

OZARKS AREA COMMUNITY ACTION CORPORATION



Empowering People, Enriching Communities

2021

ANNUAL REPORT

From the Desk of Carl Rosenkranz

This Annual Report celebrates OACAC's 56th year of service as a Community Action Agency in Southwest Missouri. We are reporting on what we have accomplished in improving the lives of people who benefited from our programs and services in 2021.



Our successes would not have been possible without the combined efforts of many people: employees, Board and Policy Council members, other volunteers, donors, community partners and related organizations.

Thank you all,

On September 13, Executive Director, Carl Rosenkranz, celebrated 50 years with OACAC. The day was filled with a visit from OJ the cat, Carl trivia, a parade, and a Zoom gathering of friends, colleagues, and community partners. Mayor Ken McClure presented a proclamation declaring 9/13/21 as Carl Rosenkranz Day.

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Pictured on the front cover: A family harvests fresh foods from the Webster County Neighborhood Center's tower garden; friends play on the first day of school at a Head Start center; a home is being Weatherized; a volunteer helps a child choose gifts for family members at the free Holiday Shop; and Dave O'Dell with Greene County presents Executive Director, Carl Rosenkranz, with a proclamation highlighting 598 households served in 2021 with the Greene County Emergency Rental Assistance Program (ERAP).



Empowering People, Enriching Communities

Our Mission

To create lasting solutions to poverty for families and communities within Southwest Missouri.

Our Vision

OACAC envisions people living an optimal, empowered life, free from poverty.

Our Values

**Diversity | Inclusion | Equity
Collaboration | Dignity | Confidentiality**

The OACAC Board of Directors approved new Mission, Vision and Values Statements in September 2021.

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

- CARES projects
- New To You
- People's Pantries
- Poverty Simulations
- REALL
- ShowMe Healthy Relationships
- VOICE / Virtual VOICE
- Webster County Tower Garden

Pictured above: Head Start children have fun in the classroom; Weatherization improvements are being made to a home; and the Mobile Mercantile is ready to deliver household goods, clothing, food, and more to our 10-county service area.

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.

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."

A Few Highlights From 2021



The first day of school at Head Start is a day of fun, learning, and making new friends.



Volunteers fill important roles in delivering services and supporting poverty relief in the Ozarks.

Volunteers donated 131,896 hours in support of OACAC programs and projects in 2021! Of those, 114,650 hours were given by individuals who are low income.

Pictured left: Volunteers, Finley Bell and Kylie Evans helped at OACAC's Have-A-Blast Celebration booth, serving ice cream and sharing information about services.



We are committed to supporting mental health and are pleased to be a Burrell Behavioral Health Be Well Community partner. At the 9/9/21 Springfield Cardinals game, we helped unveil a beautiful bell created by local artist, Avery Parrish. This bell will be housed at OACAC and will be among many across our communities serving as a symbol of hope and healing.



The first year of ShowMe Healthy Relationships (SMHR) Southwest MO brought many successes. Our team spent several hours establishing a presence in the communities served, creating partnerships, and spreading awareness. We enrolled 68 singles and 48 of them completed the series! One client said our team was there for her in a time when she really didn't feel like she had anyone else. An important aspect of the SMHR program is to be a support and hold space for our clients when they need someone to be present. We are optimistic to meet and hopefully exceed our 2022 goals of reaching participants who could benefit from healthy relationship education and be a resource for families and partnering agencies.



Many thanks to the organizers, sponsors and supporters of the 2021 Share the Light event which raised funding for Project SHARE.

We spent some time giving back in 2021. Here are a few of the ways we had fun supporting our Southwest Missouri communities:

- We hosted two blood drives, helping Community Blood Center of the Ozarks collect lifesaving blood.
- To show our appreciation for the dedication of employees at Mercy and CoxHealth, we held a favorite t-shirt day fundraiser. From the proceeds, we filled a van with snacks and drinks which were delivered to both hospitals, along with notes of gratitude and encouragement.
- We participated in iCare Day with Harmony House in October, helping raise awareness of domestic violence.
- The end of the year was festively fun with our Jammies for Joy fundraiser to benefit Sammy's Window, an organization supporting youth, teens and young adults in foster care. We raised \$400 which purchased Walmart gift cards for the older youth served by Sammy's Window. Staff who contributed got to wear jammies to work on 12/17/21.
- Several staff volunteered for a day with Toys for Tots, helping sort and organize donations which were distributed to children and families during the holidays.
- We hosted three Holiday Shops, providing children and teens with opportunities to shop for free for their family members.

