



OZARKS AREA  
**COMMUNITY ACTION**  
CORPORATION



Empowering People, Enriching Communities

**2020**  
ANNUAL REPORT



# From the Desk of Carl Rosenkranz

We are pleased to present you with OACAC’s Annual Report for 2020, our 55th year of service as a Community Action Agency in Southwest Missouri.

We carry out our Mission with dedicated employees, an engaged Board of Directors and County Advisory Boards in ten counties, Head Start Policy Council members and Foster Grandparent Advisory Council members along with many volunteers and donors who help us to assist people to improve their lives.

We communicate, coordinate and collaborate with a multitude of community partners including related agencies and organizations, businesses, schools and units of local government.

In our Annual Report we talk about the programs and services the agency provides and what we have done in 2020 under difficult and unusual circumstances. **We look forward to a brighter 2021 as we focus on making the Ozarks a better place to live.**



A handwritten signature in cursive script that reads "Carl Rosenkranz".

OACAC’s Executive Director, Carl Rosenkranz, is pictured above

## Our Mission

To enrich the lives of families and individuals within our communities by providing opportunities, offering assistance, and empowering people to make positive change.



Empowering People, Enriching Communities

## Our Vision

For over 50 years OACAC has envisioned a community of reduced poverty and improved quality of life for the families and individuals we serve.

## Our Values

At OACAC, we value feelings, privacy, needs and time of the individual; open and honest communication; and teamwork to accomplish our mission.

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# Ozarks Area Community Action Corporation (OACAC) At A Glance



## Community Care

- Family Planning Program
- Foster Grandparent Program
- Head Start/Early Head Start Program
- Neighborhood/Community Centers Program (CSBG)



## Housing & Utilities

- Housing Assistance Program
- Low Income Home Energy Assistance Program (LIHEAP)
- Weatherization Assistance Program



## Community Projects

- New To You
- People's Pantries
- Poverty Simulations
- REALL
- VOICE / Virtual VOICE
- Webster County Tower Garden

## Community Action Promise

**"Community Action changes people's lives, embodies the spirit of hope, improves communities, and makes America a better place to live.**

**We care about the entire community, and we are dedicated to helping people help themselves and each other. "**

## Our Roots

We are proud to be one of 19 Community Action Agencies in the state of Missouri and one of more than 1,000 such agencies across the nation **serving children, adults, seniors, individuals, and families.**

## Our History

Established in 1964, Community Action Agencies address varied needs through a comprehensive approach, develop partnerships with community organizations, involve low-income people in agency operations, and administer a range of coordinated programs designed to have a measurable impact on poverty.

On November 12, 1965, OACAC was organized as a non-profit agency designed to work toward alleviating the causes and conditions of poverty in Southwest Missouri, including the counties of Barry, Christian, Dade, Dallas, Greene, Lawrence, Polk, Stone, Taney, and Webster. Throughout the years, programs have been implemented to focus on new issues, modified to meet the changing needs of the community, and have been spun off to other agencies to serve the Ozarks more effectively and efficiently.

# 2020: A Pivotal Year

In the Spring, with news of the COVID-19 pandemic spreading nationwide, our leadership considered the health and safety of staff and the public, and made changes to the way programs would operate in the months that followed.

On March 26, our Central Office closed to the public. Information and applications were moved to the foyer, which remained open during business hours. Instructions were posted for applicants to use the mailbox on the front of the building. Closure of the office limited potential exposure and allowed staff to continue providing services, such as our Low Income Home Energy Assistance Program team, who stayed busy processing applications for energy assistance.

CSBG Neighborhood/Community Centers closed to the public in March but offered assistance online and by phone, as well as limited appointments in person.

Family Planning continued seeing patients with entry and exit only through the east door of the Central Office building. Temperatures are taken prior to entry and masks were worn.

Head Start staff stayed connected with families through private Facebook groups, offering story time and activities, sharing encouragement, and more. Staff also dropped off supplies for projects which children and families could do at home.

Out of 2020 came new collaborations, increased capacity to offer services virtually and adaptation to changing environments.

Despite a three-month shutdown due to the pandemic, our crews successfully weatherized 102 homes.

One appreciative recipient wrote, *"When I got re-evaluated this year, my bill from from \$110/month to \$92/month this year. And that was only six months post weatherization. Next year the savings should be even greater."*



We showed our support for Amendment 2 which was passed by voters in August, expanding Medicaid eligibility in Missouri to adults ages 19 - 65 whose income is 138% of the federal poverty level or below. Pictured above: LIHEAP staff stand with the Medicaid Expansion van which visited OACAC during a tour across the state.

In September we hosted a blood drive with Community Blood Center of the Ozarks. Many OACAC staff and friends showed up and donated life saving blood.

Pictured: Family Planning Nurse, Marily Trumble, does her part to reduce the community blood shortage.



## #ICountToo: Taking Part In the 2020 Census

Community Action Agencies nationwide collaborated to make sure the low-income "hard-to count" population were represented and had fair and equal access to the 2020 Census.

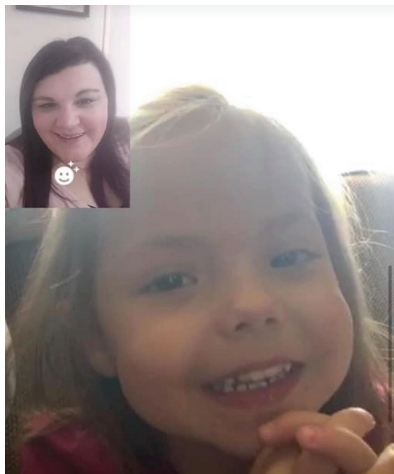
Locally, our CSBG staff led the initiative for OACAC, providing census-related education to consumers, agency staff, and community partners. Darla Boice, (pictured) Christian County Neighborhood Center Supervisor, was the designated Census liaison for OACAC, and through her efforts, we provided up-to-date census information to all those seeking services.

From our I.T. department setting up Neighborhood/Community Centers with technology for people to confidentially complete the Census online, to all programs staff sharing information, we are proud to have been part of the coordinated national effort to have every person counted.

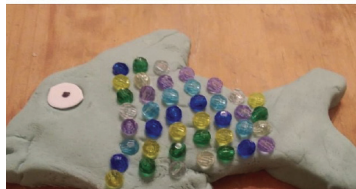
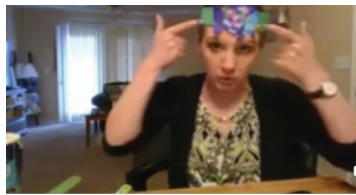




## Staying Connected



FaceTime with Ms. Lauren, Rainbow Fish fun with Ms. Cheree, story time with Ms. Tasha, and other creative teaching Facebook posts are some of the ways Republic Head Start teachers kept in touch with families and inspired young minds to continue learning.



