



HOCKETT'S HOT SHEET

A Weekly Update on OlyCAP from Tim Hockett, Executive Director

Working Image Fashion Show 2007 — A Huge Success

Working Image is a small boutique housed in one of our three buildings in the Port Townsend office complex. Originally the vision of two Port Townsend ladies, Ruth Merryman and Anne Schneider, the shop began under the umbrella of Skookum and then moved to OlyCAP two years ago. Since then it has become a community fixture, enjoying wide support of local businesses and working women desirous of helping others get a good start. The shop's mission is to provide



work-appropriate clothing for women seeking to enter the workforce. Lack of suitable clothing for work can be a significant barrier to self-sufficiency — especially for women, and *Working Image* is a wonderful solution. Most of the clothing is donated and slightly used — though some is brand new. Volunteers are the key to the success of the operation as only one half-time staffer coordinates the activity. Women receive several mix-n-match outfits, accessories, coaching on how

to improve their chances when they interview for a job and, most importantly, a real morale boost. One client wrote recently, *“Amazing sophistication! I am more than outfitted and feel so professionally and personally enhanced! Thanks a million!”*

Last week *Working Image* held its signature fund raising event at the Elks Lodge in Port Townsend. The sell-out crowd of well over two hundred ladies enjoyed a fashion show and luncheon served at the hands of celebrity waiters. I gave a short speech thanking the many volunteers and then urged the fashion show participants to join the OlyCAP family by strongly supporting *Working Image* throughout the year.

Early estimates are that the event netted upwards of \$10,000! This will amount to nearly 20% of the shop's annual operating budget. Many thanks are due to the dozens of volunteers who planned and executed the event and to the many others who actually work in the shop all year long. It is a true labor of love and a real testament to community action.



HOCKETT'S HOT SHEET

A Weekly Update on OlyCAP from Tim Hockett, Executive Director

Encore! OlyCAP's Adult Day Care

For over twenty years, OlyCAP has operated the Adult Action Center in Port Angeles. It is housed inside of Holy Trinity Lutheran Church on Chase Street just below the high school. Designed as an adult day care facility, Adult Action has served many dozens of folks over the years. It gives people who suffer from Alzheimers or some other form of dementia a safe place to go for the day while their caregivers can take a break from the 24-hour care that they normally provide. Participants receive a meal, engaging activities, watchful care and the stimulation of being in a social group. They even take field trips to places like the county fair.

A few months ago, we closed Adult Action and remodeled the facility, re-wrote its operations plan, hired new leadership, developed a number of new policies and then re-opened — all fresh. At that time we considered a name change but just couldn't quite settle on one that captured the essence of the program. Well, after lots of suggestions and focused consideration, we now have a new name for the new program — *Encore!*

An encore is a call back to perform again. And in a very real sense, our adult day care is a second chance for both the participants and their caregivers. Our clients get a new chance to get out of the house and enjoy the company of others while their families get a second chance for a few hours per week to take care of themselves.

So, Adult Action is gone — *Encore!* has taken its place. A fresh name for a refreshed program.

Direct Deposit Begins in May

All of you who receive OlyCAP compensation got notices this month that we are now poised to make direct deposit of paychecks a reality for all who subscribe. As I said in my letter, I am so thankful to the fiscal department and particularly to the Home Care team for working with us to make this possible.

For it to be successful, however, we will need each employee who would like to take advantage of this benefit to fill out the appropriate enrollment form directing OlyCAP to make deposits electronically into an appropriate account. It only takes a few minutes to complete the form and get started. Once enrolled for direct deposit, no more worries about the mail being late or the courier getting delayed by snow; no more asking a co-worker or spouse to pick up your check when you are on vacation or sick. Each payday your check will automatically be deposited into your bank account. I want to encourage you to take advantage of direct deposit — find that form now and fill it out!



HOCKETT'S HOT SHEET

A Weekly Update on OlyCAP from Tim Hockett, Executive Director

A Bunch of Sickos!

