



IMPACT COMMUNITY ACTION

RISING



2018 ANNUAL REPORT

MISSION

Our mission is to fight poverty by providing hope-inspiring help and real opportunities for self-sufficiency

EXECUTIVE LEADERSHIP

Robert "Bo" Chilton
Chief Executive Officer

Beth Urban
Chief Operating Officer

Sue E. Petersen, CPA, CGMA
Chief Financial Officer



AGENCY OVERVIEW

IMPACT Community Action is one of 48 Community Action Agencies in Ohio and a network of over 1,000 nationally on the front line in the War on Poverty. IMPACT's call to action and brand identity center around the "ripple effect"--the repercussions of an event or situation experienced far beyond its immediate location.

Each year, IMPACT serves more than 20,000 families in Columbus and Franklin County who are at or below 200% of the Federal Poverty Level. We provide long-term empowerment services, short-term emergency assistance, and energy efficiency programs.

What's really at stake and how it directly affects the people in our community?
IMPACT is *in the fight* on poverty. We measure our work each year through data collection and build our programs and services to improve outcomes. Every three years IMPACT conducts and reviews our Community Needs Assessment and coordinates access to multiple types of services in order to empower economic stability and resiliency for our clients.



LETTER FROM OUR LEADERS

Throw a stone into a serene lake and you'll create a ripple effect in the water.

Today's poor, working poor and the so-called new poor defy the stereotypical characterizations of the past. They represent a diverse cross section of our community that includes our family, friends, neighbors, members of our congregation or perhaps at some point even YOU.

Despite their skills, experience or education...day in and day out we see hard-working people who are struggling to take care of themselves and their families. Our customers are people whose spirit has been crippled, people who at first glance seem to have lost hope.

But when they come to IMPACT and are treated with dignity and respect, we find a quiet strength, a sense of resiliency and a glimmer of hope that wants to believe that the vision of prosperity for all, also includes them.

By providing hope-inspiring help, we have witnessed the transformation in the people that we serve. We have seen how their transformation has inspired their family, friends and community. Their restoration and their renewed sense of hope have inspired us and the work that we do.

This is the ripple effect of IMPACT Community Action. Real hope is not about naive projections of a better future but is grounded in struggle and the triumph of doing the real work. At IMPACT, we do not simply throw stones to create a ripple effect while watching safely from the shore. Instead we have chosen to dive into the water and create waves of change.

We are fortunate to live in Columbus, Ohio. We also believe we are a community that genuinely cares about the most vulnerable. That care, however, must be grounded in action, opportunity and a shared vision in which all voices contribute to the grand plan of creating prosperity for all.

Cecil Jones
Board Chair

Robert "Bo"Chilton
CEO

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HOUSING STABILITY & CRISIS ASSISTANCE

A significant portion of IMPACT's work involves helping people with immediate needs such as housing and utility assistance. In 2018, we helped **2,657** households with winter utility payments through the **Home Energy Assistance Winter Crisis Program**, and helped **781** elderly or disabled households with cooling assistance through the **Summer Crisis Program**. Energy assistance staff also helped **17,600** households set up affordable payment plans through the **Percentage of Income Payment Plan (PIPP)**, which sets affordable monthly utility rates for low-income customers according to household income.



IMPACT also provides eviction prevention services that include rental assistance, eviction mediation services, case management, supportive services and financial services training.

"The thought of being evicted because your utility is disconnected is overwhelming but the PIPP program gave us an affordable budget that we can manage."
- Mindie Boulden

Read her full story at impactca.org/impactstories

2018 NUMBERS

2,657

homes received winter utility payment assistance in Franklin County

\$393,290

in combined benefits to **3,138** low-income households through IMPACT's Winter and Summer Crisis Programs

501

individual tax returns were completed with **\$691,136** in federal refunds and **\$299,544** in earned income tax (and child tax) credits for citizens in Franklin County

971

individuals received supportive services including bus fare, rental assistance and other barrier removing services that are essential in moving our customers to self-sufficiency

ENERGY EFFICIENCY

While older homes may have character, many lack sufficient insulation which contributes to energy loss and high utility usage. IMPACT's **Home Weatherization Assistance Program (HWAP)** and **AEP Warm Choice Program** seeks to remedy this by insulating homes, installing energy-saving LED light bulbs, adding energy-efficient water measures, providing health and safety improvements and conducting other measures to improve energy-efficiency of homes of low- to middle-income residents. IMPACT also operates **AEP Ohio's Community Assistance Program**, which provides energy-efficient light bulbs, appliances and education to help residents improve their utility usage and save on utility expenses and retain more income for other needs.

2018 numbers

Low-income households pay 8.2% of household income on utilities – nearly triple that of the costs paid by higher-earning households. Energy-saving solutions through HWAP can reduce the cost burden for lower-earning residents and allow them to retain income that otherwise would be spent on utilities.

136 single family/apartment units were weatherized in Franklin County.
1,430 households received energy-efficiency solutions which includes light bulbs, power strips, low flow shower heads, or appliance replacements.

IMPACT's Weatherization Program returns **\$2.78 in non-energy benefits for every \$1 invested.**

A single family home's **average annual energy cost savings of \$283.**



"It was the middle of Winter and I'd been without heat for 30 days. It was thirty degrees outside and forty degrees in my home. I applied for the Home Weatherization Assistance Program with the hope that they could help me."

- Nina Nixon

Read her full story at impactca.org/impactstories





"When you become hungry and thirsty for the life you desire to have you will work day and night for it. I'm about that life."