## Ready To Learn



In the Spring, we put out a call for support for school fairs and the community response was phenomenal!

Sponsors, donors, volunteers, and mask makers rallied, helping us provide school supplies, clothing, hygiene products, shoes, and more to hundreds of students in SW MO.



# Looking Ahead To 2021

We look forward to, and are hopeful, for the many possibilities of 2021.

Receipt of Coronavirus Aid, Relief, and Economic Security (CARES) Act funding allowed us to expand services through new projects and collaborations focused on emergency relief, food security, health and mental health, wellness, education, and childcare. These funds made way for new projects and the ability to meet the needs of income-eligible people in Southwest Missouri.

A collaborative project between OACAC and the Discovery Center of Springfield provides scholarships for 140 students to participate in quality, award-winning STEM education through hands-on, seated models. Beginning 1/4/21, scholarships are available for Discovery School, Science Sprouts Discovery School, Tutoring, and Five-Day Virtual Support Care.

Another collaboration with National Alliance on Mental Illness (NAMI) brings back the Warm Line, which lost funding in 2020. The Warm Line is non-judgmental and peer operated, providing an understanding voice and support for persons living with mental illness. Operated by mental health consumers for mental health consumers, the line is answered daily between 9am – 9pm, beginning in 2021.

We look ahead to a time when we can reopen our buildings and welcome the community in; when we can share a smile and meal; when we can resume volunteer opportunities and safely host special events. We are hopeful 2021 will bring better conditions for our families, friends, and the communities we serve.

# A Look At Poverty In SW MO

## 2020 Income Guidelines

Family Size	Annual Income
1	\$12,760
2	\$17,240
3	\$21,720
4	\$26,200
5	\$30,680
6	\$35,160
7	\$39,640
8	\$44,120

For families/households with more than eight people, add \$4,480 for each additional person.  
Source: Health and Human Services Department, 2020

County	% in Poverty
Barry	18.8%
Christian	8.6%
Dade	16.8%
Dallas	16.6%
Greene	15.5%
Lawrence	15.5%
Polk	16.2%
Stone	13.4%
Taney	15.4%
Webster	14.1%

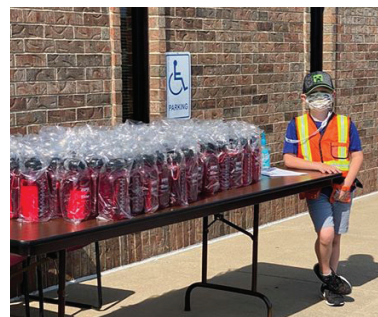
Source: US Census Bureau, Small Area Income & Poverty Estimates, 2018

## 2020 OACAC Grants Awarded

In 2020, grants totaling \$15,225 were awarded from the OACAC Grant Assistance Fund to agency programs. These funds help fill programmatic gaps not funded by federal or state money.



**Head Start** received \$3,000 to provide needed preventative and restorative dental work and \$2,835 to provide mental health support to enrolled Head Start children.



**CSBG** received \$600 for a Good 360 membership to provide items to the community and \$3,000 for back to school supplies.



**Weatherization** received \$3,000 to provide home repairs following weatherization services.

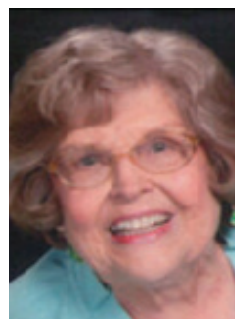
**Family Planning** received \$2,790 for necessary Personal Protective Equipment (PPE) and safety items needed to continue serving patients.



## In Memoriam



Evelyn Kay Lackey  
6/1/47 - 9/8/20  
*Family Planning Clinic Coordinator/Counselor*  
Evelyn retired from OACAC after 30 years of serving others through our Family Planning program.



Una Marie Henderson  
3/10/31 - 6/29/20  
*Barry County Neighborhood Center Supervisor*  
Una dedicated 27 years of service to the Barry County community before she retired in 1994.

*We treasure the time we worked alongside Evelyn and Una, and we remember them fondly.*



# OACAC Board

Community Action Agencies have a tripartite board, promoting participation of the **entire community** to **assist low-income families**.

## Area and County Advisory Board Members

### Barry

Janie Fralin  
Allene Patterson  
Laura Cochran  
Iris Slater  
Gary Schad  
Kelly Paul  
Tiffina Spears  
Wayne Hendrix  
Gary Youngblood  
Dahlia Bradley

### Christian

Katrina Green  
Shelly Treece  
Ken Davis  
Cindy Robbins  
Danny Gray  
Don Currence  
Hosea Bilyeu  
Karen Peak  
Shirley Barnett

### Dade

Scott Houston  
Sally Wooldridge  
Renee Meents  
Linda Sexton  
Tina Brownsberger  
Annett Black  
Carol Wise  
Princess Reeves  
Randy Daniel  
Hope Campbell  
Larry Barnett  
David Rusch

### Dallas

Roger Bradley  
Sherry Bennett  
Brenda Howe  
Stacy Satterfield  
Ron Locke  
Sandy Dye  
Kevin Sharp  
Rhonda Waide  
Sue Doty

### Greene

Dave O'Dell  
Timothy Prater  
Paula McCurdy  
Rennie Auiler  
Melannie Frater  
Eric Vandergriff  
Mahua Mitra

### Lawrence

Cheryl Lathem  
Ryan Ricketts  
Karen Simmons  
Charles Burbridge  
Nicky Fahlsing  
Anna Bowles  
Crystal Strain  
David Botts  
Carol Smith  
Scott Cloyd  
Tammy Gomez  
Bob Senniger

### Polk

Carol Poindexter  
Whitney Spiegel  
Ted Zeugin  
Daniel Leith  
Micah Titterington  
Rhonda Levy  
Melinda Robertson  
Shirley Allison  
Danny Morrison

### Stone

Denise Dickens  
Cy Bortner  
Amanda McCormick  
Wendy Metcalf  
Al Morton  
David Daniels  
Mark Maples  
Amy Larson  
Nancy Akromis  
Monica Mueller

