon McCoy (28 years). The evening also included a lovely dinner as well as prizes for all attendees provided by generous donations from local businesses. The evening was a special time to recognize the hard work and dedication of our staff and Board and to celebrate together our accomplishments as an agency.

COMMUNITY SUPPORT

Each and every year, we are amazed at the generosity of businesses and individuals in our community. Their outpouring of support is essential to our success and helps us to make an even greater impact in the lives of those in need. In kind donations to our Head Start Program not only help us meet our Federal Match requirements but provide supplies and materials for our students and countless volunteers hours in our classrooms. One example of great community organizations supporting our programs is our local Community Foundations. In 2016, the Scott County Community Foundation awarded our organization funding to update our Head Start classroom equipment and furniture in that county. We also received a grant through the Community Foundation of Madison & Jefferson County, Inc. to upgrade technology in our Jefferson County Head Start Centers. These funds helped us to ensure our students are gaining the necessary skills and education to help them succeed in Kindergarten and beyond!



STAFF DEVELOPMENT AND TRAINING

Our staff are our greatest asset here at OVO. They are real life heroes fighting on the front lines of poverty everyday. By focusing on staff development, we are ensuring our staff are providing the highest quality services for our clients, maintaining necessary standards and program requirements, and keeping our staff informed about emerging technologies and information in their field. Some of the excellent training events our staff attended in 2016 include: the Annual National Head Start Association Conference, CAPLAW National Training Conference, Child-Plus Training Scramble, Conscious Discipline Summer Institute, Mobile Home Weatherization Training, Community Action Partnership Annual Convention, National Home Energy Audit Tool (NEAT) and Manufactured Home Energy Audit (MHEA) Training, and "Creating Positive School Climate" Conference.

OUR FIRST CERTIFIED COMMUNITY ACTION PROFESSIONAL

Melanie Harrell, our Head Start Program Director, became OVO's first Certified Community Action Professional (CCAP)! This accomplishment was part of a year long process of intense studying, research, and testing. In July, she received notification from the Community Action Partnership that she passed all necessary requirements for certification! That fall, she attended the 2016 National Community Action Partnership Annual Convention in Austin, TX and received her official certificate during the Awards Gala. We are incredibly proud of her hard work and dedication that helped her accomplish this milestone, and we are appreciative of the knowledge and skills that she brings to our agency with this certification.





#GIVINGTUESDAY

11.29.2016

#GIVINGTUESDAY

In November, OVO participated in its first ever #GivingTuesday fundraising campaign. Giving Tuesday takes place on the Tuesday following Black Friday and is a worldwide initiative for people to give back with time, talents, and treasure to local charitable organizations. With the help of many businesses and individuals in the communities we serve, we were able to raise a total of \$1,405 for this campaign. We plan to make this an annual fundraiser for our organization and will keep engaging businesses and individuals in our community to make each and every year more successful. These funds support our mission and our existing programs and help to develop new programs in years to come.

COMMUNITY ENGAGEMENT

It is essential for us to engage the entire community as a part of our mission to eliminate poverty. Community engagement helps us educate individuals and families about our services, identify potential donors, establish essential partnerships, learn about needs in our community, and much more. One way we engage with our community is participating in local events. One such event is the Soup, Stew, Chili & Brew Festival in Downtown Madison. For the second year in a row, OVO hosted a booth at this community event in October. The festival gave us an opportunity to meet with residents, give them information on our agency, and also raised almost \$300 for our organization. We were also able to establish new partnerships with local businesses to provide soup, drinks, and supplies for our booth.



REBRANDING

One of our focuses for 2016 was updating our image in the community and creating a consistent, recognizable OVO brand. During the previous year, we introduced a new agency logo and launched a new website. In 2016, we were pleased to continue the process of rebranding by designing and distributing new agency and program outreach materials. These new brochures are excellent community outreach tools and inform individuals, families, and stakeholders about our services and program requirements. We also have Spanish translations of these brochures available to ensure our Spanish speaking residents are able to access our services. Additionally, all outreach materials have been uploaded to our website and are available for easy download for potential clients and other community services providers.

NEEDLE EDUCATION PROGRAM FOR PRESCHOOLERS

Following the declaration of a health emergency in one of our counties due to a dramatic increase in HIV diagnoses from intravenous drug abuse, our Head Start staff recognized the need for educating young children about the dangers of needles. Therefore, we created the Needle Education Program for Preschoolers to teach our Head Start students to identify needles and places where they might find them and to use "Don't Touch, Go Tell" to avoid touching needles and prevent the spread of disease. Through this program, over 200 Head Start children in three counties have received first hand needle safety education, and we will continue to offer this program as part of our annual safety education for our students. In addition, Christy Marshall, our Health and Nutrition Coordinator, spoke personally to physicians from the American Academy of Pediatrics to request the development of materials for preschool-aged children. She was able to provide the organization with information and statistics about our local outbreak of HIV infection and internal resources used to educate children about needle safety.



