



HOCKETT'S HOT SHEET

A Weekly Update on OlyCAP from Tim Hockett, Executive Director

Hi Everybody:

A few years ago, an Interim Executive by the name of Ken Lynn instituted a weekly communication to all staff. Sometimes it was heavy, sometimes light-hearted, but overall it was appreciated by employees — especially those at more remote sites. So I have decided to try to follow suit. Each week I will try to share things that I think will be helpful for all staff to know. It will usually be confined to one page; today it's two.

Who is Tim Hockett?

I was hired at OlyCAP (then CJCAC) back in August, 1989 by Peter Simpson and Robin Gibson. My job was to run the senior nutrition program. Since those days I have always had a special place in my heart for all our senior services. I was made a division director over nutrition, centers and food bank operations in 1990, then later in 1994 absorbed the entire CSS division, providing re-employment supports, case management and emergency services. When Dan Wollam arrived in 1999, he appointed me Director of Operations and subsequently, Deputy Director, which role I have carried for four years. In the wake of Dan Wollam's recent resignation, the board asked me to be Executive Director. Dan brought a great vision to OlyCAP and we will miss him.

My education is in ministry, comparative religion and biblical studies. I have AS and BA degrees from Columbia Christian College, Portland, Oregon; MA equivalent from the Hebrew University, Jerusalem, Israel, and I completed three years in a Ph.D. program at UC Berkeley. I love the Olympic Peninsula and enjoy a pretty large family, including two grown daughters living in Australia and three adult kids and their families living in Port Angeles. One daughter is still at home, Hannah (16). Patty, my wife, is a nurse for Virginia Mason. Even though I am young, I already have seven grandchildren!

Recent Accomplishments of OlyCAP

While it is true we have our struggles, it should first be pointed out that our agency is experiencing tremendous accomplishments. I think the easiest way to overcome our obstacles is to build on our strengths. Here are a few indicators of that strength:

- We recently received an outstanding review of our Head Start program from a monitoring team of nine people looking at everything for a full week. When they chatted with us at the end of the review, they used words like “very strong,” and “Cadillac” to describe our program. What a HUGE accomplishment this is for Janet Anderson and the entire Early Childhood Team.

- We just underwent a review of our Community Jobs program and, again, received very high marks. Congratulations to Rita Houston and the entire CSS team.
- In September OlyCAP opened its Oral Health Center in Port Angeles. In mid-October it hosted an accreditation visit from the American Dental Association's Commission on Dental Accreditation and received a clean report plus two commendations. Congratulations to Maxine Hoffman and the staff, contractors and volunteers in that effort. I am also very thankful to the many community partners that made this project a reality.

Please note something here: these are not all the accomplishments of OlyCAP — not by a long shot. But they are representative of the good work we accomplish as a team. These successes were made because of YOU.

Challenges Ahead

Being the community's helping hand is a heavy responsibility. If we fail, people go without. So it is so important to carry out our duties with a view toward excellent service and excellent stewardship.

Some of our great accomplishments have put a strain on us. We serve many struggling people with the Home Care and Senior Nutrition programs, people who without our help would be forced to enter a nursing home prematurely. But costs for these programs are exceeding our revenue for them. We must find quick solutions to balancing those budgets. I welcome serious, constructive suggestions. Community Centers serve hundreds of folks seeking either recreation or assistance. Some of them are struggling financially. Thankfully, Jefferson County is enhancing its funding to OlyCAP so that we can balance those budgets. The childcare component of our early childhood services provides a safe, nurturing atmosphere for children whose parents must work to keep their families afloat. But they, too, have experienced deficits. The dental clinic project cost a lot to build; while we raised over \$300,000 for the project in just a few months, we have not yet raised the full amount to cover those construction costs.

Taken together these shortfalls have weakened us. You already know that we have been making some pretty dramatic cuts so that we can balance in the short term. You should also know that we are going to aggressively pursue grant opportunities and fund raising strategies to lift this load off our backs. We aim to keep intact the programs that our community needs and we hope to restore and even enhance employee benefits in the future. I need your help. Please take responsibility in your particular job to maximize efficient use of time and money. Our deficits can be viewed as a large number, but they amount to less than 2% of our budget.