### Taney

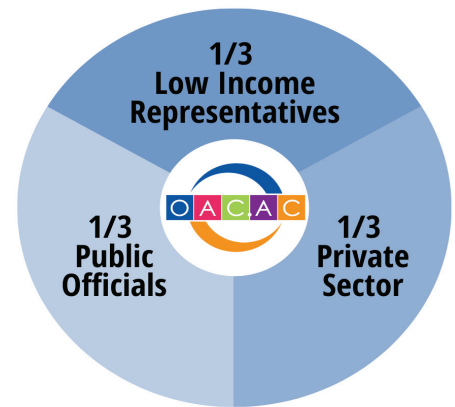
Mike Scofield  
Jean Mueller  
Jody LeMaster  
Brenda Romine  
Melanie Smith  
Matt Pinkley  
Cindy Shook  
Nathan Stearns

### Webster

Jeannie Moreno  
Michael Frazier  
Sarah Lowe  
Becky Whiteford  
Danielle Boggs  
Lori Letterman  
Jane Hamilton-Smith  
Mitch Fisher  
Garrett Lowder  
June Owens  
Terre Banks  
Chris Parker

### Retired Members

Dr. Shelly Worley  
Chuck Pennell  
Mike Robertson  
Cindy Bilyeu  
Cyndi Crews  
Cody Naeger  
Curtis Trent  
Dan Harter  
Cody Myers  
Gary Medley  
Ervin Uhrig  
Stacey Ramsey  
Barbara Davolt



### 2019-2021 Executive Board

Dave O'Dell, President  
Timothy Prater, Vice-President  
Sherry Bennett, Treasurer  
Jeannie Moreno, Secretary



The Greene County Advisory Board received the Jack Gamble Memorial Award for best attendance, 2019-2020. Pictured: Cassie Melvin with the Greene County Center and Dave O'Dell, Greene County Board Member.

## Our Many Thanks

In 2020, we recognized the commitment and dedication to service of these OACAC board members: Karen Simmons, Lawrence County; Katrina Green, Christian County; Melannie Frater, Greene County; and Sarah Lowe, Webster County.

In November, as part of our #GivingTuesday celebration, we said thank you to all our board members for their gift of time and advocacy to the communities we serve.

# Family Planning Program

**Affordable, confidential preventive reproductive health care**

Services available include:

- Gynecological examinations and lab tests
- Breast and cervical cancer screenings
- Contraceptive counseling and supplies
- Testing and treatment for STD's (sexually transmitted diseases)
- HIV testing and risk reduction counseling (at select locations)
- Pregnancy testing, counseling and referral
- General health screenings for high blood pressure, diabetes, and anemia
- Community education and outreach

The high-quality services provided have significantly reduced the rate of unintended pregnancy and lowered the rates of sexually transmitted diseases.



## OFFICES & CLINICS

Main Clinic  
Phone 417-864-3410  
215 South Barnes  
Springfield, MO 65802

Barry County Health Dept.  
Phone 417-847-2114  
65 Main Street  
Cassville, MO 65625

Lawrence County Health Unit  
Phone 417-466-2201  
105 West North Street  
Mount Vernon, MO 65712

Polk County Health Dept.  
Phone 417-326-7250  
1317 W. Broadway  
Bolivar, MO 65613

Stone County Health Dept.  
Phone 417-272-0050  
15765 Hwy. 13, Suite 1  
Branson West, MO 65737

Stone County Health Dept.  
Phone 417-357-6134  
109 E. 4th Street  
Galena, MO 65656

Taney County Health Dept.  
Phone 417-546-4725  
15479 US Highway 160  
Forsyth, MO 65653

Webster County Health Dept.  
Phone 417-859-2532  
233 E. Washington Street  
Marshfield, MO 65706

Wright County Health Dept.  
Phone 417-741-7791  
300 S. Main, Suite C  
Hartville, MO 65667

Wright County Health Dept.  
Phone 417-926-0009  
602 E. State  
Mountain Grove, MO 65711

**"I've been coming  
here for a few years  
and always receive the  
best care."  
- Family Planning patient**

## Served in 2020

Patients: 1,982  
Total clinic visits: 3,225  
Women: 1,904  
Men: 78

### Income

0 - 100% of poverty:  
1,317 people  
101 - 250% of poverty:  
561 people  
250%+ of poverty:  
104 people

### Services

Pap Smear: 415  
Breast Exam: 640  
STD testing: 1,020

### Insurance

Medicaid: 268  
Non-Medicaid: 1,444  
Private insurance: 270

## Happy Retirement

Diane Anthony started her 36-year career as the Family Planning Director on March 14, 1984 and retired in the same position on December 3, 2020. Over the years, she was instrumental in leading and growing a successful program, as well as expanding reproductive options for people in Southwest Missouri.

Diane developed partnerships on local, state and federal levels to strengthen the success of OACAC's Family Planning program. Diane stated, "I take pride in the small part I played in helping thousands of women and men in our area lead a more self-directed life."

OACAC has been fortunate to have experienced Diane's leadership and determination over the years and we wish her a very happy retirement.



Diane Anthony is pictured above receiving her 30-year service award from Executive Director, Carl Rosenkranz.



# Foster Grandparent Program

## Seniors providing one-on-one support to children

Foster Grandparent volunteers are role models, mentors, and friends to children with exceptional needs. The program provides a way for volunteers age 55 and older to stay active by serving children and youth in their communities.

Foster Grandparent volunteers:

- Assist with tutoring, therapy, development of fine motor skills, and other classroom activities
- Help youth with problem solving, learning respect, communication, good study habits, and traditional academic skills
- Focus on reading and literacy skills using games, teacher-supplied worksheets, student reading and writing assignments
- Provide school-based mentoring for youth ages 8-16

## Service Area

Barry County  
Christian County  
Dade County  
Dallas County  
Douglas County  
Greene County  
Laclede County  
Lawrence County  
Polk County  
Stone County  
Taney County  
Texas County  
Webster County  
Wright County

## Rebranding Senior Corps



**AmeriCorps  
Seniors**

In 2020, the  
Corporation for  
National and  
Community

Service, which oversees multiple programs, rebranded all programs under the AmeriCorps name.

AmeriCorps Seniors is a network of national service programs for Americans 55 years and older, made up of three programs, including the Foster Grandparent Program, that each take a different approach to improving lives and fostering civic engagement.

AmeriCorps Seniors volunteers commit their time to addressing critical community needs including academic tutoring, mentoring, elderly care, disaster relief support, and more.

AmeriCorps Senior volunteers forge new relationships with people in their communities and make a significant difference in the lives of others.

Volunteers also receive tangible benefits for their time, including a modest stipend, meals, annual physicals, insurance, training, and more.



Grandpa Ron sits alongside children in the classroom, providing support and encouragement as they work on assignments.