Pictured right: CBCO brought the blood drive to us, making giving easy. A volunteer helps a child choose gifts for family members at the Springfield Holiday Shop.



The Dallas County PHA/OACAC Housing Assistance Program received a 100% high performance rating from the Department of Housing and Urban Development for the year ending June 30.

Mary visited the Neighborhood Center to enroll in the Goal Getter project. After weight loss surgery, she wanted to make healthy changes in her life. As part of her fitness plan, Mary received a treadmill to use in her home. She worked hard to achieve her goals and over several months, lost 126 pounds! Becoming healthier physically brought about other changes. Mary became a trained NAMI Warm Line responder, providing care and support to many. She enrolled in ShowMe Healthy Relationships classes, and participated in Be Well events which bring brain science to life to help us experience hope and healing.

Congratulations to Mary for the many successes she has worked hard to achieve!

150 homes were weatherized in 2021, increasing their energy efficiency, reducing energy usage, and providing long-term energy savings. Pictured below: These four-legged friends approve the weather-stripping update made to their home during weatherization.



2021 OACAC Grants Awarded

The OACAC Grant Assistance Fund is made up of donations and fundraising proceeds. Grants totaling \$12,820 were awarded from the OACAC Grant Assistance Fund to agency programs, helping fill gaps not funded by other sources.

CSBG Neighborhood/Community Centers received \$650 for community building activities at Spring Hill Villas and \$3,000 to adapt the VOICE project to be virtual. **Family Planning** received \$1,250 to pay the cost of specific medications for patients at or below 100% of the Federal Poverty Level. **Foster Grandparent Program** received \$3,000 to purchase tablets to improve communication and connection with Foster Grandparent Program volunteers. **Head Start** received \$1,920 to purchase library memberships for Head Start families in Taney County. **Weatherization** received \$3,000 to provide home repairs following Weatherization services.

A Look At Poverty In SW MO

Income Guidelines

Family Size	Annual Income	
1	\$12,880	
2	\$17,420	
3	\$21,960	For families/households with more than eight people, add \$4,540 for each additional person. Source: Health and Human Services Department, 2021
4	\$26,500	
5	\$31,040	
6	\$35,580	
7	\$40,120	
8	\$44,660	

County	% in Poverty
Barry	16%
Christian	8.8%
Dade	14.1%
Dallas	24.1%
Greene	14.3%
Lawrence	15.2%
Polk	15.6%
Stone	14.2%
Taney	15.6%
Webster	15.0%

Source: US Census Bureau, Small Area Income & Poverty Estimates, 2020

In Memoriam

We treasure the time we worked alongside these colleagues and friends, and we will remember them fondly.

Rebecca "Becky" Bonnarens, 8/11/52 - 4/30/21
Retired from Family Planning

Judy Williams, passed in May 2021
Retired from CSBG Neighborhood/Community Centers

Anna Newsom, 2/2/68 - 5/4/21
Head Start Center Director, West Chestnut

Charles Townsend, dates unavailable
Head Start Bus Aide

Karey Highfill, 7/27/51 - 5/29/21
Head Start Bus Driver

Juanita Chloe Weathers, 1/8/33 - 10/14/21
Retired from CSBG Neighborhood/Community Centers

Lynn Anette Ray, 4/16/65 - 7/4/21
Head Start Family Advocate

Rhonda Levy, 9/23/55 - 12/12/21
OACAC Board Member

Evelyn Bruce Camp, 2/9/39 - 9/10/21
Retired from Head Start

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

Daliah Bradley
Allene Patterson
Laura Cochran
Iris Slater
Gary Schad
Kelly Paul
Tiffina Spears
Gary Youngblood
Gene Robbins

Christian

Lynn Morris
Katrina Green
Shelly Treece
Cindy Robbins
Crystal Buttram
Ken Davis
Danny Gray
Don Currence
Hosea Bilyeu
Karen Peak