In closing, let me say that recent press coverage left out the real story — the story of the great service you all provide our many local communities. Please remember this: What you do day-to-day to help people is a very important job — more important than mine.

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Happy Holidays!

Most of us in this culture set aside time to celebrate during this season. We take time to be thankful. We take time to give something special to someone. We also take time to bid each other a nice holiday season and to both reflect on the past year and anticipate the new. I want to wish you all a happy and safe season with hope for a great year in 2006.

Integrated Services Committee

At a recent management team meeting the Integrated Service Committee reported out their recommendations. This team has worked for more than a year to identify strategies for better integrating our many services. Ann Bell, Bonnie White, Jane Simpson, George Logg, George Thomas and Vickie Becker did an outstanding job of identifying solid steps OlyCAP can take to make our services more effective for our clients and less bureaucratic for us all. Many of their recommendations are ambitious, some though are quite simple. Meeting schedules, an agency resource manual, employee recognition, marketing plan and even our whole approach to case management were discussed. My special thanks to this group for their hard work and contribution. The best way to honor their work is to implement their recommendations. Let's take the challenge.

White House Conference on Aging

You may have heard that I was fortunate to have been selected as one of twenty-four Washington State delegates to the White House Conference on Aging held in Washington, D.C., last week. It was a very interesting assemblage of experts in the field of aging and advocates for a better future. *The Booming Dynamics of Aging* was the conference theme and much attention was given to the topic of the coming baby boomers. It is hoped that the resolutions that were developed will become the road map for aging policy in the coming decade. See website: www.whcoa.gov

LIHEAP Begins

Finally, the Low-Income Home Energy Assistance Program has started. As most of you know, this is the federal program that provides energy assistance to needy families. Last year we helped nearly 1,500 households. Please know too that we have several other energy assistance resources. New LIHEAP clients will be asked to participate in workshops designed to help them successfully navigate the application process. Brochures have been developed for the new program. Contact Bonnie White for more information.

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New Year's Resolutions

As we face new beginnings, let's make a resolve to serve better, more effectively and more efficiently than ever before. Let's show our community that despite federal cuts, states struggles and local stresses, the best type of help for our neighbors is our kind of help, our brand of action — Community Action.

UGN and UNITED WAY

In all of the transitions and changes in the past few weeks we have neglected to emphasize our own community giving. Both our Port Townsend and Port Angeles offices are in a pitched battle to see who can give more to either United Way of Clallam County or United Good Neighbors of Jefferson County. If you have not yet pledged, please do so this week. If you did not receive a pledge form, please call and ask Ginger in PT (UGN) or Laura in PA (UW) for appropriate forms. Deadline for giving is this Friday, December 30th. Count your blessings and then give generously.

About Those New Offices

Many of you either work in or have had the privilege of visiting OlyCAP offices in both Port Angeles and Port Townsend. They are spacious, well furnished and well-suited for our activities. All staff should be aware that both offices are the result of several years of planning and were found to be bargains on the market. The entire PT complex was designed by OlyCAP staff – saving us thousands of dollars. Further, most of the furnishings and cubicle materials in both offices were provided as a donation from Regents/Blue Shield. As planned all along, OlyCAP is now in the process of applying for funding from both the state and federal governments to purchase the PT office complex. These offices are an important part of our long-range plan to better serve our community.

The Help Desk

As our agency becomes more complex and more reliant on various kinds of technology, it is also in need of a new way of dealing with those proverbial “technical difficulties.” Lonny Loftin, Eileen Johnston and Nancy Blackmer have combined their efforts to create a process to deal with your tech needs quickly and effectively. Between them they have a wealth of expertise in various types of software, computer and telephone hardware, the ODM (online data management software better known as CAPilot), cell phones and other office equipment. If they don't know a specific solution, chances are they will know where to turn for additional help. If you have a tech problem, please send a detailed e-mail to helpdesk@olycap.org or call Nancy Blackmer in the Port Townsend office at (360) 385-2571 ext. 6349.

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Tim's Office Bounce

I hope you all had a nice long weekend and are looking forward to 2006!