## Mentoring Impact

- 348 students showed improved academic performance in literacy and/or math
- 70 at-risk students were provided emotional support, companionship, and socialization
- 18 youth maintained a mentoring relationship with a Foster Grandparent for the school year
- 49 children in Head Start demonstrated gains in social and/or emotional development

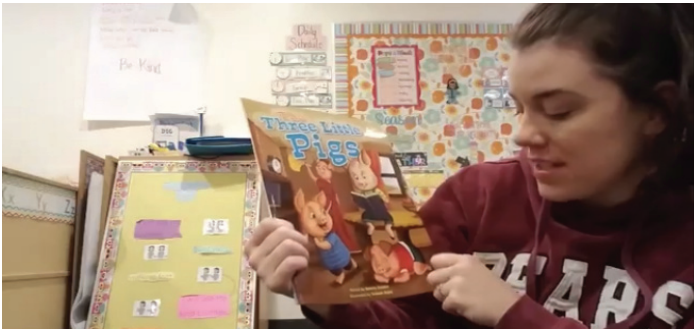
**“Fostering a sense of self-esteem is an absolute benefit to any program and the Foster Grandparent Program does that.” - Former Teacher in a classroom with Foster Grandparent Volunteers**

# Head Start/Early Head Start Program

## School readiness for children and families

OACAC Head Start and Early Head Start programs provide comprehensive early childhood and family development services to children from birth to five years old, pregnant women, and families. The goal is school readiness, which includes:

- Developmental domains of approaches to learning
- Social-emotional and physical development
- Language and literacy
- Math, science, and health
- Creative arts
- Family engagement in the child’s education
- Personal and family goal setting
- Demonstration of learning as a lifelong process



## Connecting Virtually

Several classroom teams committed to continuing connections with their school family during the closure due to the pandemic. They divided up their teaching, nutrition, and bus staff so everyone had a day to lead a session on Facebook Live.

A Family Advocate started each morning with a welcome, a Brain Smart Start connecting activity, a breathing technique, and finished with the upcoming schedule for the day. Daily sessions included singing songs and reading books, a Wishing Well activity, and a goodbye ritual. Attendance and interactions between children and families were positive during this time.

Bus and staff parades visited families and delivered supplies. Learning materials and food were also delivered to families, left on porches.

## Demographics

	HS	EHS
Funded Enrollment	800	174
Actual Enrollment	800	174
Total # Children Served	919	251
% Eligible by Income	96%	98%
% Enrolled Over-Income	4%	2%
Medical Homes	100%	100%
Dental Homes	100%	100%

## 2019-2020 Budget

Salaries	56%
Fringe Benefits	15%
Other	14%
Supplies	6%
Indirect	6%
Equipment	<1%
Maintenance and Renovation (Minor)	2%



## Professionally Staffed

During the 2019-20 program year, Head Start teaching staff met or exceeded federal regulations with more than 42% holding an Associates, Bachelor’s or Master’s degree in Early Childhood Education or a related field.

More than 27% of staff are current or former Head Start parents.

## Policy Council

Head Start is governed by a Policy Council composed of 15 members who help lead and make decisions about the program. Those members include eight Head Start and Early Head Start parents, six community representatives and one OACAC Area Board of Directors’ representative.



# Housing Assistance Program

## Safe, decent, affordable housing

The OACAC Housing Assistance Program has administered the HUD tenant-based Section 8 program since 1978, beginning as the Dallas County Public Housing Agency.

This program is administered in the OACAC 10-county service area with the exception of inside Springfield city limits, served by HAS Properties.

The program helps approved income-eligible households pay part of their rent in a home which is safe, decent and sanitary. The rental unit must also be determined to be rent reasonable based on comparable unassisted units in the area.

The demand for the Section 8 Housing Choice Voucher Program remains strong in Southwest Missouri with a wait time of approximately two to two and a half years.

HUD Shelter Plus Care – Homeless and Disabled

- Branson area - Stone/Taney Counties, Springfield area - Greene, Christian, Webster Counties
- Funds provided by Missouri Department of Mental Health (DMH)

DMH Rental Assistance Program (RAP) – Disabled

- Available in ten counties, including the city of Springfield



Voucher holders may select a single family home, multi-family unit (apartment, duplex, quad etc.), or mobile home as long as the units meet program criteria.

## Keep Calm And Carry On

The Housing Assistance Program has strived to keep it business as usual through the time the OACAC office has been closed to the public. Housing and Urban Development (HUD) provided program and regulatory waivers during the period the country was experiencing the need for stay-at-home orders due to COVID-19.

We have adapted processes where possible to limit the amount of staff/participant contact. As much as possible, paperwork has been handled through the mail. Inspections were postponed early on, but have since resumed with the inspectors using personal protective equipment while in units. In-person briefing sessions are being conducted with social distancing and personal protection (masks, sanitizer).

We enacted a temporary grace period for paperwork to be returned by participants due to increased mail delivery delays experienced in the area. Most of the waivers were extended by HUD to June 30, 2020. We also received an additional \$157,734 in administrative fees through the CARES Act. There were specific guidelines on allowable expenses for the funds and none could be “carried over” past December 31, 2020 for the first allotment and June 30, 2021 for the second allotment.

In short, we continue serving the public with their housing needs.

*The Dallas County PHA/OACAC received a 100% “High Performance” rating from HUD for the year.*



# Low Income Home Energy Assistance Program (LIHEAP)

Assisting low-income households who have an energy related crisis

## Energy Assistance

- A one-time payment with winter heating costs
- Applicants must apply for Energy Assistance before being considered for the Energy Crisis Intervention Program
- The program runs from October - March
- Eligibility is based on household size and income

## Energy Crisis Intervention Program

- Utility assistance to alleviate energy-related crises
- The winter program operates from November - May
- Applicants must have a notice of termination, had services terminated, or be a COD propane customer
- The summer program provides electricity assistance only from June - September



Help keep them warm

## Expressions of Gratitude

**I am proud of the OACAC LIHEAP department who served 28,802 households in 2020. Our staff worked long hours to make sure people stayed warm in the winter and cool in the summer.**

**While the OACAC Central Office closed its doors to the public on March 26, 2020 due to COVID-19, our LIHEAP staff continued working to make sure our people had utilities.**

**Thank you everyone, for a good year.**

**Tommie  
OACAC LIHEAP Director**

**Dear OACAC LIHEAP,**

**From our family to yours, thank you for your lifesaving gift. Words cannot express the blessing you have so generously provided.**

**From the bottom of our hearts, God Bless You.**

**Doug & Mary  
LIHEAP recipients**

## 2019 Missouri Profile

Who received LIHEAP assistance across the state?