HOMETOWN FUN

Here at OVO, we are very serious about our mission, but we can have a lot of fun, too! Throughout the year, we provide opportunities for fun and recreation for our clients and the community. Each September, La Casa Amiga hosts the Hispanic Cultural Awareness Festival in Downtown Madison. The event features talented dancers, local arts and crafts, and delicious food, celebrating the diversity and beauty of Hispanic culture. Festival goers can receive information on getting involved with La Casa Amiga, and our Head Start Program hosted an information and enrollment booth as well. Another fun event we host throughout the year are Family Nights at our Head Start Centers. Parents and guardians are invited for evenings of fun games, recreational activities, educational seminars, and nutritious snacks for themselves and their children.

ENERGY ASSISTANCE PROGRAM



Energy Assistance Program Director: Angela Spurgeon

OUR YEAR

- 2,110 households served
- 4,276 individuals served
- 364 households received Crisis Assistance
- 1,141 families received Energy Education
- 311 households avoided disconnection or had services restored

MEREDITH'S STORY: KEEPING IT COOL IN THE HEAT OF SUMMER

Meredith is 85 years old and was diagnosed with COPD, a lung disease that made it very hard for her to breathe. She was on oxygen and living in an un-air-conditioned home. It was August, and the temperature was sweltering. The weather had been well above 90 degrees throughout that week. Thankfully, OVO's Energy Assistance Program was there to help! We were able to provide her with \$150 towards her electric bill to cover cooling costs as well as approve her for an air conditioner. Meredith was not able to travel, so OVO delivered her unit directly to her home. Since it was late on a Friday afternoon, we were concerned about her ability to get it installed, and we didn't want her to have to spend another long weekend in the dangerous temperatures. So, OVO staff phoned a friend who volunteered to go to Meredith's home and install her air conditioner that very day. The air conditioner was a blessing for her and allows her to breathe a whole lot easier and live comfortably in her home. We are so happy we were able to make that happen for such a wonderful lady, and we are thankful for the support of the community and a network of volunteers that help us make stories like this possible every day!

WHAT OUR CLIENTS ARE SAYING ABOUT US

During our 2016 Client Satisfaction Survey, our Energy Assistance Program rated **100%** in client satisfaction. Our staff rated a **perfect score** in customer service, knowledge, and timeliness in processing applications. Additionally, our Energy Education Program rated 10 out of 10 for helpfulness. The most common energy savings tip was to turn off lights in unoccupied rooms.

"I am 74 years old, on a low fixed income. The Energy Assistance Program has helped me very much and left me extra money to pay other bills. Some months, I don't know how I would have made my bills without your assistance. Thank you very much. P.S. OVO Energy Assistance is a good program."

-William, Energy Assistance Program Client

"Without OVO, I don't think I could make it all the way through the winter months. I really appreciate OVO for what they do for me. I thank everyone at OVO for what they are doing. Keep on doing a good job. Thanks."

-Lola, Energy Assistance Program Client

"The Energy Assistance Program is a wonderful program for people like me that are on a fixed income and can't afford the real cold month's electric or the real hot ones. Without this help, I would have to decide which I needed most—heat and air or food and medicine. Thanks from the bottom of my heart."

-Vickie, Energy Assistance Program Client

WHAT OUR STAFF ARE SAYING ABOUT US

The 2016 Employee Satisfaction Survey showed that staff in the Energy Assistance Program were extremely satisfied with their work here at OVO. They reported **100%** satisfaction working in their department and for Ohio Valley Opportunities. They also had high scores in all other reported categories including employee benefits, their supervisor, and morale at the agency. Staff stated that what they liked best about working in the Energy Assistance Program was **"working with the customers and the complex ever changing situations that walk in the door"** and **"helping a lot of people this season in a newly remodeled department."**

Mail-In Applications

During the 2016 program year, we focused on utilizing mail-in applications. By shifting the majority of our application process from appointments to mail-ins, we were able to increase access to our program, and our clients reaped numerous benefits. With the ability to complete an application through the mail, barriers due to transportation issues were resolved, and we decreased cost burdens on clients associated with transportation. With a reduced number of in-house appointments, our staff were able to dedicate more time to processing applications and therefore decreased processing time and got benefits out to clients quicker. For those clients that chose to come to our Administration Office or one of our county offices for a traditional appointment, we decreased wait times in our offices, and most clients were able to be seen immediately during office hours. We are incredibly pleased at the success of this process, the efficiency it has afforded our program, and the benefits to the families needing our assistance.



CELEBRATING SUCCESS

Deploying the Updated Energy Education Video

In 2015, OVO created our updated Energy Education video through Project JOULES, a youth-led energy education initiative. This year, we were pleased to fully implement the video in our program. Every client applying for assistance this year received a DVD copy of the video. By giving each client their own copy, families were able to replay it in order to better learn the valuable energy savings tips or share it with friends and family to further spread the word. We also placed the video on portable flash drives and posted it to our website and social media platforms to give us additional convenient ways to share the video with clients and stakeholders. The video is also used by other Community Action Agencies throughout the state as part of their Energy Education Program as well.