As you may know, I have always had my office in Port Angeles, whereas Dan Wollam had his office in Port Townsend. Together we tried to hold down executive responsibilities across both counties. In my new role as Executive Director, I have decided to retain my office in Port Angeles and visit Port Townsend twice weekly — usually on Tuesdays and Thursdays. Because our work often does not follow our preferred calendar, I will need to alter this schedule from time to time. But you may usually find me in Port Angeles on Mondays, Wednesdays and Fridays and Port Townsend on Tuesdays and Thursdays.

Ginger Bischel, my assistant, will be with me in Port Angeles on Mondays and Wednesdays, and will stay in Port Townsend the rest of the week. We will be setting up a desk for Ginger in the Port Angeles office for the days she visits.

HOME FUND a Huge Success

According to the most recent report in the *Peninsula Daily News* (Sunday, New Years Day edition), their Home Fund reached a new record of \$127,830. This marks an increase of nearly 20% over last year's record of \$108,000. The Home Fund has been in existence since 1990 and I have written about half the articles each year for every one of those years. The fund has experienced exponential growth in the last few years. In 1995, for example, the fund raised \$17,000. Many people prefer it over other charities because no administrative charges are taken at all. OlyCAP is steward of the fund and we helped over 1,500 households in 2005.

I want to express my thanks to all our case managers, most particularly the staff of the Community Support Division, for the time and energy they put into providing services to folks in a crisis. The Home Fund brings with it a huge responsibility — that responsibility is carried well.

New Volunteer Program

Lisa Leggio, one of our VISTA volunteers, has spent the last several months developing a volunteer recruitment and training program for people interested in serving as emergency services workers. The program will identify volunteers who are willing to be trained to help people in crisis — clients likely to be assisted from the Home Fund. Our last article in the PDN featured this program and made an appeal to the community for special people willing to be trained for this function. We have received over ten responses! Please get the word out. This is real Community Action!

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Did I say 127? I meant to say 135!

I went to visit the publisher of the Peninsula Daily News last Friday to ask when we could expect to receive the Home Fund check for this year. This is the primary fund that we draw upon to provide assistance for people in crisis. I was surprised to learn that in a last flurry of mail since the prior Sunday (New Year's Day), donors had continued to contribute an additional \$7,338 bringing the new final, final total to \$135,168. This is NOT just a record, it is nearly 25% higher than the previous year.

Furthermore, Lisa Leggio, who is putting together the Volunteer Recruitment and Training Program for Emergency Services workers, has received over 20 calls from folks wanting to be trained to help our case managers bear up under the load of emergency requests.

Outcomes for 2005

We are in the process now of gathering data from last year that measures the impact of our services on the community. These outcomes measure the change in people's lives as a result of receiving our assistance.

Community Action agencies across the land participate in what is called ROMA, an acronym for Results Oriented Management and Accountability. While it is difficult sometimes to capture and report outcomes, it is well worth the effort because it is data that demonstrates our effectiveness. Before mid-February I will be sharing our annual outcomes for 2005 to all staff (via this newsletter) and with the larger community through press releases and an annual report.

I am determined to lead us through a healthy process with a view toward making all of our activity RESULTS oriented.

Update on Integrated Services Implementation

One of the recommendations of last year's integrated services committee was that our agency develop an OlyCAP Resource Manual. The manual would be a comprehensive listing of services we provide together with brief descriptions of how a person or family is determined to be eligible and may access those services. It could be used by case managers, front desk staff, center directors and just about anyone else. I would like to pull together a team of folks from among the divisions to work on this specific project. I believe that an initial meeting of two hours, followed by monthly meetings of similar length for the next few months will result in the manual's design and production. If you are interested in serving on this committee, please contact Ginger Bischel.

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Honoring Years of Service

At tonight's OlyCAP board meeting we will be honoring five of our employees who have served this community through OlyCAP twenty or more years. Pat Rodocker has worked as a cook for our Early Childhood programs for almost 29 years. Sherry Merryman, with 23 years and Pat Hutto with 20 years, are devoted Home Care aides. Karlene Chapman has worked in the fiscal department (making sure we all get our paychecks) for nearly 23 years. Vickie Becker, Social Services/Parent Involvement Coordinator for Early Childhood programs, has served us for 22 years. These folks deserve special recognition. Give 'em a hug.