Dade

Edie Boucher
Hope Campbell
Sally Wooldridge
Tina Brownsberger
Linda Sexton
Annett Black
Carol Wise
Princess Reeves
Larry Barnett
JK O'Conner
Jennifer Oeltjen

Dallas

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

Greene

Dave O'Dell
Timothy Prater
Melannie Frater
Eric Vandergriff
Rennie Auiler
Paula McCurdy
Samantha Deaton
Bernadean McAfee

Lawrence

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

Polk

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

Stone

Denise Dickens
Cy Bortner
Monica Mueller
Nancy Akromis
Amanda McCormick
Wendy Metcalf
Al Morton
Mark Maples
Amy Larson
Gary Birzer
Jaynie Howland
Andrea Chavez

Taney

Mike Scofield
Jean Mueller
Carla Perry
Cindy Shook
Jody LeMaster
Brenda Romine
Melanie Smith
Nathan Stearns
David Clark

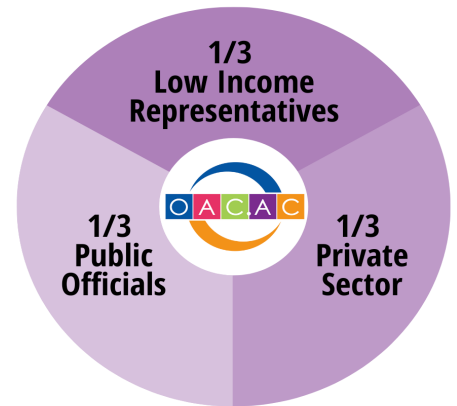
Webster

Jeannie Moreno
Michael Frazier
June Owens
Sarah Lowe
Jane Hamilton-Smith
Danielle Boggs
Lori Letterman
Mitch Fisher
Garrett Lowder
Chris Parker
Kathy Shepard
Kristina Glidewell

Retired Members

Mahua Mitra
Rhonda Levy
Scott Houston
Renee Meents
Randy Daniel
David Rusch
David Daniels
Becky Whiteford
Terre Banks
Nicky Fahlsing
Shirley Barnett
Sue Doty
Janie Fralin
Wayne Hendrix

Pictured right: Linda Sexton of Dade County was recognized as our Board Member of the Month in September.



2021-2023 Executive Board

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

Board Recognition

The Greene County Advisory Board received the Jack Gamble Memorial Award for best attendance, 2020-2021.

We recognized the commitment and dedication to service for these OACAC board members in 2021:

Jean Mueller, Taney County
Denise Dickens, Stone County
Tim Prater, Greene County
Crystal Strain, Lawrence County
Eric Vandergriff, Greene County
Linda Sexton, Dade County
Sarah Lowe, Webster County
Monica Mueller, Stone County



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.

Served in 2021

People Served

Patients: 1,840

Total clinic visits: 3,016

Women: 1,746

Men: 94

Services

Pap Smear: 607

Breast Exam: 723

STD testing: 1,888

Income

0 - 100% FPL: 1,187 people

101 - 250% FPL: 539 people

250%+ FPL: 114 people

FPL is the Federal Poverty Level

Insurance

Medicaid: 376

Non-Medicaid: 1,213

Private insurance: 251

"I love this clinic. I feel I can be very open and honest with them."

-Family Planning patient

Thanks, Dr. Langguth



Dr. Steven Langguth retired in December 2021, after working at OACAC Family Planning since 1983. Dr. Langguth has been pivotal in the growth and development of Family Planning and has provided many services during his time with OACAC.

Dr. Langguth supported the clinic by seeing patients, helping develop policy and procedure manuals and leading the direction of the clinic in his role as Medical Director. He comes from a public health background which contributed to his compassionate care and work at OACAC Family Planning. We are thankful for Dr. Langguth's years of service and wish him good luck in his future endeavors.

Pictured above: Dr. Steven Langguth, center, with Family Planning staff.



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

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

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, development of fine motor skills, and various 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



**AmeriCorps
Seniors**

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

Celebrating A New Year



2021 brought the retirement of long-time Foster Grandparent Program Director, Debbie Young. In April, Kathy Moore started as the new Foster Grandparent Program Director. Kathy previously worked with the CSBG program for three and a half years where she coordinated special projects such as VOICE, REALL, People's Pantries, and more.