Community Outreach

Over the past year, our Energy Assistance Program Director has been making the rounds throughout the community to get the word out about this excellent program! Outreach booths at community events and county fairs gave us the opportunity to distribute brochures and applications to new clients and provide education on program guidelines and the process to apply. We partnered with local housing developments to host enrollment events for residents, and local apartment complexes and management offices functioned as convenient pick up points for applications. We also provided additional resources and materials to existing partners, such as Township Trustees and other service organizations. Partnerships are key to our success, and we are fortunate for our amazing community support.



WHAT'S NEXT IN 2017

Efficiency of Mail In Process

We continue to strive to make our application procedure as easy and accessible to low-income individuals and families as possible. Over the next year, we will be making adjustments and perfecting the mail-in process. During 2017, we will be looking at ways to further streamline this process and utilize data tools to better track applications progress and capture necessary information. We will also be exploring ways in which to gauge client satisfaction for mail-in applications. It is our goal to ensure that our program is operating efficiently, providing excellent customer service, and meeting the needs of those applying for our services.

Increasing Public Awareness of the Program

With the focus on community outreach throughout this year, we are looking forward to serving new clients in 2017. We will continue to focus on outreach efforts that will target new clients, such as radio, social media, and newspapers. We will also be working on ensuring that our staff are knowledgeable in orienting new clients to the application process and providing information on OVO's other services as well.

Continuing to Strengthen Partnerships

As a Community Action Agency, involving businesses, organizations, and other community stakeholders is key to our mission in fighting poverty. In 2017, we look forward to building on this year's success and continuing to strengthen existing partnerships with Township Trustees, utility providers, other nonprofits, and housing developments to create referrals to our program as well as to connect our clients with other valuable community resources. We will continue to actively seek new partnerships that can raise awareness of our services, increase access to our assistance, and provide additional information and services for the individuals and families coming to us for help.



HEAD START



Head Start Program Director: Melanie Harrell

OUR YEAR

- 234 children and families served
- 108 children transitioned to kindergarten
- 100% Average Monthly Enrollment
- 86% Average Monthly Attendance
- 798 volunteers engaged
- Estimated 38% of eligible children served*

*Based on information collected from US Census Bureau

JOE'S STORY: MENDING A HEART AND SAVING A LIFE

Little 4-year-old Joe is alive and healthy today because of OVO Head Start. Health is a priority in our Head Start Program, and all of our preschoolers are required to have routine physical, dental, vision, and mental health screenings while attending school. During Joe's routine dental check-up, our dentist found a severely abscessed tooth requiring immediate attention. Our Family Support Specialists worked with Joe's family to schedule his appointments and coordinate transportation for his dental operation. Since his family does not speak English, we were also able to provide a translator to guide his family through this process and help them make informed medical decisions for their child. While running tests in preparation for his dental surgery, doctors discovered Joe was in acute respiratory distress and had a heart murmur due to a hole in his heart. Joe had the necessary heart surgery to repair the hole and is doing very well. This condition could have had a devastating effect on Joe and his family, but due to the health screenings provided to him through his enrollment in OVO Head Start, doctors were able to detect and treat his condition in time and save his life. Now that Joe has received the medical attention he desperately needed, he is back to being a healthy and playful child again. He was able to return to Head Start classes and continue his journey to kindergarten readiness!

WHAT OUR CLIENTS ARE SAYING ABOUT US

During the 2016 Head Start Family Survey, we received a **96% or higher** satisfaction rating for **all services** surveyed to include family, community, educational, and special needs services. **95%** of parents and guardians stated that their children were more prepared for kindergarten, and **98%** said that they had learned the process to transition their child to the next step in his or her education. **96%** percent of parents stated that they had improved their relationship with their child while enrolled in Head Start. Overall, 98% of Head Start families agree they **would recommend this program to a friend or family member**.

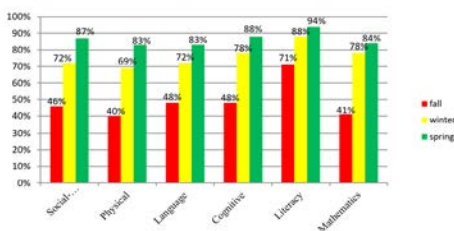
"OVO has been a part of my life for over 10 years and has helped my children, my family, and myself deal with several life changes we have had. None of my kids would be who they are today without OVO, nor would I. I feel that OVO Head Start is a very important program, and I recommend all my friends and family to send their children. OVO not only helped with my children's education, but they helped them become great people. OVO staff will always be a part of my family even after my child goes on to Kindergarten.." -Helen, Head Start Parent

"We have had a very good experience this year. The staff are friendly, very supportive, and caring! We were impressed by all the learning that was achieved!." -Brandon, Head Start Parent

"They have really helped my child. She has learned her ABC's, numbers, colors, and how to get along with other children. They are really great with our children. We are thankful to have OVO."
-Bill, Head Start Parent

Health Services

Here at Head Start, we understand that working to make sure children in our classrooms are healthy increases their potential for learning and development. Through participation in Head Start, 99% were determined to be up-to-date on a schedule of age-appropriate preventive and primary health care according to the Indiana Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) schedule for well child care. Eighteen of our students were diagnosed with a chronic condition needing medical treatment, and 100% of these children received the necessary treatment for their conditions. 97.9% percent of enrolled children were determined to be up-to-date on all immunizations appropriate for their age. We were also pleased to assist 97% of our families in establishing a medical home and 91.5% in finding a dental home.