- Households with an elderly family member: 32%
- Households with a young child: 19%
- Households with a disabled member: 52%
- Households with any vulnerable member: 77%
- Heating Assistance served 96,483 households with a reported average benefit of \$286.
- Winter Crisis Assistance served 44,918 households with a reported average benefit of \$646.
- Summer Crisis Assistance served 35,177 households with a reported average benefit of \$266.
- Weatherization Assistance served 1,166 households with a calculated average benefit of \$4,403.

<http://bit.ly/LIHEAPMO2019>

## Project SHARE

- A City Utilities program in partnership with OACAC
- Helps seniors and families keep their utilities on
- Contributions to Project SHARE may be made by adding a donation to a City Utilities payment or online via the City Utilities website
- The program runs January - May



# Neighborhood/Community Centers (CSBG)

Services to meet the needs of the individual, family and community

Ten Neighborhood / Community Centers, funded by Community Services Block Grant (CSBG), provide an array of services.

- **Intake/Assessment:** An appointment to gather information, discuss barriers, establish goals, and identify potential resources.
- **Family Support:** 1-1 case management to address barriers and work on established goals toward self-sufficiency
- **Life Skills Classes:** Topics focused on increasing self-sufficiency.
- **Emergency Services:** Helping meet unexpected needs.
- **School Readiness Fairs:** School supplies, resources, and more to income-qualifying families.
- **Special Projects:** Listed below.



We are excited to bring the ShowMe Healthy Relationship project to our 10-county service area.

This is a five-year project funded by the U.S. Dept. of Health and Human Services, Administration for Children and Families which helps individuals develop happy and healthy relationships.

## Special Projects

- **People's Pantries:** Freestanding pantry boxes containing food and hygiene items for people to access freely.
- **Webster County Tower Garden:** A unique garden which provides fresh fruits and vegetables to the community.
- **Vocational Opportunities Inspiring Children in Elementary (VOICE):** Career-based inspiration and education to elementary-aged children. In 2020, we went virtual with this project, allowing children to still experience the excitement in an online format.
- **Reality Enrichment And Life Lessons (REALL):** A simulated experience challenging middle-high school aged youth to think about how choices made now may have a lasting impact on self-sufficiency in adulthood.
- **Poverty Simulations:** A simulated experience for adult participants to increase their understanding of what it is like living in poverty on a daily basis.
- **New To You:** A thrift store in Buffalo, supporting needs of Dallas County children and families.

## People's Pantries

In Spring 2020, stories poured in detailing accounts from people who had lost their jobs, had hours reduced, and more. Many local grocery stores struggled to keep shelves stocked and costs for necessities skyrocketed, causing food insecurity to grow.

People's Pantries, a free-standing pantry where people are encouraged to take what they need and give what they can, was a project in its infancy when COVID-19 hit. We quickly realized the project could be expanded quickly to decrease food insecurity in SW MO communities. We developed a partnership with Convoy of Hope which helped fill several pantries with food and hygiene items. However, we needed the pantries built. A call to action was put out across OACAC's social media channels, asking for volunteers to help build pantry boxes. The community responded with donated time and materials to meet the need. In total, 22 People's Pantries were built, installed, and stocked.



CSBG Project Coordinator Kathy Moore says, "The People's Pantry went from being an OACAC project to a whole community project."

# Weatherization Assistance Program

## Energy efficiency services for homeowners and renters

The Weatherization Assistance Program reduces the energy burden on low-income residents by installing cost-effective energy efficiency measures and ensuring health and safety.

Weatherization services include:

- Insulation of attic, floors and walls
- Weather stripping
- Repairs to doors and windows
- Gas heating systems and appliances tested for safety and efficiency
- Air sealing

Benefits include:

- Reduced energy usage
- Increased energy efficiency of the home
- Long-term energy savings

## A Note Of Thanks

**Dear Ozarks Area Community Action  
Corporation Weatherization,**

**I just wanted to tell you kind wonderful people  
how much I really know there are good and kind  
people in this world we live in.**

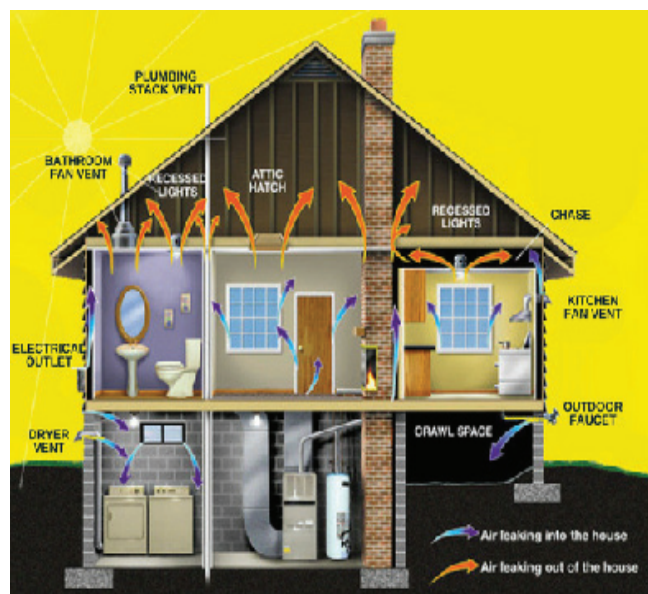
**In all my 89 years in this world, no one has ever  
done such a nice thing for me.**

**Your people were so kind and concerned for me  
all the time they were fixing my house. I can never  
express how I feel about such a kind expression for an  
elderly old man. I think your organization is doing the  
nicest deed you could possibly do. I will be glad to tell  
people about this kind service you performed for me.**

**Thank you so much.  
Ernie  
Weatherization recipient**

## Low Cost Energy Tips

- Seal around doors and windows with weather-strip and caulk.
- Seal around electric wiring penetrations, plumbing pipes, ducting and light fixtures that go through the ceiling, floor or walls.
- Keep your fireplace damper closed tightly when not in use.
- Install water saving showerheads and faucet aerators.
- Wash laundry in cold water whenever possible. This can save between 20 and 40 cents per load. Line dry laundry to keep from using energy for the dryer and increasing the temperature in the home during the cooling season.
- Set water temperature on water heater to no higher than 120 degrees.
- Vacuum your refrigerator's condenser coils at least once a year.
- Keep your refrigerator temperature at 37 to 40 degrees, and freezer at 0 degrees.
- Turn off and unplug television, stereos and computer when not using them.
- When you replace an appliance, look for energy efficient appliances with the Energy Star label.