This little bit of recognition tonight is only the start of a program intended to recognize all who pass five-year increments in agency tenure. Soon, several of our staff who have passed 5, 10 and 15 year anniversaries, will be honored.

Martin Luther King

Every year on the occasion of Martin Luther King's birthday I read his famous "I have a dream" speech. It pleases me that so much progress has been made in combating hate and bigotry since that speech was given in 1963. Yet prejudice and discrimination is NOT dead in this country and it even raises its ugly head in our community from time to time.

I want to urge all of you to think about how important it is to treat everyone with a sense of acceptance and equality — even poor people. Let's make sure that there is neither discrimination nor favoritism among our ranks. We are here to be the community's helping hand. Let's set a good example of kindness and fairness as we help.

Compensation Committee Being Formed

I am in the process of pulling together a committee that will work on both wage/salary administration and benefits management. Robin Gibson, convener of the Personnel Team, and Mary Jo Smith, Director of Human Resources, will lead this effort. While not everyone who wants to serve will be selected for the committee, I am asking division directors for their suggestions and am looking among all employees for any "analytical types" that might want to help us with this task. The project could well involve a half day per month for the next six months or so. Barbara McTavish, one of our board members, has agreed to serve. We need a strong committee for this effort and may even use outside consultants for part of the process. The purpose will be to take a fresh look at our salary grades and steps to insure we are competitive and fair, and to assess how we benefit our employees so that we remain family friendly and a great place to work.

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What Is Our Mission?

Management gurus like Tom Peters and Peter Drucker say that an agency's mission ought to fit on a t-shirt. Do you know what OlyCAP's mission is? There is the textbook version that we use in formal grant applications. It says this:

Our mission is to help people of the Olympic Peninsula address their needs of today and achieve their goals for tomorrow. We promote self-sufficiency by providing supportive services and developing opportunities for people who lack adequate resources.

Alas, this *won't* fit on a t-shirt. The National Community Action Partnership has adopted a motto that I believe sums up our mission and *will* fit on a t-shirt: "Helping People. Changing Lives." I would like to urge each of you to memorize this expression. For those who have trouble ... we will get some t-shirts. Let's not lose sight of the fact that we are about helping people and changing their lives for the better. Please go explore www.communityactionpartnership.com

Ethics in the Helping Professions

I taught a class entitled "Ethics in the Helping Professions" at Peninsula College a few years back. In it we dealt with a number of case studies to illustrate how hard it is sometimes to do the right thing. I carry around a card with me that has a list of qualities that are seen in people of character. It says that a person of character is: **Trustworthy** — honest, loyal, keeps promises, has integrity; **Respectful** — courteous, non-violent, not prejudiced, accepting; **Responsible** — is accountable, pursues excellence, exercises self-restraint; **Fair** — just, equitable, open, reasonable, unbiased; **Caring** — kind, compassionate, empathetic, unselfish; and **a Good Citizen** — law-abiding, do your share, respect authority, stay informed, protect your neighbors, help your community, protect the environment.

I am very anxious that our agency set the highest standards of ethical conduct across all levels and all programs. We rely constantly on the community's trust as it supports us in our role as its helping hand. Our clients, too, turn to us when they all-too-often have been burned by others. Let's take the high road of character as we carry out our duties. Let's **do good** and **be good**.

Meetings, Meetings, Meetings

The management team has adopted a new system of communication that includes daily telephone check-ins, bi-weekly meetings to deal with pressing operational issues, monthly meetings to address strategic concerns and finally quarterly off-site, evaluative meetings. We are hopeful that we will make good use of our time *and* make effective, meaningful changes. I'll keep you posted.

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Who Is Our Customer?

Perhaps you have never thought about this question. After all, we think of ourselves as a human services agency with clients, not customers. “Customers,” we think, “buy stuff.” We usually provide services to those who cannot afford anything. Are they really our “customers?”