The 2021-2022 school year was kicked off with a grand recognition celebration in October where Foster Grandparent Volunteers were acknowledged with a framed certificate of appreciation in honor of their service. Attendees enjoyed food, music, dancing, laughter, and getting to know one another. Following the recognition, we bid farewell to our Administrative Assistant, Shelia Williams, who retired to sunny Florida. In November, we welcomed Melanie Willenbrock as our new Administrative Assistant. Melanie is also a previous employee of OACAC and she will be a huge asset to the program.

Pictured: Foster Grandparent Program Volunteers enjoyed fellowship, food, and music during the recognition.

Moving forward, we are working hard to expand our Foster Grandparent Program.

Volunteer Eligibility

Volunteers must:

- Enjoy working with children
- Be 55 years of age or older
- Meet income eligibility of 200% Federal Poverty Limit
- Be able to pass a background check
- Be available to volunteer 5 - 40 hours per week
- Have reliable transportation

In Memoriam

We are grateful for the time we had with these Foster Grandparent Volunteers, and we will remember them dearly.

Bernice McGee, served in Greene County
Rebecca Kay, served in Webster County
Clara Davis, served in Webster County

Head Start/Early Head Start Program

School readiness for children and families

OACAC Head Start/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



A Special Visit From Our Local Postal Carriers

If the children are outside when Brian delivers mail to our Stewart Head Start Center, they enthusiastically greet him at the fence, yelling and waving hello. It's truly a highlight in the day for everyone.

On December 21, Brian and friends from the post office made a very special visit to deliver smiles, excitement, and gifts!



Qualified Professionals

During the 2020-2021 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-making board composed of 21 members who help lead and make decisions about the program. Members include twelve Head Start and Early Head Start parents, eight community representatives, and one OACAC Area Board of Directors' representative.

2020-2021 Demographics

	HS	EHS
Funded Enrollment	656	174
Actual Enrollment	515*	174
Total # Children Served	515*	236
% Eligible by Income	100%	100%
% Enrolled Over-Income	0%	0%
Medical Homes	100%	100%
Dental Homes	100%	100%
Child Care Subsidy	70	71

*Reduced enrollment due to COVID-19 pandemic.



Salaries	58%
Fringe Benefits	15%
Other	17%
Supplies	2%
Indirect	6%
Equipment	<1%
Maintenance and Renovation (Minor)	1%

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 a portion 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 one and a half to two years.



Foster Youth To Independence

Special Foster Youth to Independence vouchers are provided by HUD on a case by case basis for youth up to age 24 who are exiting or recently have exited the foster care system.

HUD Shelter Plus Care for Disabled Homeless

The HUD Shelter Plus Care for Disabled Homeless individuals program serves the Branson area, as well as Springfield and Greene, Christian, and Webster counties. Funds are provided by Missouri Department of Mental Health (DMH).

DMH RAP for Disabled Individuals

The Department of Mental Health (DMH) Rental Assistance program provides a one-time payment to prevent eviction, restore housing stability, or assist households move into safe, affordable housing.

Program Guidelines

Applicants must be income eligible, be in good standing with any past participation, and pass a criminal background check for recent drug activity or violent criminal activity. The maximum eligible gross income is 50% of the Area Median Income.

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.

Seeking Property Owners

The need for decent, safe, sanitary and affordable housing continues to grow in our communities. If you own modestly priced rental housing in our service area and would like to participate in the Section 8 Housing Choice Voucher Program, we welcome you.

Property owners are responsible for screening the prospective renter family. Once a match is made, the family will contact our office to do a final determination if the home they have chosen can be approved and if so, an inspection of the property will be scheduled.

For more information, contact our office at (417) 864-3444 or visit oac.ac/housing-assistance/.

Low Income Home Energy Assistance Program (LIHEAP)

Assisting low-income households who have an energy related crisis

Energy Assistance (EA)

- A one-time payment per year for one fuel type
- The program runs from October - September
- Eligibility is based on household size and income
- Applicants must apply for EA before being considered for the Energy Crisis Intervention Program

Energy Crisis Intervention Program (ECIP)

- Assistance to alleviate energy-related crises
- Winter ECIP operates from October - May
- The ECIP Summer Cooling Program is available from June - September

Crisis includes a sudden, unexpected, uncontrollable loss of financial resources, life-threatening conditions (utility services disconnected or fuel depleted), and circumstances that threaten the stability if energy aid is not supplied.