# OACAC Funding 10/1/19 - 9/30/20

<b>HEAD START</b>	<b>14,555,528</b>	<b>Program Year:</b> 9/1 - 8/31 <b>Funding Sources:</b> U.S. Department of Health and Human Services; Office of Head Start; Administration for Children and Families
HHS (Fed)	13,479,059	<b>Policy Council:</b> Board composed of 21 members; 12 parents, eight community representatives, and one Area Board of Director's representative <b>Guidelines:</b> 100% of poverty or below
USDA (Fed)	413,683	
Other Grants	3,000	
Fee Income	606,532	
Other Income	53,254	
In-kind* (see notes below)	2,854,069	
<b>HOUSING ASSISTANCE</b>	<b>3,280,061</b>	<b>Program Year:</b> 7/1 - 6/30 <b>Funding Sources:</b> U.S. Department of Housing and Urban Development; Missouri Department of Mental Health <b>Guidelines:</b> Maximum gross income is 50% Area Media Income.
HUD SECTION 8 (Fed)	2,557,830	
DMH - HUD (Fed)	293,095	
Other Grants	0	
Fee Income	138,350	
Other Income	290,786	
<b>ECIP/LIHEAP</b>	<b>2,977,080</b>	<b>Program Year:</b> 10/1 - 9/30 <b>Funding:</b> U.S. Department of Health and Human Services; and the Missouri Department of Social Services, Family Support Division <b>Guidelines:</b> 135% of poverty or below <b>Budget:</b> 90% Direct Services, 10% Administration
LIHEAP (Fed)	2,977,080	
Utilicare (State)	0	
Other Income	0	
<b>CSBG CENTERS</b>	<b>2,299,843</b>	<b>Program Year:</b> 10/1 - 9/30 <b>Funding:</b> U.S. Department of Health and Human Services; Missouri Department of Social Services, Family Support Division; Community Services Block Grant <b>Guidelines:</b> 125% of poverty or below
CSBG (Fed)	1,833,449	
CARES (Fed)	50,000	
Senior Citizen Grants (County Taxes)	104,743	
Other Grants	35,731	
Other Income	275,920	
<b>WEATHERIZATION</b>	<b>1,763,069</b>	<b>Program Year:</b> 7/1 - 6/30 <b>Funding:</b> U.S. Department of Energy, Missouri Department of Natural Resources, Missouri Department of Economic Development, Division of Energy, Low-Income Home Energy Assistance Program (LIHEAP), Empire Electric Company, Missouri Gas Energy, City Utilities, City of Springfield, Associated Electric Cooperative, Inc. <b>Guidelines:</b> 200% of poverty or below
US DOE / MO DED (Fed)	644,888	
LIHEAP (Fed)	740,159	
MHDC HERO (Fed)	91,502	
CDBG (Fed)	18,566	
Utilicare (State)	0	
Other Grants	146,802	
Fee Income	86,287	
Other Income	34,865	
<b>FAMILY PLANNING</b>	<b>679,802</b>	<b>Program Year:</b> 4/1 - 3/31 <b>Funding:</b> U.S. Department of Health and Human Services through the Missouri Family Health Council, Inc., Missouri Health Net, Patient Fees <b>Guidelines:</b> Fees for medical services and contraceptives are on a sliding scale based on income and family size
MFHC Title X	376,055	
Other Grants	0	
Fee Income	61,137	
Other Income	74,548	
In-kind	168,062	
<b>FOSTER GRANDPARENT PROGRAM</b>	<b>386,524</b>	<b>Program Year:</b> 4/1 - 3/31 <b>Funding:</b> Corporation for National & Community Service, Grants <b>Guidelines:</b> Low-income seniors age 55+, 200% of the poverty guideline
Corp for National/Community Service	312,708	
Other Grants	22,050	
Other Income	16,438	
In-kind	35,328	
<b>AGENCY FUNDS</b>	<b>105,256</b>	<b>PROJECT SHARE</b> <b>86,791</b>
Other Income	105,256	Other Income 86,791
<b>AFFORDABLE HOUSING</b>	<b>659</b>	<b>EMERGENCY FOOD &amp; SHELTER</b> <b>146,864</b>
Fee Income	0	DHS (Fed) 146,864
Other Income	659	
<b>TOTAL</b>		<b>29,135,546</b>

Head Start In-kind totaled \$2,854,069. In-kind represents the amount reported internally that is required by the funding source, and does not match financial statements in accordance with generally accepted accounting principles.

Our thanks to these generous donors who supported our communities with monetary and in-kind gifts to OACAC programs and projects in 2020.

#### **Activist (\$5,000+)**

- Anthem/Healthy Blue
- Charlie O'Reilly
- State Farm Maureen Darby Insurance Agency, Inc.
- Walmart (Cassville)

#### **Advocate (\$2,500-\$4,999)**

- Anonymous
- Carl and Barbara Rosenkranz
- Encore & More
- First Baptist Church Ozark
- Greater Springfield Board of Realtors
- Kum & Go
- Southside Missionary Baptist Church

#### **Campaigner (\$1,000-\$2,499)**

- Aldersgate Methodist Church
- Bright Futures
- Bunny Trust UTA
- City Utilities of Springfield
- Dollar Tree (Campbell)
- First Christian Church of Buffalo
- George Mulderink
- GridLiance
- Harry and Susan Hom
- Herschend Foundation
- Kimberling City American Legion Post 637
- Norman Abrams
- Ron and Cyndi Douglas Foundation
- Scott Houston
- Shelter Insurance Foundation
- SRC Holdings Corporation
- Susan Thomas
- Walmart (Mt. Vernon)

#### **Crusader (\$500-\$999)**

- Carl and Sue Sieveking
- Dollar Tree
- First Church Womens Fellowship
- Golightly Ink
- Grace Lutheran Church
- Heather Shrum
- Henry Deshazo
- Kimberling United Methodist Women
- Leslie Peck
- Nancy and Ray Masner

- Old Bank
- Ozark Baptist Church
- Pennsboro Christian Church
- Pines Christian Church
- Security Bank
- Shelter Insurance
- Susan Moberly Agency, LLC
- The First Baptist Church of Cassville
- Tim Prater
- Tunas Christian Church