Increase Access to Mental Health Services for Children

OVO was pleased to continue its partnership with Project LAUNCH, operated by One Community One Family, to assist in continuing to fully implement the Conscious Discipline® Program. This evidence-based, social-emotional program helps teach children to self regulate while assisting our staff in managing behavior and creating an emotionally healthy classroom environment. Project LAUNCH continued to provide materials and resources for our Head Start classrooms, on-site training for our staff, and registration and travel fees for three of our staff to participate in the national conference on Conscious Discipline this year. We'd like to extend a very special thank you to Project LAUNCH and One Community One Family for offering such amazing support and resources to our Head Start Program!

Community Support

Each year, we are overwhelmed by the incredible support of individuals and businesses in our community. Their giving of time, talent, and treasure are integral in making our Head Start Program a success. Our program had a total of 798 volunteers throughout the year. Of our total volunteers, 46% were current or former Head Start parents or guardians, who we are so pleased to see continuing to engage in the program after their children transition on to kindergarten and beyond. With community support, we were able to match our federal Head Start grant with \$452,546 in donations, volunteer time, supplies, services, and local funds.

CELEBRATING SUCCESS

School Readiness

As a way to analyze the effectiveness of our curriculum, teaching strategies, and education goals, we collect data and formally analyze Child Outcomes three times throughout the year. The 2016 results are summarized in the chart at left. Child outcomes allow us to track progress throughout the school year and inform our teachers on areas on which to focus to maximize learning potential in their classrooms. All Head Start parents participated in Family Conferences to develop educational goals and learn about their child's progress in Head Start. School readiness goals were developed around the five essential domains of the Head Start framework, parent input, and recommendations from local school systems. A total of 108 children transitioned to Kindergarten in May 2016.

Family Support

A total of 217 families received family support services during the 2015-16 school year. Family Night events brought parents, guardians, and their children together for fun activities and seminars on kindergarten transition, community resources, health services for children, and valuable parenting skills. Eighty-six percent of families worked with our Family Support Specialists to get referrals to community resources as well as to set goals that help move them toward self-sufficiency and academic success for their children. Of our families enrolled, 64% had at least one working parent. Fourteen families and 2 Community Representatives participated in Policy Council to provide input on program operations and guide program policies, while also developing their own leadership skills.



OUR PROGRAM

Head Start provided early childhood education, health, and family support services to 234 children and families. We operated 11 classrooms in four Centers, and a Home Based program. Seven classes provided full day services four days per week, and four part day classes operated four days per week. 39 children (16.7%) were diagnosed with a documented disability and received special education services. Transportation services were provided to 220 children. Three of the four Centers operate as Licensed Child Care Centers and were active participants in the Paths to QUALITY (PTQ) Program Rating System, which is administered by the Indiana Family and Social Services Administration. The Licensed Centers operated at PTQ Level 3. Our fourth Center was located at Southwestern Elementary School in Hanover.

WHAT OUR STAFF ARE SAYING ABOUT US

During the 2016 Employee Satisfaction Survey, **98%** of Head Start employees were satisfied working in the Head Start department. **100%** reported satisfaction with the work of their direct supervisor and the positive work environment they foster. Additionally, **100%** were satisfied with their career progression at OVO. The most commonly cited answers for what staff stated they liked best about working in Head Start were *“working closely with the children and their families”* and *“tackling projects and problems as a team.”*

WHAT'S NEXT IN 2017

Improve Classroom Environment and Quality

Quality education and positive classroom environments are hallmarks of Head Start. One of the way in which we maximize our child outcomes and ensure the highest standards are achieved in our classrooms is by effectively supporting our educators and teaching staff. Moving into 2017, we will be implementing a research-based Practice-Based Coaching Model. This professional development strategy assists teachers in taking what they learn in training and implementing these best practices in their classrooms. By using this method, we will be providing the highest level of support for our teachers, which in turn will provide the best possible learning environments for our preschoolers.

Improve Children and Family's School Readiness Skills

It is our goal at Head Start to provide comprehensive assistance to our families in developing the social, physical, emotional, and intellectual skills necessary for success in kindergarten and beyond. In 2017, we will be focusing on further strengthening tools to improve both children's and their parents' school readiness skills. We will be providing additional support and educational opportunities for parents. We will also be focusing on new ways to meet the physical and mental wellness needs of our students that will maximize their potential. By developing new community partnerships and strengthening existing ones, we will be able to provide additional resources that support our families on their journey.

Strengthen Conscious Discipline Methods

The further development and implementation of the Conscious Discipline Program continues to be a goal for the coming year. By strengthening our staff's competency in this program, we will be supporting our students' social-emotional learning and creating the best possible learning environment. We will be providing training geared to both our new and seasoned staff to ensure they are confident in their knowledge and skills of the program. We will also continue to increase access to classroom materials and resources that support the full implementation of Conscious Discipline in our classrooms. We will be providing additional coaching and on-site monitoring in our Centers, supported by the new Practice-Based Coaching Model utilized in our program.