I was so proud to have survived a couple of years without even a head cold or sniffle. I boasted to others that even when everyone around me (both family and at work) was getting sick, I somehow escaped. Then ... three weeks ago I contracted a tenacious sinus/respiratory infection that knocked me down for several days. I was miserable and I am just now recovering.

That experience got me thinking. Did I catch it from a co-worker?

It dawned on me that while I really hate missing work, it is my responsibility to others NOT to share infectious illnesses. As others around the office (both before my particular bout and since then) have been sick, and since some of them have resisted going home, I think it is appropriate for me to urge all of us (yes, me too) to use caution when you have cold or flu-like symptoms. I know it is a judgment call, but please be aware.

Three keys to controlling 'office outbreaks' are: 1) If you think you are contagious, don't come to work. 2) If you need to come to work, keep your distance from others and when you need to cough or sneeze, use a tissue to cover your face or use the cradle of your elbow to cough into. 3) Wash your hands frequently, and politely refuse to shake hands until your symptoms disappear.

Our work is so important to the community. And our workers are just as important.

Strategic Planning Continues

I had hoped to have the final draft of OlyCAP's strategic plan ready for the board's consideration at the April 24th meeting, but it will not be ready until May. Significant work is still being done, however, and I would like you to be aware of the progress.

The plan will be divided into strategies for addressing community needs, and strategies for strengthening OlyCAP. For each community need identified in the OlyCAP community needs assessment, we will outline: 1) advocacy/education strategies; 2) direct service strategies; and 3) partnership/resource development strategies. As we turn inward, we will identify strategies to improve every facet of administration, including: Financial Management, Financial Position, Technology, Executive performance, HR Services, Employee Relations, Programs/Services, Board of Directors, and Community Relations/Resource Development.

The planning process has been thorough excellent and healthy. But we will all have lots of work to do as we take on the dual tasks of strengthening the community and OlyCAP!



HOCKETT'S HOT SHEET

A Weekly Update on OlyCAP from Tim Hockett, Executive Director

First Things First

I just enjoyed a nice, weeklong visit from my Dad. You may recall that last year his home in the Bay Area of California burned to the ground. He escaped, along with my sister, with his life and a renewed sense of what is truly important. His large circle of Coast Guard Auxiliary friends literally came to his rescue, providing clothes, furniture, transportation and a myriad of other supports. He kept his sense of humor and now jokes about standing in the fire-lit night in his underwear — “not pretty” he says with a chuckle. He has a new home and is otherwise well.

It had been too long since I had seen my Dad and I was reminded of a saying I picked up somewhere: *No one on their deathbed says, “Gee, I wish I had spent more time at the office!”*

Part of the tone that I want to reinforce at OlyCAP is that we understand that all staff *work to live* rather than *live to work*. We have families and precious loved ones that we want to be with from time to time. We have school conferences for our kids and medical appointments and perhaps times when we must assist our elders.

As you take your leave time, use it to renew yourself and to renew all those relationships you hold dear. It will bring you balance and just might make you feel really, really good!

State Budget Helps OlyCAP

As the 2007 Washington State legislative session has closed, I am happy to report that funding for a number of our efforts has been either retained or strengthened.

Foremost among those line items in the budget is \$400,000 specifically set aside for OlyCAP to go toward its purchase of its office facilities in Port Townsend. This, when combined with other funds, will significantly lower our overhead.

The Washington State Community Action Partnership was also successful in getting the State’s allocation of Community Service Block Grant increased permanently by \$3,000,000. This will be allotted to the 31 CAP agencies each biennium based on a formula that takes into account the level of poverty in each service area. Other programs, such as, the Re-employment Support Center, the Asset Building Program will receive a boost. The State’s Housing Trust Fund was funded at \$130M up from \$120M and an additional \$13M is authorized to prevent homelessness.

We owe a debt of gratitude to our local legislators for their unswerving support: Representative Lynn Kessler, Senator Jim Hargrove and Representative Kevin Van De Wege.