I would like to urge you to view *any recipients of your work* as customers who deserve excellent customer service. For example, perhaps you are a teacher of small children — view the children and their families as your customers and view them as though they expect and deserve the best customer service from you. Perhaps you are a fiscal specialist preparing reports for a division director — view the director as your customer who deserves excellent service. Perhaps you are a director and you are preparing a report to the State — think of the recipient of your report at the State as your customer and a picky one at that! You see, we have many customers. Some are within our organization, some are within our partnerships and some are from among the public.

Let's stop and think about who our customers really are. Then let's ask, “What do my customers value?” Then let's give them our best customer service.

VISTA Volunteers

We have been blessed over the past few years with a number of VISTA volunteers. Volunteers In Service To America has been in existence since 1965 and since that time the program has enrolled more than 120,000 people to serve the country in an unpaid capacity. Of that number we currently have 2 and they are gems! Lisa Leggio and Meredith Hobrla serve us with distinction.

Lisa has labored for the past several months to put together a volunteer recruitment and training program to support our agency but especially in the area of providing assistance to people in crisis. The program is meeting with astounding success and soon we will have well-trained volunteers helping people get through their emergencies.

Meredith has not only assisted Lisa, but has also implemented our Basic Food Education Outreach Program to insure that our customers who qualify are getting the food that they need.

Out of Office Monday and Tuesday

I will be in SeaTac on Monday helping our State refine its approach to outcomes measurement and then will be in Olympia on Tuesday at a meeting of the Washington State Association of Community Action. I will return to the PA office on Wednesday. — T. Hockett



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What Is Our Plan?

Many of you are familiar with the notion of “strategic planning.” Sadly, too many of you are not familiar with OlyCAP’s strategic plan and the process we went through to develop it. If you are not familiar with our strategic plan, your luck is about to change. It is my intention that all staff throughout the agency not only know and understand our plan, but intentionally order their work so that we might achieve our goals and reach our destination! Our current strategic plan lays out five strategic initiatives:

1. We will create discretionary (non government) resources to improve our flexibility to meet community needs.
2. We will implement a “Go—No Go” model to better review our current and future programs to insure that they: a) meet community needs and, b) are fiscally sustainable.
3. We will complete a transition of our current organizational structure to a “One Stop” structure that is integrated, organic and efficient.
4. We will develop sufficient infrastructure to enable success of our programs.
5. We will invest in expanding our current programs in housing and early childhood to better meet the increasing needs of the communities we serve.

While we have made progress in each of these areas, we have much to do. Indeed these initiatives were articulated in 2002 and are due to be renewed. We have already begun an assessment of community needs to help us re-evaluate our goals, objectives and strategic direction. We will identify community problems, make new strategic commitments and then follow programming that will produce the desired outcomes. Stay tuned.

Great News from Our CSS Team

We were notified last Friday that we have been awarded \$30,000 to equip our agency with new tele-conferencing equipment to enable us to bridge our long distances more easily. The grant was made available from Community Jobs Program funds. Soon we will be able to communicate from Forks to Port Angeles to Port Townsend via television. We will use the equipment in many ways: client classes and workshops, meetings and staff trainings — the potential is almost limitless. Thank you, Rita, Bonnie, Lonny and all who made this grant possible.

Good Bye Dan

T. Dan Wollam was bid a fond farewell last Friday as about forty folks gathered at the Port Townsend office to wish him well. Dan was honored with the title *Executive Director Emeritus*. We wish him well.

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What Are Our Results?

I noted a few weeks ago that we produce significant outcomes. Outcomes are not just a record of how busy we are; they are the measure of the change we cause in improving the lives of people. I have been compiling the outcomes report for **2005**; some of them will be modified as we get more data. Here are some highlights; they spill on to page 2:

Employment

1. 83 unemployed people obtained jobs with assistance from OlyCAP
2. 64 employed people gained increased income
3. 24 attained to "living wage"
4. 1965 enrolled in one of our employment training classes — 1645 completed!
5. 2 completed GED/ABE with OlyCAP help
6. 51 participants accessed child care in support of employment
7. 95 people accessed reliable transportation or got their driver's license reinstated in support of their need for stable employment
8. 235 people accessed health care in support of employment
9. 39 people obtained affordable housing in support of employment
10. 21 people received food in support of employment stability

Community Improvement and Revitalization

1. 76 housing units were improved by OlyCAP efforts in weatherization or rehabilitation.
2. 15 units of affordable housing were developed for seniors
3. A dental clinic for low-income people was opened that serves also as a training center for dental hygiene students.
4. Our Job Lift Program operated 3 vans on the West End carrying up to 45 people each day.
5. We proudly partnered with United Way, Olympic Medical Center and several other groups in and around Port Angeles to open the Volunteers In Medicine clinic which will serve 1,200 patients each year.