MOST RECENT REVIEW BY THE ADMINISTRATION OF CHILDREN AND FAMILIES (ACF)

The FY 2013 On-site Monitoring Review identified one area of non-compliance related to 1304.40(a)(1); the grantee did not engage in a collaborative partnership-building process with parents to identify family goals, necessary services, and other supports. Upon ACF Follow up Review, the non-compliance was corrected. Based on CLASS Observations conducted during the December 2012 Federal Review, the grantee exceeded the minimum requirements for each Domain (Emotional Support–4, Classroom Organization–3, and Instructional Support–2). However, the grantee fell among the lowest 10% of the Emotional Support Domain and therefore, has been determined to re-compete for funding as required in the Head Start Act of 2007. In addition, the grantee ranked among the highest 10% of Instructional Support.

RESULTS FROM CLASS™ OBSERVATIONS-DEC. 2012

Domain	Score
Emotional Support	5.4231
Classroom Organization	5.4103
Instructional Support	3.3718

OHS CLASS Descriptive Statistics, 2013
National Distribution of Grantee-Level Domain Scores

Domain	Lowest 10%	Median (50%)	Highest 10%
Emotional Support	5.5417	5.99	6.44
Classroom Organization	5.0556	5.62	6.17
Instructional Support	2.1061	2.71	3.35

OVO INTERNAL OBSERVATION-2015

Domain	Score
Emotional Support	6.52
Classroom Organization	5.73
Instructional Support	4.8

OHS CLASS® Descriptive Statistics, 2015
National Distribution of Grantee-Level Domain Scores

Domain	Lowest 10%	Median (50%)	Highest 10%
Emotional Support	5.6563	6.04	6.37
Classroom Organization	5.2708	5.82	6.28
Instructional Support	2.2262	2.78	3.69

LA CASA AMIGA



La Casa Amiga Program Director: Dr. Shirley Kloefer

La Casa Amiga Board of Directors

Dave Adams
Matthew Forrester

Robert Canida
Elaina Freeman
B.C. Morton

Sheila Coffin
Tina Jones

OUR YEAR

1,370 individuals served • 15,491 services provided • 304 volunteers engaged •
1,154 translations provided • 6 hours of English classes each week

Providing Great Programming

La Casa Amiga continues to provide quality services to meet the needs of Spanish speaking families in our community. Each week, English as a Second Language classes are provided for six hours each week. Bilingual story hours provide a fun and educational way for participants to practice both English and Spanish skills. While school is in session, homework help is held three evenings a week. During this summer break, the librarians of Ivy Tech provided summer tutoring with fun activities. This year, we were also excited to provide new programming. We partnered with Purdue Extension to teach a six week nutrition class for women and mothers in the fall.

Forging a New Partnership

During the fall, La Casa Amiga ventured into a new and exciting partnership with Arvin Sango, a major manufacturer in Madison. As part of this partnership, La Casa Amiga is providing free Spanish classes to Arvin Sango employees twice a week, and Arvin Sango is providing the necessary funding to support La Casa Amiga's new part-time Assistant, Tova Lentz. With this new position, La Casa Amiga has been able to offer several new educational programs, including a new small group class called "Math Is Fun" for children to receive additional tutoring and to practice math concepts. Additionally, many Arvin Sango employees stay after class to volunteer at the homework help sessions for children.

CELEBRATING SUCCESS

Strengthening a Partnership

Hanover College continues to be a wealth of resources and volunteers for La Casa Amiga. Twenty students from the college's "Hispanics in the United States" class volunteered at program events and tutoring sessions throughout the fall semester and donated 200 presents for children at the annual Christmas party. La Casa Amiga's Program Director, Dr. Shirley Kloefer, worked with Vicky Hidalgo, the Assisting Recruitment Director with Hanover College, to identify scholarship opportunities that may be available to Spanish speaking families in the community. In March, the program sponsored a tour of Hanover College for 23 students and parents. The event consisted of a campus-wide tour, lunch in the cafeteria, and attendance at actual college classes.

Community Fun

Throughout the year, we hosted lots of fun activities! The Hanover College Soccer Team provided free lessons for children. For the second year, participants and volunteers planted the community garden, which had a bountiful produce that was shared with families. We hosted a summer field trip to St. Meinrad Archabbey and Holiday World for a day of fun and recreation! The Annual Picnic was held at Hardy Lake during the summer months. We also hosted our annual events to engage the entire community. The 7th Annual Hispanic Dinner was held in the spring and raised over \$2,000 for the program. In September, the 16th Annual Hispanic Cultural Festival was a day of dancing, local arts and crafts, and delicious food for everyone.