HOCKETT'S HOT SHEET

A Weekly Update on OlyCAP from Tim Hockett, Executive Director

May Is Community Action Month

Governor Christine Gregoire signed an official proclamation declaring May, 2007 as Community Action Month. The proclamation reads:

Whereas, the thirty-one Community Action agencies in Washington State help low-income community members to help themselves and become more self-sufficient; and

Whereas, the Community Action Agencies, in partnership with elected officials, the private sector and low-income citizens continue to identify challenges facing those with fixed and low incomes and seek ways to strengthen the community; and

Whereas, for forty years Community Action Agencies have provided vital human services that have produced tremendous outcomes in empowering families and individuals - *Helping People. Changing Lives.*

NOW, THEREFORE, I, Christine O. Gregoire, Governor of the state of Washington, do hereby proclaim May, 2007 as

Community Action Month

in Washington State, and I urge all citizens to join me in this special observance.

OlyCAP is proud to contribute heavily to the many successful outcomes mentioned by the Governor. Clallam and Jefferson Counties are a better place to live because of OlyCAP's good work. In May, we will find our own special ways to celebrate Community Action Month. We will say a few "thank yous;" we will confer some OlyCAP Community Partnership and Community Service Awards; we will invite ourselves and our neighbors to take a Food Stamp Challenge (that is, try to live on \$3 worth of food a day for a week)!

We will also use the occasion to launch our capital campaign which will eventuate in the purchase of our facilities.

Through it all, let's take a moment to reflect with satisfaction on all the various ways that we strengthen the community. And if YOU have a cool idea you'd like to see added to our celebration, let me know.

Hey, the Governor was right!



HOCKETT'S HOT SHEET

A Weekly Update on OlyCAP from Tim Hockett, Executive Director

More on Community Action Month

As I mentioned last week, May is officially Community Action Month across these United States and OlyCAP aims to celebrate. One thing of note is that I will be asking the communities we serve to nominate folks who are known by their service to the community. Nominees will be sought from all over our service area and we will confer OlyCAP Community Service Awards on those selected as representing the best. So please get the word out. More details will follow.

I will be traveling to Pierce College this week to confer on that institution OlyCAP's Community Partnership Award for their collaboration in the development of our Oral Health Center.

Soon, too, you will be hearing about a Food Stamp Challenge. In essence, it is a challenge to us to live on \$25 per week for food. Sound tough? It is. Yet that is the average per-capita amount given to struggling families.

Remember, OlyCAP not only has a mission to help people, it has a mission to increase awareness of the needs around us so that the entire community adopts a 'helping hand' attitude.

The Need for Legal Services

Local efforts are under way to identify the scope of need for legal services among those whom we serve. If you have any data from your program that indicates the need for legal assistance, or if you have even anecdotal input, please give me a call. Our hope is to make sure that this basic right is made available all across the North Olympic Peninsula. Often our case managers discuss this need with their clients; we would like to capture this information.

Kudos to Our Finance Department

Unless a meteor has crashed onto the Federal Reserve, our first direct deposit of payroll should have made it to our designated bank accounts today. I am going to assume the best. I also want to urge those of you who did not sign up for direct deposit to consider doing so. Some were afraid of 'bugs' in the system, others just forgot; whatever your hesitation, please consider it both for the convenience and for the ease of processing once it is set up.

I would like to extend my thanks to our fiscal staff for their strong determination. Karlene Chapman put in many extra hours just to make certain the system would work well for us. Also, the Home Care team pulled extra hard to shave hours off of the processing of timesheets so that we could all benefit. It will be so nice not to have to make an extra trip to the bank!



HOCKETT'S HOT SHEET

A Weekly Update on OlyCAP from Tim Hockett, Executive Director

They Said It Couldn't Be Done

When the first ever direct-deposit of payroll was completed last week, there were 93 employees paid electronically! I had no idea so many folks had signed up. Karlene reported that there were only three potential errors identified during the process and they were all isolated and corrected before the transfer was made.

Again, I want to say thanks to our fiscal team, to our Home Care team (for streamlining their own timesheet process) and to all who signed up to make this a big success. It should also be noted that Kitsap Bank worked hard as a real partner to help us add this capacity.