Project SHARE: Celebrating 40 years!

- A City Utilities program in partnership with OACAC which helps seniors and families maintain utilities
- 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



Keeping people warm in the winter, cool in the summer

Housholds Served

Energy Assistance: 11,703

Project SHARE: 594

Winter ECIP: 4,619

Summer ECIP: 3,766

Dear OACAC,
How do you say thank you enough to those who have been such a blessing. There is actually no way. Just know that I am very grateful for your help.

You worked steadfast, and still are during the frightening pandemic to make sure so many are taken care of. You are angels and that is meant from the bottom of my heart. Much love to you and prayers to you all. God Bless.

- Cindy, LIHEAP recipient

2020 Missouri Profile

Who received LIHEAP assistance across Missouri?

- Households with an elderly member: 34%
- Households with a young child: 18%
- Households with a disabled member: 53%
- Households with any vulnerable member: 77%
- Heating Assistance served 93,166 households with a reported average benefit of \$285.
- Winter Crisis Assistance served 35,244 households with a reported average benefit of \$769.
- Summer Crisis Assistance served 37,774 households with a reported average benefit of \$482.
- Weatherization Assistance served 834 households with a calculated average benefit of \$7,554.

<https://liheappm.acf.hhs.gov/sites/default/files/private/congress/profiles/2020/FY2020MissouriProfile-508Compliant.pdf>

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 are focused on increasing self-sufficiency.
- **Emergency Services:** Helping meet unexpected needs.
- **School Readiness Fairs:** School supplies and resources to income-qualifying families.
- **Special Projects:** People's Pantries, Webster County Tower Garden, Vocational Opportunities Inspiring Children in Elementary (VOICE/ Virtual VOICE), Reality Enrichment And Life Lessons (REALL), Poverty Simulations, New To You Thrift Store.

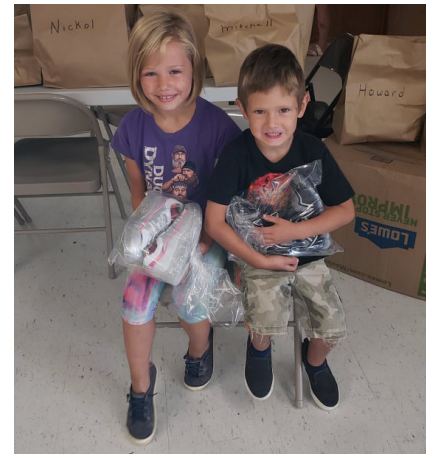
OACAC CARES

CARES Act funding provided additional support for SW MO communities. Here's a look at the Neighborhood/Community Centers CARES financial assistance and projects.

Financial assistance was available in 2021 for food gift cards, educational needs, transportation assistance, utility assistance, mental health co-pays, rent, mortgage, dental, vision, employment supplies, quarantine packs, and repairs/purchases/pest control to keep people healthy at home. Additionally, these CARES projects provided expanded opportunities:

- **Goal Getter:** 1-1 and financial assistance to participants working toward achieving physical health and wellness goals
- **Learning Ladders:** 1-1 and financial assistance to participants in starting a licensed, home-based child care business
- **NAMI Warm Line:** Volunteers answer calls and provide caring support to callers. A stipend of \$12/hour is available, training is provided.
- **Mobile Mercantile:** A mobile unit which provides delivery of food, clothing, hygiene items, and household goods to counties.
- **Discovery Center:** This partnership provides income-eligible families with a scholarship to attend the Discovery School or tutoring sessions with Discovery Center staff. Children who attend at least four tutoring sessions are eligible to receive a Chromebook.

Pictured above: A quarantine kit to help a household experiencing COVID-19.



Above: Children receive new shoes during a Back to School Fair. Below: We attended the Springfield Juneteenth Celebration, sharing resources and information.



Housing Stability

The Greene County Center began participating in the Emergency Rental Assistance Program (ERAP) in March 2021. From those who lost work due to the pandemic, and families who had to quarantine, as well as parents who needed to adjust to remote learning for their children or loss of childcare, ERAP assisted hundreds of households affected directly and indirectly by COVID-19 with rent and/or utilities.