HOUSING CHOICE VOUCHER PROGRAM



Housing Choice Voucher Program Director: Sondra Fewell

OUR YEAR

- 285 vouchers
- 447 inspections completed
- 241 recertifications
- 35 new families housed
- 120 applications accepted for Jennings County Waiting List

MARK'S STORY: SUPPORTING A NEW JOURNEY

Mark is in his 20s and is diagnosed with a developmental disability and autism. He had never lived on his own and was hesitant to move out of his parent's home. His mother heard about the Housing Choice Voucher Program Section 8, and once the waiting list was open, she came with Mark to OVO to apply for the program. Mark was approved for a voucher and found a great apartment. OVO staff provided assistance throughout the process, from helping him complete necessary paperwork to suggesting rental units available in the community. He now works part-time at a pizza parlor and is more confident in his ability to live independently. His mother is very relieved to know that he will be able to live on his own and make it without her someday. Both of them are thankful for the support OVO provides to its Section 8 tenants and the rental assistance that makes independent living a reality for Mark. He loves his home, and we are so happy we are able to be a part of the successes of such a wonderful young man. Moving forward, OVO will continue to work with Mark, to ensure his needs are met and support him on his journey!

OUR SERVICE

During our 2016 Client Satisfaction Survey, our Housing Choice Voucher (Section 8) Program rated **100%** in client satisfaction. Our staff rated a **perfect score** in customer service, accessibility of staff, time in addressing concerns, and staff interaction during their inspection appointment. Additionally, 99% of clients stated they would recommend our Section 8 Program to a friend or family member.

"No one can beat Sondra and Angel [OVO's Section 8 Staff]"
-Sarah, Tenant

"Glad to have OVO on board. With your help, we can help more people in need."
-Terry, Landlord

"The staff in my opinion are at 10/10 always when I call. Great crew!"
-Rick, Section 8 Tenant

"I really like the ladies I have had to work with at OVO. They are awesome!"
-Phyllis, Section 8 Tenant

"I would be homeless if it wasn't for this program. I want to thank you all."
-Amanda, Section 8 Tenant

OUR STAFF

The 2016 Employee Satisfaction Survey showed that staff in the Housing Choice Voucher Program were extremely satisfied with their work here at OVO. They reported **100%** satisfaction working in their department and for Ohio Valley Opportunities. They also reported satisfaction in **every category** including benefits, their supervisor, and morale at the agency. Staff stated that what they liked best about working in the Housing Choice Voucher Program was **"helping families to gain resources for a better living"** and **"working in an environment where you can continue to learn and grow."**

Piloting Biennial Inspection Program

In 2016, OVO was excited for the opportunity to pilot a new inspection procedure for the Housing Choice Voucher Program. To ensure our clients are living in quality housing and maintaining their homes to acceptable standards, we are required to inspect homes prior to beginning a lease and throughout a family's residency in a home. Previously, we were required to inspect each home on an annual basis. Working with the Indiana Housing and Community Development Authority, OVO received permission to begin a new inspection schedule for clients. Under this new pilot program, if a client's home passes inspections for two years in a row, we can then move them to a biennial inspection schedule, which means every other year. This new procedure has the potential to reduce our inspection load, thereby freeing up valuable time to assist clients requiring additional support, provide vouchers to new families, and work with landlords to resolve identified issues. We are also pleased for the chance to test and establish best practices here in the state of Indiana.



CELEBRATING SUCCESS

Relocating and Updating Office Space

Our Housing Choice Voucher Program office got an overhaul last year! The program was moved into a larger office, improving client flow while visiting our office. The additional space provided room for a table and chairs for clients to complete their annual recertification and to meet one-on-one with our staff. During this process, we were also able to improve our file storage and organization, ensuring files are secure and easily accessible to our staff. This relocation and update help us provide excellent customer service!



Opened the Jennings County Waiting List

During the month of November, we were very excited to open the Section 8 Waiting List for Jennings County. This county has historically had a lower number of applicants for rental vouchers compared to our other counties, so we set a goal of 100 families applying for the waiting list. In order to meet our target, we increased community outreach. Staff visited a popular morning show on WJCP Radio in North Vernon to discuss important dates and information, and a public service announcement was included during radio news segments. A news release was run in the local newspaper and on OVO's website and social media. Flyers were posted at other community organizations and public spaces. Our hard work paid off, and we accepted 120 applications for the waiting list, exceeding our goal by 20%! We look forward to housing these new families and assisting them in achieving their goals and reaching self-sufficiency!



OUR GOALS

Seek Additional Funds to Assist Low-Income Families with Deposits

As a Community Action Agency, it is vital to our mission to identify community needs and seek solutions. Through our work with families new to the Housing Choice Voucher Program or those who are moving to a new rental using their voucher, we have consistently noted that lease deposits are a barrier for those we serve. Moving forward, we will be seeking additional funding through local support to fund Project LIVE. This program will provide one-time assistance with lease deposits to clients on the Section 8 Program. By providing this assistance, clients will then be able to sign a lease and utilize their voucher. Through Project LIVE, we will help bridge the gap to affordable housing and increase access to our rental vouchers for those in most need.