In the future, new enrollees will likely need to wait at least one full payroll cycle to have their check deposited via direct-deposit — but trust me, it will be worth the wait.

Now ... I want to encourage everyone who isn't signed up to take advantage of this great benefit.

Gabriel Bernier: VISTA Volunteer / Film Star

I received the link in my e-mail from Rita this past week and was WOWed by what I saw. When I clicked on it, I was treated to a very professionally done video (on the Internet's YouTube no less) in which Gabriel Bernier (our VISTA volunteer in charge of the food stamp outreach program) recounts how he got the local Port Townsend Farmer's Market to accept Food Stamps — or rather the modern equivalent of food stamps.

Contemporary food stamps come in the form of a debit card. It is much more efficient and may be used wherever credit cards are accepted. But farmers' markets are casual and usually have no capacity to take any form of card. Gabriel worked with the market to set up a single point for the transactions and then innovatively Wait a minute. Just watch the movie clip and discover for yourself.

In the clip, Gabriel also talks a bit about the challenges and benefits of being a VISTA volunteer. I'll tell you one thing for sure; we are very lucky to have him helping us at OlyCAP. He has very nicely demonstrated how well this format may be used to recount the success of any great idea. I am thinking of putting him out front as our 'reporter at large.' Click below and enjoy.

<http://www.youtube.com/watch?v=3gyYs7ofXOw>



HOCKETT'S HOT SHEET

A Weekly Update on OlyCAP from Tim Hockett, Executive Director

Mileage Reimbursement Rate Going

Last week, many of us got quite a start. It was costing an average of \$3.50 per gallon of gasoline and many were spending \$50 to buy a tank of gas. A large number of OlyCAP staff are faced with having to travel to accomplish their work, so I will be increasing the reimbursement rate effective June 1, 2007 from \$.405 to \$.45 per mile.

This action will put some strain on all divisions and programs; indeed, just the increase alone, based on our current experience, will cost the agency about \$12,000 over a year. But the reimbursement increase will take some of the strain off of our own employees' pocketbooks. While this is still a few cents per mile less than the federal rate, I hope this will provide some welcome relief.

That said, I still want to urge all of you who travel for OlyCAP to look for opportunities to ride together. Please be mindful that every penny saved is a penny that can help someone.

OlyCAP Workshops a Big Success

Last week I was given a treat. I received for my reading pleasure a stack of evaluations that participants in our recent workshops had completed. They were enthusiastic and nearly universal in their praise for what they learned and how they learned it. You may not have even known that we offer workshops — well, we do. *Developing Your Potential* provides job-readiness strategies for folks to employ as they face the daunting job marketplace. The course deals with how to interview effectively, how to market oneself, ethics in the workplace, good work habits and how to retain a job after you get one. It also addresses a mentality that often holds back people — a mentality that says, “I don't have anything to offer,” or “I'm not good at anything.” When people talk to themselves like that, they sometimes just give up on their futures. Lisa Leggio, teacher of the workshops, has come to believe that all people have huge potential *whether they fully understand it or not*. Congratulations are due to Lisa and the Community Support Division for their efforts to educate as well as help.

PR Campaign Heats Up

Just a little reminder that this week you will be seeing some advertising in most of our local newspapers. The ads are one ingredient in our PR campaign celebrating community action month. The first advertisement will feature the definition of *caring*. Please read the ads and call them to the attention of others. I am convinced that the more we are known, the stronger will we be supported.





HOCKETT'S HOT SHEET

A Weekly Update on OlyCAP from Tim Hockett, Executive Director

No Escaping Those Birthdays

When I turned 40 (which, by the way, was a loooooong time ago) I really didn't care to celebrate 41 a year later. Maybe it was because I was depressed or something, but I wasn't in the mood. Maybe that is why I let slip by our 41st Anniversary as an agency without mention. Now, thinking better of it, I think I ought to remind us that OlyCAP is 41 years old and going strong. We are in better shape than last year and way better shape than the year before. We have accomplished so much and continue to find ways to serve better and to make ourselves better while we do it. Visit our website to view OlyCAP's incredible accomplishments this past year: http://www.olycap.org/media/May_2007_Newsletter.pdf



Now ... altogether ...