Weatherization Assistance Program

Energy efficiency services for homeowners and renters

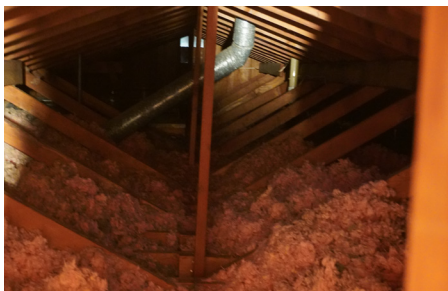
The Weatherization Assistance Program reduces the energy burden on low-income residents by installing cost-effective energy efficiency measures and ensuring health and safety.

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



Pictured: Newly blown insulation in the attic and a wrapped hot water heater.

A Home, Weatherized

Carrie and her family live in a charming house, built in the 1960's. Wood floors throughout, a fireplace, a bright and lively fish tank, and a beautifully landscaped yard make her house a welcoming home. But as older homes often go, it was in need of weatherizing.

Carrie was familiar with OACAC's Weatherization program and decided to apply during the summer of 2021. She was told the waiting list may be a year or more, so she said she was pleasantly surprised when she received news a crew could start in October.

Tim and his crew wrapped Carrie's water heater, caulked windows and doors, sealed the attic fan, vented the bathroom, installed smoke and carbon monoxide detectors, and wrapped heating and air ducts under the home. Additionally, Carrie received a new furnace.

Rising gas prices and winter weather mean higher heating bills, but with a newly weatherized home, Carrie will likely see and feel a difference in the amount of energy needed to keep the house warm. "This was really good timing," Carrie stated.

"I just wanted to send a little thank you to you and Jeff and his crew for all of the patience and hard work that went into fixing my home to make it much warmer and comfortable. I can't thank you all enough."

- JoAnn, Weatherization recipient

OACAC Funding 10/1/20 - 9/30/21

HEAD START	17,368,387	Program Year: 9/1 - 8/31 Funding Sources: U.S. Department of Health and Human Services; Office of Head Start; Administration for Children and Families
HHS (Fed)	16,497,915	Policy Council: Board composed of 21 members; 12 parents, eight community representatives, and one Area Board of Director's representative Guidelines: 100% of poverty or below
USDA (Fed)	436,494	
Other Grants	5,835	
Fee Income	394,337	
Other Income	33,806	
In-kind* (see notes below)	2,541,091	
HOUSING ASSISTANCE	3,333,518	Program Year: 7/1 - 6/30 Funding Sources: U.S. Department of Housing and Urban Development; Missouri Department of Mental Health Guidelines: Maximum gross income is 50% Area Media Income.
HUD SECTION 8 (Fed)	2,612,235	
DMH - HUD (Fed)	275,264	
Other Grants	0	
Fee Income	148,406	
Other Income	297,613	
ECIP/LIHEAP	2,932,302	Program Year: 10/1 - 9/30 Funding: U.S. Department of Health and Human Services; and the Missouri Department of Social Services, Family Support Division Guidelines: 135% of poverty or below Budget: 90% Direct Services, 10% Administration
LIHEAP (Fed)	2,932,302	
Utilicare (State)	0	
Other Income	0	
CSBG CENTERS	5,741,821	Program Year: 10/1 - 9/30 Funding: U.S. Department of Health and Human Services; Missouri Department of Social Services, Family Support Division; Community Services Block Grant Guidelines: 125% of poverty or below
CSBG (Fed)	1,819,106	
CARES (Fed)	1,014,252	
Emergency Rental Assistance	2,303,250	
Senior Citizen Grants (County Taxes)	108,013	
Other Grants	220,967	
Other Income	276,233	
WEATHERIZATION	2,413,948	Program Year: 7/1 - 6/30 Funding: 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. Guidelines: 200% of poverty or below
US DOE / MO DED (Fed)	679,855	
LIHEAP (Fed)	1,033,872	
MHDC HERO (Fed)	95,283	
CDBG (Fed)	256,655	
Utilicare (State)	0	
Other Grants	195,110	
Fee Income	119,981	
Other Income	33,192	
FAMILY PLANNING	689,632	Program Year: 4/1 - 3/31 Funding: U.S. Department of Health and Human Services through the Missouri Family Health Council, Inc., Missouri Health Net, Patient Fees Guidelines: Fees for medical services and contraceptives are on a sliding scale based on income and family size
MFHC Title X	418,918	
Other Grants	0	
Fee Income	58,339	
Other Income	72,127	
In-kind	140,248	
FOSTER GRANDPARENT PROGRAM	320,149	Program Year: 4/1 - 3/31 Funding: Corporation for National & Community Service, Grants Guidelines: Low-income seniors age 55+, 200% of the poverty guideline
Corp for National/Community Service	283,412	
Other Grants	21,470	
Other Income	7,505	
In-kind	7,762	
AGENCY FUNDS	209,643	PROJECT SHARE 132,578
Other Income	209,643	Other Income 132,578
		EMERGENCY FOOD & SHELTER 97,539
		DHS (Fed) 97,539
	TOTAL	33,239,517