- Mr. Jason Loyola Sr

Read his full story at impactca.org/impactstories



JOB TRAINING/CERTIFICATION

IMPACT's **E-Plus Program**, provides a paid career training and workforce development program for in-demand jobs. Over the course of the 9 cohorts in 2018, IMPACT's E-Plus was able to provide training for **163** unemployed and underemployed.

IMPACT offers college support for aging out foster youth. Our **A.M.P. Youth Program** provides vocational training, military enlistment, and employment focused on in-demand and industry recognized careers within the field(s) of Construction, Information Technology, Child-care, Healthcare, Commercial Driving, and a host of others.

As part of our **Vocational Training and Certification (VTAC) Program**, we strategically partnered with the Construction Skilled Trades Unions and Franklin County Department of Jobs and Family Services to pilot the **Building Futures program**, which opened opportunities for women, and minorities. The Building Futures Program won a national award from the National Association of Counties (NACO) recognizing it as a pre-apprenticeship program in the Community and Economic Development Category. Our Build Up program, completed its 2nd year working with individuals who were below 125% of the Federal Poverty Level. These programs provided industry-specific certifications, utilizing the nationally recognized NCCER curriculum which provided on the job training, and exposure.



2018 NUMBERS

163

Franklin County residents trained for in-demand jobs through the E-Plus program

326

Young adults ages 16-24 enrolled in A.M.P job training programs

36

Participants received skills and certifications through the Vocational Skills and Training Programs

\$333,621.19

in supportive services, program supplies and work experiences were provided to participants of our A.M.P In-School & Out-of-School Youth programs.

ADVOCACY & COLLABORATION

A SEAT AT THE TABLE

IMPACT understands that fierce advocacy and policy change are the driving force behind truly equitable outcomes for our community. We are proud to be visible and vocal advocates at many decision making tables around Franklin County on issues of poverty employment, re-entry, equity in housing, health, and more.

The Power of Collaboration.

In 2018, IMPACT strategically collaborated to expand our network of committed partnerships, to better leverage our impact on our communities. We are more efficient, effective and achieve greater results working together than any one organization could achieve on its own.



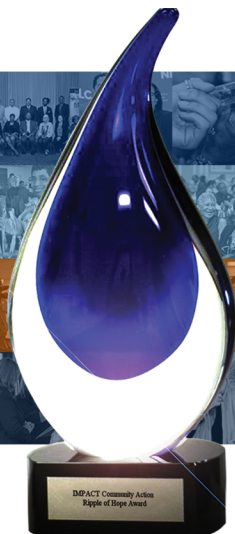
VOLUNTEER & SPONSORSHIP OPPORTUNITIES

We would not be able to provide the level of transformative programming that we do, without the amazing volunteers which give of their time, talent or treasure to stand alongside our clients. We are always fielding interest for our volunteer opportunities to support our Emergency and Empowerment Services, Home Weatherization, Marketing, Youth Services and Financial Services teams. Additionally, we appreciate volunteers who can support in a variety of ways in both short and long term projects. To express your interest, email communications@impactca.org and someone will reach out. Thank you for your interest!

THANK YOU

IMPACT provides individuals and families with assistance that go beyond what our grants are able to cover. In past years, the fund has helped people secure housing, pay emergency expenses and meet other needs. The fund is supported by donations from those who give through designated donor funds through United Way, community members and organizations. IMPACT would like to thank the following for joining the fight against poverty and contributing in 2018:





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This event was made possible by the generous support of our sponsors



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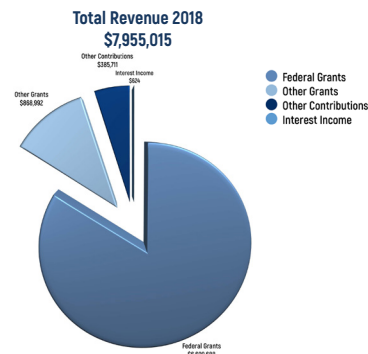
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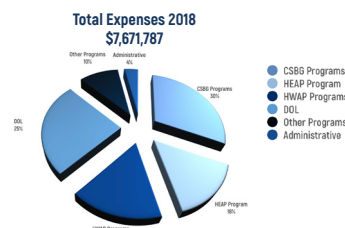


FINANCIALS



IMPACT Community Action received its twelfth consecutive unmodified audit opinion for the 2018 year.

- The Ohio Development Services Agency, Office of Community Assistance, passed through federal funds for the Community Support Block Grant (CSBG), Home Energy Assistance Program (HEAP), and Home Weatherization Assistance (HWAP) Programs. These federal funds are provided by Health and Human Services and the Department of Energy.
- The Department of Labor also provides federal funds passed through the Workforce Development Board of Central Ohio and the Franklin County Department of Jobs and Family Services for youth self-sufficiency programming.
- Other grants include funding from American Electric Power, and the City of Columbus.
- Other contributions include individual and corporate donations; United Way designated contributions, program income and various other fundraising initiatives.



- CSBG Programs include: Financial Literacy, Computer Literacy, Emergency Services, Workforce Development, Vocational Training and Certification (VTAC), and Re-Entry Programs (30%).
- HEAP Program provides Home Energy Assistance (15%).
- HWAP Program provides Home Weatherization Services (16%).
- DOL Program provides services for Foster Youth and Out-of-School Youth (25%).
- Other Programs (10%) include: AEP grant for energy conservation program, City of Columbus grant for workforce development, Warm Choice Multi-Family Weatherization grant, Building Futures construction trades training, LeaderSpark youth leadership skills training, and PIPP percentage of income payment plan for utilities.

Our mission is to fight poverty by providing
hope-inspiring help and real opportunities for
self-sufficiency



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www.impactca.org



Text **GIVE** to **614.908.4856** to donate today!