"Happy Birthday to us, ..."

Ken Dane Named Director of Development — A Reminder about Our Capital Campaign

Ken Dane was hired a bit over a year ago as a "Resource Developer / Grant Writer." In the wake of his excellent initial year at OlyCAP I have decided to promote Ken to Director of Development. We have much to do in development and I am so glad to have Ken leading us.

Ken wants to remind us as we launch our capital campaign, that we all should try to be on the same page with a quick answer when asked by our friends, "What's this all about?" Remind them that OlyCAP is trying to address a number of community needs and the agency has to be efficient to be effective — purchasing our PT office complex will save us upwards of \$100,000 a year in overhead costs. The savings will help many of our programs significantly. Tell them that we cannot effectively address these needs alone — we need the community's help. Contributing to OlyCAP's capital campaign is a very significant way for folks to help their struggling neighbors.

More Good News

You might like to know that our Job Lift (vanpool) program that helps people to work throughout the West End of Clallam County, was funded again for the next two years. The new contract, in the amount of \$267,600, will also allow us to buy another vehicle (expanding our fleet to four). Congratulations to the CSS team for their hard work — not only on the application, but more importantly on their demonstrated success of the vanpool program.



HOCKETT'S HOT SHEET

A Weekly Update on OlyCAP from Tim Hockett, Executive Director

Clean Audit

On May 24th, our board's finance committee and I met with the lead of the audit team from *Clark Nuber* to hear the results of their work. I am happy to report that after careful examination of thousands of entries by a team of five auditors who spent more than a week on site in our Port Townsend offices, we were told we have no findings — this excellent result, despite increased auditing rigor and eight new auditing standards. Indeed, the auditors were very complimentary of our finance department under the leadership of Eileen Johnston. Further, they said, the agency is gaining financial strength as its net assets continue to grow significantly.

I want to thank Eileen and everyone on our fiscal team for the extra effort they put forth getting ready for the audit. The auditors requested from our staff many dozens of reports and documents for review and they got everything they needed when they needed it.

A clean audit is the number one “WOW” indicator for fiscal. Great job!

You scratch my back and I'll ...

As we anticipated the second full month of providing direct deposit of payroll, I asked Karlene if late timesheets could upset the appletart. Her reply was, “Of course! Now there is more pressure than ever to get everything processed.” Then she told me that she had 27 timesheets still outstanding and that they were due that afternoon. Guess what? They ALL came in on time. So — I want to thank everyone personally for being diligent in getting those timesheets in on time. Working together, we are making life better for ourselves.

Early Learning Summit This Saturday

I want to remind all of you that this Saturday, June 9th, OlyCAP will be hosting an area-wide Early Learning Summit at the Jamestown S'Klallam Tribal Conference Center on Sequim Bay. The purpose of the summit is to identify gaps in our early learning system, prioritize future efforts and form an area-wide coalition dedicated to investing in our young children. The event is scheduled from 10:00 a.m. to 3:00 p.m. RSVP please ... they are providing lunch!

Food Stamp Challenge

I hope you are taking the challenge this week of feeding yourself daily on the equivalent amount of money that folks get if they receive food stamps. Frankly, I'm getting a bit hungry and I don't like that feeling. Three bucks doesn't go very far. I'm gonna get half a sandwich today for lunch, and a Coke ... no ... make that a glass of water.



HOCKETT'S HOT SHEET

A Weekly Update on OlyCAP from Tim Hockett, Executive Director

Early Learning Summit

What characterizes a child who is ready to enter kindergarten?

This was the central question that was discussed at the Early Learning Summit held Saturday at the Jamestown S'Klallam Tribal Conference Center. A group of almost seventy people spent the better part of the day discussing the real needs of our little children as they are prepared to enter school. Through facilitated group work, participants identified desirable traits and also the obvious gaps that many of our kids face. Then they discussed ways to bridge those gaps and how to prioritize solutions and then make them happen. Local legislators, our early childhood staff, many folks from partner agencies and dozens of other interested parties, worked hard to chart a course for helping our young children succeed.