#### **Believer (\$250 - \$499)**

- Ball & Prier
- Bank of Sullivan / Sullivan Bank
- Barry Electric Cooperative
- Barry-Lawrence Regional Library
- Betty McMillion
- Casey's
- Citizens Memorial Hospital
- Dadeville FFA
- Eddie Gumucio
- First State Bank (Cassville)
- Freedom Bank
- Great Southern Bank
- Kenneth and L. Neely
- Lilly Boyd
- Lindsey Dumas-Bell and Chris Bell
- Mercy Hospital (Cassville)
- Missouri Southwest Initiative to Change Health
- Molecia Hill
- Our Savior Lutheran Church of Buffalo
- Ozark Bank
- Phebe Pleasant
- Ronald and Gay Hearst
- Show Me Cowboy Church
- Todd Steinmann
- Todd Kudrna

#### **Ally (\$100-\$249)**

- Angel & Co
- Anna Daeges
- Arvest Bank (Lockwood)
- Carol Wratny
- Caryn Mackie
- Cassidy United Methodist Women
- Charles Burbridge
- Claire and Shirley Reed
- Dale and Katie Lane
- Daleesha Mullins
- Dave Engrott
- Dennis Dibben
- Diane Bauer
- Diaper Bank of the Ozarks
- Donald and Cecile Watson
- Ed Wammack
- Elizabeth Plappert
- Emmanuel Baptist Church

- Fohn Funeral Home
- Giana Farm Insurance
- Greenfield Elementary School
- Honeysuckle Road
- Jesse Weiser
- Jody Godfrey
- Joan Young
- Joann Jackson
- John Krzos
- John Anthony
- June Owens
- Karla Woods
- Kechelle Rodriguez
- Lamont Swanson
- Marci and Mike Ernst
- Mark and Abby Hale
- Meggan Moore
- MidBank
- Mike Marion
- Mike Prestwich
- Oak Star Bank
- Our Lutheran Church
- Ozarks Community Health Center
- Peter Sedat
- Price Cutter (Greenfield)
- Richard Derricks
- Richard Virden
- Rosita Troutman
- Rustic Willow
- Sara Villines
- Sharya Saffold
- Shryn Saffold
- Soroptimist Barry County
- Southern Bank
- Southwest Cooperative
- Stacey Harris
- State Farm Dylan Fletcher Insurance Agency, Inc.
- State Farm Mark Clippard Insurance Agency, Inc.
- Susan Flores
- Teresa Lahaie
- Terry Evans
- Timber Ridge Church
- Timothy Robie

#### **Friend (\$1-\$99)**

- Anonymous
- Allene Patterson
- Ama Hai
- Amy Bennett
- Angela Dye
- Anna Jones
- Becky Whiteford
- Betty Allie / Elizabeth McCurry
- Bill Bell
- Bolivar Tax & Financial Services
- Brandy Pardun
- Brenna Windsor
- Buffalo Auto Glass



- C. McLemore
- Candy Hudson
- Carol Kolander
- Charles Johnson
- Chelsie Lawrence
- Cherry Grove Baptist Church
- Cody Willis
- Connell Insurance
- Dan Dryer
- David Auernheimer
- Debbie Uhrig
- Debby Cooley
- Debi Reece
- Denise Shaw
- Denise Power
- Devante Ingram
- Diane Anthony
- Dorene Yearian
- Earl Burk
- Ebenezer Church
- Emily Jenkins
- Gail Rusch
- Gary Young
- Glenda Pate
- Glenn Kendrick
- Grass Roots Garden Center and Gifts
- Hannah Wyatt and Shane Parker
- Harry Heinz
- HavaHeart Rescue
- Isaac Daigle
- James and Joanne Williams
- Jamie Phariss
- Jan England
- Jan Dumas
- Janita Breedlove
- Jeanie Rowe
- Jennifer Olson
- Jennifer Moore
- Jennifer Anders
- Jim Brasel
- Jodie McCrickard
- Joy Rothdiener
- Kathryn and Michael Craft
- Kathy White
- Kathy Brown
- Kitrina Smith
- Kortney Cambers
- Kramers Muffler
- Kristina Glidewel
- Lena Hammond
- Les Harris
- Lynna Rathmann
- Marnie Squier
- Melanie Willenbrock
- Melinda Robertson
- Micha Peckham
- O Bannon Bank of Buffalo
- Paige Harp
- Pat Boxberger
- Patricia Boyce

- Paula McCurdy
- Penni Cole
- Ray'shionne Smith
- Richard Womer
- Ronna Haxby
- Sandra Rogers
- Sarah Okeson
- Scott Allen
- Scott Miller
- Scrivener Company
- Sharpe, LLC - Kevin Sharpe
- Sheila Williams
- Sholeh David
- Skylar Walker
- Son-Rise Christian Church
- St. Patricks Catholic Church
- Sue Horn
- Susan Kirby Elayer
- Susan Peden
- Tammy Sandifer
- Ted Zeugin
- Thirygale Clevenger
- Thomas Dill
- Tiffany Bratz
- Timmy Reaka
- Walmart (Monett)
- Willis Insurance
- Wommack Monument

Our thanks to the volunteers who helped strengthen our mission of *alleviating the causes and conditions of poverty in the Ozarks*.

Volunteers served in schools, with food distribution, at Head Start Centers, on boards, and helped with Poverty Simulations. They gave time as mentors, taught workshops, supported the success of special events, and much more.

In lieu of an in-person celebration of mac & cheese, our 2nd Annual MO Mac & Cheese Fest was offered by way of a Buy One, Get One card.

Many thanks to these sponsors who are offering delicious BOGO deals. The card is \$15 and is good until 10/31/21. For more information and to purchase a BOGO card, visit [www.oac.ac/donate](http://www.oac.ac/donate).



Empowering People, Enriching Communities

PROCEEDS BENEFIT POVERTY RELIEF IN SW MO



2019 WINNER



2019 PARTICIPANT



Hyl/ee



Executive Director  
Carl Rosenkranz  
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Resource Development Manager  
Lindsey Dumas-Bell  
417-873-3375  
ldumas-bell@oac.ac

#### **CSBG NEIGHBORHOOD CENTERS**

Barry County Neighborhood Center  
Phone 417-847-2140  
Fax 417-847-2172  
barry@oac.ac  
700 E Hwy. 248  
Cassville, MO 65625

Christian County Neighborhood  
Center  
Phone 417-581-7631  
Fax 417-581-4837  
christian@oac.ac  
P.O. Box 416 | 204 East Elm  
Ozark, MO 65721

Dade County Neighborhood Center  
Phone 417-637-2701  
Fax 417-413-2899  
dade@oac.ac  
2 North Main  
Greenfield, MO 65661

Dallas County Neighborhood Center  
Phone 417-345-7964  
Fax 417-345-4171  
dallas@oac.ac  
413 S. Maple  
Buffalo, MO 65622