Head Start In-kind totaled \$2,541,091. 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.

Many thanks to these generous donors who supported our mission and communities with monetary and in-kind gifts to OACAC programs and projects in 2021.

In addition to those named here, we received gifts from several donors who wished to remain anonymous.

Activist (\$5,000+)

- Arvest Foundation
- iHeartMedia
- Regions Bank
- WalMart

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

- Carl & Barbara Rosenkranz
- Encore & More
- First Baptist Church Ozark
- George Mulderink
- Simmons Bank

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

- AFB International
- Aldersgate Methodist Church Build A Bear
- Barry Lawrence Area United Fund
- Calvary Baptist Church
- Community Foundation of the Ozarks
- Dollar Tree
- First Christian Church
- Harry & Susan Hom
- Kiwanis of Ozark
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- Old Missouri Bank
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Crusader (\$500-\$999)

- Buffalo MO Septic System Cleaning
- Bunny Trust UTA

- Calvary Free Will Baptist Chapel DBA Neighbors In Need
- Cape Fair FOE 4278
- First Christian Church
- Greene County Freight and Food Sales
- Hulston Hope Church
- Jill Harms
- Kelly Dillon
- Kimberly Shinn-Brown
- Martha & David Fay
- Mary Bridges
- Mission Chapel
- Nancy Masner
- Our Savior Lutheran Church
- Phillis Fox & Mildred Sarber
- Pines Christian Church
- Sharon Cates
- The First Baptist Church of Cassville
- Tim Prater
- Tunas Christian Church
- White River Valley Electric Cooperative
- Wickman's Garden Village

Believer (\$250 - \$499)

- Andy B's
- Ball & Prier
- Bolivar Rotary Club
- Chateau on the Lake
- Christopher Dixon
- Cy Bortner
- Dade County Men's Civics Club
- Dadeville FFA
- Dadeville R-2 School District
- Emmanuel Baptist Church
- First Independent Bank of Aurora
- Fritz's Adventures
- George & Kate Morgan
- James Grundy
- John Mott
- Judy Tipton
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- Security Bank

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Ally (\$100-\$249)

- Alice & Kenny Hardin
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- Buffalo Rotary Club
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- Caryn Mackie
- Cassidy United Methodist Women
- D & B McGoogan
- Daleesha Anderson
- David Cupps
- David Pachmayr
- Debbie & Ervin Uhrig
- Diane Bauer
- Diane & Richard Ziegelbein
- Domino's Pizza
- Fohn Funeral Home
- Get Things Done Right
- Glenn Kendrick
- Jody Godfrey
- Kimberling City American Legion Post 637
- Lamont Swanson
- Leslie Peck
- LIHEAP Department
- LLMO LLC DBA Main Street Realty
- Lockwood Methodist Church
- Mindy Altherton
- Monica Mueller
- O'Bannon Bank
- Sarah Morton
- Sharon Renyer
- Shawanna Banks
- Sheila Williams
- Springfield Cardinals
- Strickland Agency LLC
- Susan Peden
- Tanger Mall
- Teresa Lahaie
- Terry Evans
- Wendy Larson

Friend (\$1-\$99)