Many thanks to Janet Anderson and her team for their efforts to make the summit a huge success.

Congratulations to Our Graduates

I am very proud of OlyCAP's two Head Start Family Educators who graduated this month. Vicki Adams received a two-year degree from Peninsula College and the President's Medal for academic excellence. Kimberly Montgomery completed a Bachelor's degree in Social Sciences. Additionally, Karolina Anderson, one of our VISTA volunteers, will graduate from Evergreen this Friday with a BA degree. All of these ladies are busy moms and deserve kudos and big hugs for their accomplishments. Wow!

But another group of college students has also graduated. Ashley Diteman, Karissa French, Jennifer Zbaraschuk, Erin DeMeerleer and Kira Lewis were the pioneer class of dental hygiene students who completed their education at OlyCAP's Oral Health Center. They graduated together at Pierce College and were 'pinned' June 2nd. Two of the students received honors. These students have demonstrated resoundingly that an innovative collaboration (Pierce College, Peninsula College and OlyCAP) blending education and community service can be a huge success. These students not only got a great education, but they also served the community while they learned. How cool is that? Wow!

Food Stamp Challenge — A New Appreciation

Well I tried to accept and carry out the Food Stamp Challenge, but — if you want the truth, I didn't do very well. I started out the week with the intent of eating on \$3.50 per day. That's about how much people on food stamps get. I did okay on Monday; then Tuesday came and I crashed when I went out for a business lunch. I did okay on Wednesday; then Thursday came ... crashed again. Then on Friday I took the lead from Bill Plumley who said he was going to combine his \$3 he got from the finance department (for getting all timesheets in on time) with his \$3.50 so he could really eat. I did learn a serious lesson. Those who receive food assistance are not getting a glamorous lifestyle handed to them. Thank you, Gabriel Bernier, for a super object lesson.



HOCKETT'S HOT SHEET

A Weekly Update on OlyCAP from Tim Hockett, Executive Director

What Others Are Saying About OlyCAP

It has occurred to me that too often we focus on problems and difficulties and we forget the very positive impact we are having on our community. Further, we sometimes forget that we have actually been improving OlyCAP over the past months. How can I be so sure? In just the past few weeks we have received glowing praise from auditors, customers and funding sources. Here are some examples.

“OlyCAP is an agency that has been through some adversity in the form of fiscal issues, staff changes and major moves. Agency LIHEAP staff have risen to the challenge of meeting that adversity. This year OlyCAP saw one of the busiest energy seasons, ever, with a significant amount of new clients. I observed solid systems in place for scheduling and intake with an emphasis on energy conservation.... OlyCAP is a well-organized business that is maturing every day through expedient service to the community. This organization has risen to past challenges and is in a good position to deal with future challenges. It was my pleasure to visit your organization.” **Cinqué Finnie**, Contract Manager LIHEAP

“I reviewed files and observed the Oral Health Center in operation. I enjoyed my visit with Dr. DeMoss and all I can say is that you are doing a tremendous job!” **Connie Mix-Clark**, Program Manager, Washington State Health Care Authority

“I also want to take this time to tell you how grateful I am for your help with my electric bill today. More importantly I want you and all of your fellow employees to know that even though it has been some years since I have been to you for help, your kindness hasn't changed in all that time. Whenever the topic of conversation has anything to do with any kind of help programs, I take that time to tell how nice the people in your office are and how they never make you feel 'less-than' or embarrassed for having to be there asking for help. I can honestly say I felt good being in your office today.... Your staff must truly love their work. Life can be really hard sometimes and I can see where coming into your office might be the only light many people may see.... You just can't get that sort of kindness just anywhere. You all deserve the very biggest “Pats on the Back.””

Pauline Babineau, Client, used with permission

These statements are not isolated kudos; they are representative of what our auditors, monitors and many clients have been saying. I know we haven't “arrived” nor have in any way attained to perfection, but these comments shouldn't go unnoticed either. You all do awesome work!