Greene County Center  
Phone 417-447-0554  
Fax 417-832-0303  
greene@oac.ac  
560 N. Stewart, Ste. A  
Springfield, MO 65802

Lawrence County Neighborhood  
Center  
Phone 417-678-5031  
Fax 417-413-2705  
lawrence@oac.ac  
203 S. Washington, Ste. A  
Aurora, MO 65605

Polk County Community Center  
Phone 417-326-6276  
Fax 417-777-7748  
polk@oac.ac  
2110 S. Springfield, Bldg 2, Unit B  
Bolivar, MO 65613

Stone County Neighborhood Center  
Phone 417-739-1130  
Fax 417-739-1133  
stone@oac.ac  
15060 Business 13 South, Ste. 11  
Branson West, MO 65737

Taney County Neighborhood Center  
Phone 417-239-1882  
Fax 417-239-3833  
taney@oac.ac  
610 South 6th St., Ste. 202  
Branson, MO 65616

Webster County Neighborhood Center  
Phone 417-859-4589  
Fax 417-859-4094  
webster@oac.ac  
50 York Drive, Suite 8  
Marshfield, MO 65706

#### **ADMINISTRATIVE OFFICES**

OACAC Central Office  
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TDD 417-864-3495  
215 S. Barnes Avenue  
Springfield, MO 65802

Weatherization Office  
Phone 417-865-7797  
Fax 417-865-7542  
2643 W. College Road  
Springfield, MO 65802

The 2020 OACAC Annual Report was compiled by Lindsey Dumas-Bell, Resource Development Manager



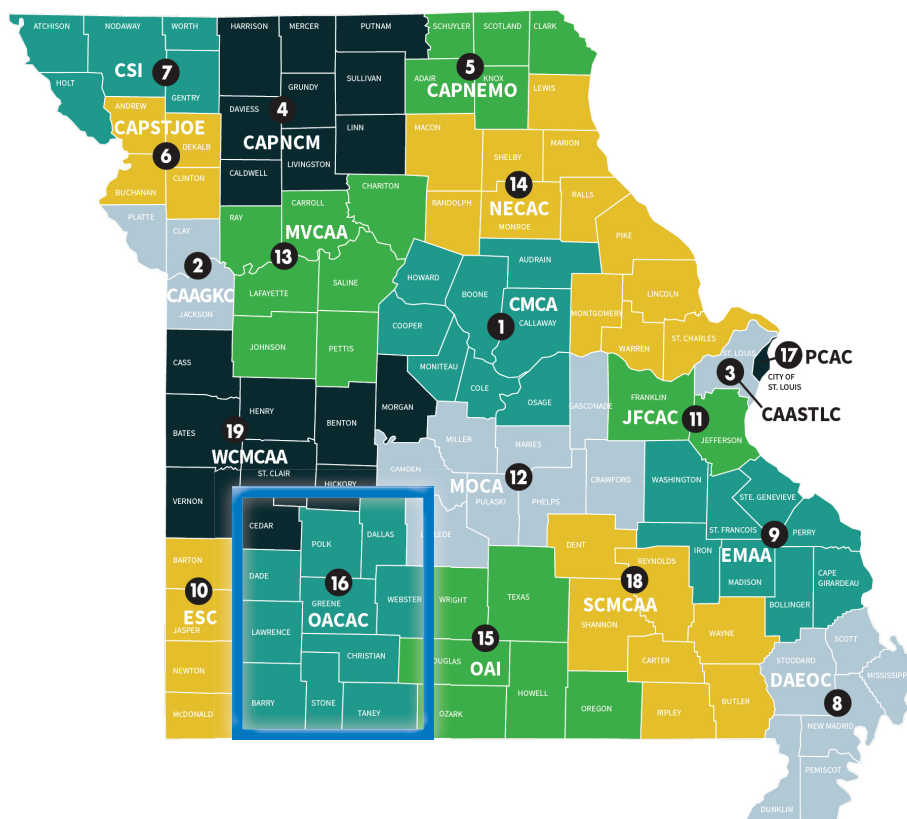
# Where To Find Assistance

Ozarks Area Community Action Corporation is part of a network of 19 Community Action Agencies across the state of Missouri and one of more than 1,000 across the nation.

Through direct services, partnerships and collaboration, Community Action Agencies equip low-income people with the knowledge, tools and potential for becoming self-sufficient.

The Missouri Community Action Network (Missouri CAN) is the statewide association of Community Action Agencies, Allies & Supporters united to end poverty.

Missouri CAN is located at 3337 Emerald Lane in Jefferson City, MO, 65109.



1. Central Missouri Community Action
2. Community Action Agency of Greater Kansas City
3. Community Action Agency of St. Louis County
4. Community Action Partnership of North Central Missouri
5. Community Action Partnership of Northeast Missouri
6. Community Action Partnership of Greater St. Joseph
7. Community Services, Inc. of Northwest Missouri
8. Delta Area Economic Opportunity Corporation
9. East Missouri Action Agency
10. Economic Security Corporation of the Southwest Area
11. Jefferson Franklin Community Action Corporation
12. Missouri Ozarks Community Action, Inc.
13. Missouri Valley Community Action Agency
14. North East Community Action Corporation
15. Ozark Action, Inc.
16. Ozarks Area Community Action Corporation
17. People's Community Action Corporation
18. South Central Missouri Community Action Agency
19. West Central Missouri Community Action Agency

## Supporting Programs, Projects and Community

**Community involvement** is crucial to achieving our mission of enriching lives by providing opportunities, offering assistance, and empowering people to make positive change. Here are some of the many ways to get involved in making a positive impact.

### Volunteer Opportunities Include

- Event Planning
- Special Projects (REALL, VOICE, People's Pantries & more)
- Reading to Children
- Fundraising
- Educational Speaking
- Poverty Simulation
- Office Support

**Financial gifts** support our vision of a community of reduced poverty and improved quality of life for the families and individuals we serve. Donations directly benefit people and communities, and all contributions stay in the Ozarks.

### Giving Opportunities Include

- Online Giving
- Monthly or Annual Giving
- Honorary or Memorial Contributions
- Bequests and Planned Gifts
- Workplace Giving
- Contributions to the OACAC Endowment with Community Foundation of the Ozarks

To give time and/or financial support to OACAC, please call (417) 873-3375 or visit us online at [www.oac.ac](http://www.oac.ac).

Ozarks Area Community Action Corporation  
215 S. Barnes  
Springfield, MO 65802



**Empowering People, Enriching Communities**

[www.oac.ac](http://www.oac.ac)