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- Angela Dye
- Anja Green
- Anne Huffman
- April Hamm
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- Aspen Cunningham
- Avril Pebworth
- AWG/Save-a-label
- Barbra Wallace
- Bill Bell
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- Bobby Thomas
- Brittany Austin
- Brittany Temple
- Cantina Laredo
- Carolina Narvaez
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- Charles Johnson
- Cody Willis
- Copperhead Mountain Coaster
- Crazy Craigs Libations
- Darla Boice
- Debi Reece
- Denise Dickens
- Devante Ingram
- Diane Anthony
- Donna Slavinski
- Elizabeth Plappert
- Famous Dave's BBQ
- Gail Rusch
- Hannah Wyatt & Shane Parker
- Happy Teri Yaki
- Harter House
- Jamie Phariss
- Jamie Raab
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- Niklas Landgraf
- Nora Springston
- Patricia Boyce
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- Randall Kendrick
- Randy Alberhasky
- Ray'shionne Smith
- Rebecca Bell
- Richard Womer
- Richard & April Virden
- Rick Fay
- Robyn Rhoden
- Sandra Rogers
- Sarah King
- Schweitzer Methodist Church
- Scout and Petal Flowers
- Skylar Walker
- St. Catholic Church
- Starbucks
- Stephanie Bottorf
- Subway
- Tabitha Hendricks
- Tammy Sandifer
- Tammy Hildebrand
- Tammy McLaughlin
- Thirygale Clevenger
- Timmy Reaka
- Tommie Trammell
- Travis Sullivan
- Webster County Electric
- Willis Insurance



Pictured left: Volunteers and staff from the New to You Thrift Store provided a quality shopping experience for customers in 2021. Proceeds from sales benefit children and families in Dallas County.



Pictured left: Marine Corps volunteers handed out toys to children at the Springfield Holiday Shop in December.

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TDD 417-864-3495
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Fax 417-865-7542
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Springfield, MO 65802

The 2021 OACAC Annual Report was compiled by Lindsey Dumas-Bell, Resource Development Manager

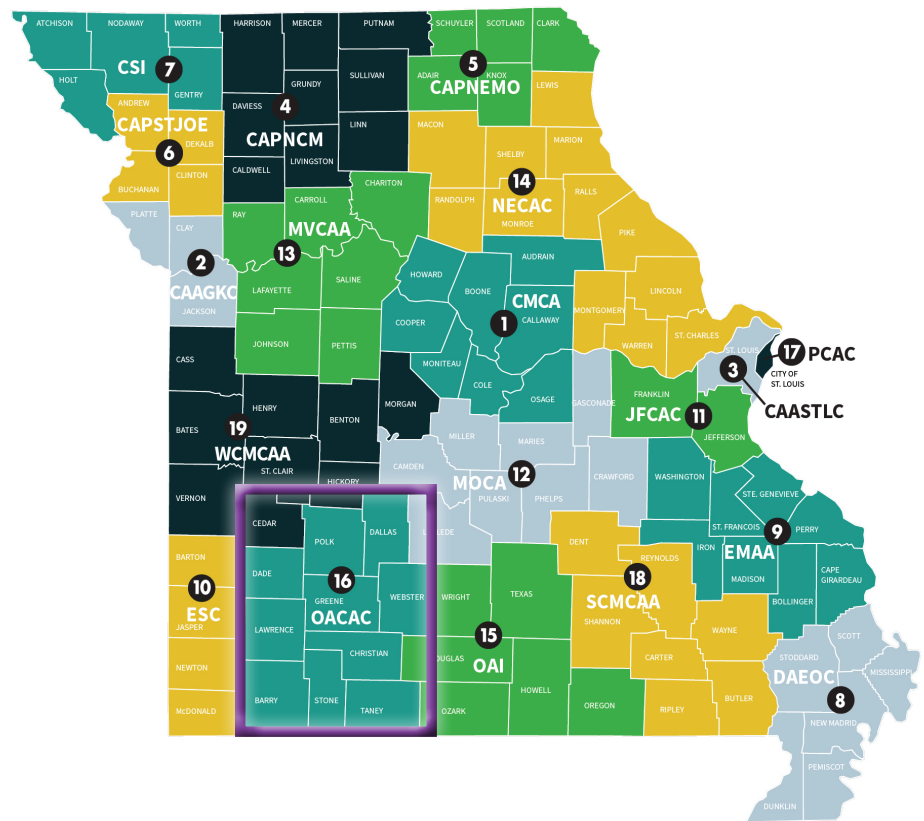
Where To Find Assistance

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.

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



Empowering People, Enriching Communities

www.oac.ac