Continue Landlord Recruitment

Moving into next year, we will continue efforts to recruit quality and committed property owners to our program. Having stellar landlords is key to the success of our program and to the families we house. By increasing the number of property owners with which we work, we increase housing opportunities for our clients. Recruitment efforts through social, print, and online media will continue throughout 2017. Additionally, we will also focus efforts on landlord orientation and providing excellent support. Satisfied property owners are one of our best recruitment tools!

Expansion of Voucher Allowance

Increasing opportunities for those we serve is one of our primary goals in the Section 8 Program. As we approach full capacity for our allotted vouchers, we will be requesting an expansion of our voucher allowance. Since our service area is rural, quality and affordable housing is a persisting issue for our families. Demand for vouchers is incredibly high. We are committed to ensuring all vouchers for our tri-county area are utilized and to exploring ways in which to increase housing opportunities in our communities.



WEATHERIZATION ASSISTANCE PROGRAM



Weatherization Assistance Program Director: Jeff Rowlett

OUR YEAR

- 51 homes were weatherized
- 141 individuals served
- 1 out of 4 agencies to participate in statewide Weatherization Roundtable
- Over 84% of households served were homeowners
- 10 homes rehabilitated under Healthy Homes Programs

JOYCE'S STORY: HOME IS WHERE THE HEART IS

Joyce has lived in her home most of her sixty years, and she enjoys living independently in the house she loves. She even says she is going to stay there until a tornado takes the house away or until her last day. Unfortunately, her home had fallen into dire disrepair. Her ceiling was falling in, and her roof had a 2 foot by 2 foot hole leaking into her home. Joyce applied for our Energy Assistance Program and after hearing about her home's issues, our staff referred her on to our Weatherization Assistance Program. Utilizing the Healthy Homes Program, we were able to make the necessary repairs to her home. Then, we were able to go in and weatherize her house. Her home is now safe, comfortable, protected from the elements, and more energy efficient. Joyce now enjoys the comforts of her home and reduced energy bills every month. She was so pleased with the work that OVO performed on her house that she referred three of her neighbors to the program, who have now had their homes weatherized as well. Our Weatherization Program staff were so pleased to help Joyce to stay in the home she loves and to make it a safer and more affordable place for her to live.

WHAT OUR CLIENTS ARE SAYING ABOUT US

Our Weatherization Program received a *perfect score* for client satisfaction in 2016. Additionally, *100%* of clients expected to experience energy savings from the work performed on their home during the weatherization process. Our program also received excellent client feedback through client testimonials and thank you letters throughout the year.

"So much was done for us through OVO that I don't know where to begin: new flooring in the first bathroom, new ceiling in the second bathroom, exchanged vent on dryer, new floor where hot water heater sits, insulation under house, worked on furnace, new thermostat. So much was done, and you will never know how much we appreciate what you did. "

-Rich and Isabel, Weatherization Clients

"I want to thank you and praise your help. A new furnace, hot water heater, insulation, and many more improvements are very much appreciated. My heat bills are at least cut between half and two-thirds. Again, thank you."

-Clyde, Weatherization Client

"So very thankful. Awesome people and did a super job."

-Mary, Weatherization Client

WHAT OUR STAFF ARE SAYING ABOUT US

During the 2016 Employee Satisfaction Survey, *100%* of employees in the Weatherization Assistance Department reported satisfaction working in their department and for Ohio Valley Opportunities. Staff stated that what they liked best about working in the Weatherization Program was being *"well trained in their field"* and *"being part of a team."* All department staff reported satisfaction with their direct supervisor, morale in their department, and their level of training necessary for the job.

Exceeding Standards

Our Weatherization Program's commitment to excellence was apparent in 2016. Our program accepted an additional \$96,000 to complete more homes, and we were able to utilize all allocated funds prior to program deadlines. Again this year, we achieved all benchmarks for the LIHEAP and Vectren Share the Warmth programs. An accomplishment of particular note was our perfect score on this year's program and fiscal monitoring. Achieving such a stellar score on this monitoring attests to the attention to detail and dedication to this field that our staff demonstrate each day.

Participating in a Statewide Roundtable

Our Weatherization Director, Jeff Rowlett, was invited to participate in a statewide Weatherization Roundtable. As one of only four agencies invited throughout the state, OVO is honored to be involved with this advisory group. The purpose of the roundtable is to provide input on policies and procedures for weatherization programs across the state. The group also makes recommendations to state and federal administrators and shares ideas for best practices for other weatherization providers. OVO is so pleased for this opportunity to share our expertise.



CELEBRATING SUCCESS

Upgrading Equipment and Technology

This year, we were excited to make upgrades in equipment and technology in our department. We purchased a van for our new auditor position. Tablets and digital cameras allow our staff in the field to take notes and photos of job sites and to access important digital materials. We also serviced our infrared camera, which ensures this important instrument is working properly and will continue to assist our staff while inspecting homes for years to come. These improvements and upgrades support our staff in providing the highest level of service to our clients and keep us ahead of the curve with emerging technologies.

Obtaining and Maintaining Certifications

OVO is proud of the success of our staff in securing important credentials. Both of our field inspectors, BJ Sykes and Roger Stockdale, attained their Lead Risk Assessor certifications, which ensures they are able to identify and take steps to mitigate dangerous lead hazards. Roger Stockdale also earned his Retrofit Installer Mechanical credential, which certifies his knowledge of the operation and repair of HVAC systems. Obtaining new certifications as well as maintaining current ones allows us to ensure the highest quality in inspection services of our clients' homes as well as help us to continue to be a leader in the state in energy savings.



WHAT'S NEXT IN 2017

Proficiency in NEAT and MHEA Software

Under new regulations, weatherization programs across the state are required to utilize the National Energy Audit Tool (NEAT) and Manufactured Home Energy Audit (MHEA) software systems. These tools assist staff in determining eligible work and materials for a home during the weatherization process. OVO is committed to excellence and will be working over the next year to provide valuable training and support to staff in the implementation of these software programs.

Decrease Deferrals

Deferrals continue to be one of the biggest barriers to our clients accessing weatherization services. Homes are deferred and unable to be weatherized when they have issues that are beyond the scope of our services, such as structural issues or extreme health and safety concerns. Once these issues have been mitigated, we are able to resume the weatherization process and assist these clients. In 2017, we will be focusing on decreasing our deferral list. By leveraging available resources, such as the Healthy Homes Program, and taking on additional funding when available, we plan to decrease the number of homes placed on deferral and help more families access the much needed services we provide.

Cross Training Staff

In 2016, we created and filled a new position in the Weatherization Department. This new staff member splits her time between data entry and processing in the office and inspections and auditing in the field. During the next year, we will be focusing on providing the training necessary to support this new staff member in her job and orienting all weatherization staff to both the administrative and field aspects of the program. By cross training staff, we will be ensuring that our department is able to work collaboratively and that all employees are fully knowledgeable and confident in their field.

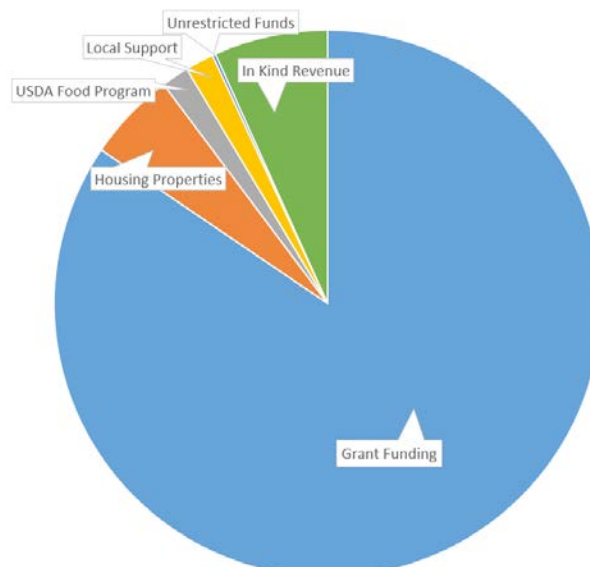


TOTAL AGENCY FUNDING

Grant Funding	
Community Services Block Grant (CSBG)	\$210,118
Head Start	\$1,845,115
Energy Assistance Program (EAP)	\$1,591,151
Low-Income Heating Energy Assistance Program (LIHEAP)	\$413,992
Housing Choice Voucher Program (Section 8)	\$1,359,318
Department of Energy (DOE)	\$172,250
State LIHEAP	\$51,435
State EAP	\$60,798
Duke Helping Hands	\$77,840
Vectren Share the Warmth	\$10,334
Housing Properties	
Apple Blossom Court Apartments	\$13,820
Scott Valley Court Apartments	\$219,145
Valley Court Apartments of North Vernon	\$128,932
USDA Food Program	\$111,122
Local Support	
We Care	\$2,907
Christmas in Need	\$400
United Way Bartholomew	\$461
La Casa Amiga	\$20,405
Family Services Centers–Buildings	\$41,976
Local Revenue	\$28,241
Donations	\$8,452
Project LAUNCH	\$13,539
Unrestricted Funds	\$12,920
In Kind Revenue	\$461,279

TOTAL AGENCY FUNDING

\$6,855,950



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Joy of Giving
Kaplan
Keyclub Jennings County
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Dr. Shirley Kloepfer*
Koehler Tire
Kroger
La Casa Amiga of Board of
Directors
Lee's Locksmith
LifeSpring Health Systems
Livery Stable
Lowe's (Madison)
M&M Towing
Madison Consolidated High
School Intensive Intervention
Madison Courier
Madison Pediatrics
Main Street Auto Sales
MainSource Bank
McCroy's Jewelry
Jean McIntosh
Sheena McKenna
Meadows Cemetery Service
Mechelle's Jewelry
Microdome Computers
Midwest Natural Gas
Miss Vivian's Tanning Parlor
Stephanie Napier
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North Vernon Fire Department
North Vernon Police Department
One Community One Family
Orscheln Farm & Home
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Jennings, and Scott Counties
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River Rat Rodz Car Club
Ruffles & Rust
Jennifer Sandlin
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Scott County Family YMCA
Scott County Moose Lodge
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