Civic Investment

1. 21,317 volunteer hours were donated to OlyCAP programs
2. 139,575 volunteer hours were posted by seniors enrolled in RSVP — to many, many programs throughout Jefferson and Clallam Counties.
3. 38,073 volunteer hours were devoted to area food banks supported by OlyCAP
4. 59 low-income persons participated at some level in the decision-making process affecting their futures

Partnerships

1. OlyCAP had 36 partnership agreements in place in 2005.

Independent Living

1. 1,400 seniors maintained an independent living situation with OlyCAP's help
2. 607 disabled persons maintained their independence with OlyCAP's assistance

Emergency Assistance

1. 11,023 persons received food from the network of food banks that OlyCAP supports
2. 3,052 households received emergency energy assistance payments
3. 75 people were provided over 8,400 bednights of emergency shelter by OlyCAP
4. 299 people accessed emergency medical care
5. 385 people received assistance with transportation
6. 20 people were provided disaster relief
7. 1515 people accessed our dental services
8. Over 1,500 persons received various levels of emergency aid through the Home Fund

Child and Family Development

1. 109 infants and children received appropriate immunizations, medical and dental care
2. 138 children experienced improved health and physical development due to adequate nutrition
3. 106 children participated in Pre-school activities to develop school-readiness skills

Welcome Ken Dane

We have added a new staff member to our resource development team, Ken Dane. While Ken will lead our efforts to obtain funding from foundations and corporations, he will also help us develop our first PR, marketing and development plan. He will assist Linda Haskell and me on several projects as we expand our resource base. Ken was educated at Harvard and Duke Universities and has a strong background in research and writing. He has held a number of responsible management positions and was most recently employed as Director of Operations with ADx Medical Inc. in Seattle. Welcome aboard Ken!

South Seven Open House Scheduled

Mark your calendars! Sunday, March 5th we will hold the Grand Opening event for the South Seven apartment complex in Chimacum. Adjacent to the Community United Methodist Church, the project represents a great collaboration between the church and OlyCAP. The complex will feature 15 beautiful units of affordable housing for local senior citizens. This is only phase one of a project that could eventually grow to 70 units! Please make plans now to attend. More details will follow in the coming weeks.

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Remember Braniff Airlines? I do.

In the mid-70's my family got flight privileges on airlines as my wife was an airline employee. It didn't last long but we got some free trips (including my first trip to Israel where I later studied). It was a funky airline with bright green, orange, and even purple airplanes. The flight attendants had Pucci designer uniforms. Braniff was the first American airline to use the Concorde super-sonic jets out of Dallas/Fortworth.

As you may know, airline employees when they use the interline agreement (either flying free or at a tremendous discount) fly stand-by — that is, they must wait till there is a free seat. But Braniff was different. They let employees and their qualified family members fly first class. Their philosophy was that if you are an airline staffer, you deserve special treatment because you are in the inner circle. What do you think happened? Pilots and flight attendants from all other airlines flocked to Braniff to fly their vacation trips and dead-head flights home. They loved being treated special. Most of them didn't even get that treatment from their own company.

The moral? I want us to learn to treat our own employees as special insiders who deserve "First Class" all the way. If someone from one of our divisions needs help from another division, I want us to bend over backwards to help. If one of our administrative departments needs help, let's do all we can to be there for them — because we are all part of the inner circle at OlyCAP. Think about it! For fun see www.BraniffInternational.org

State and National Leadership

For many years I have been involved with both state and national groups to advance some of our programs. Late this week I will be attending a meeting in Silverdale of the Washington Association of Senior Nutrition Programs, for which group I served two terms as president. Then next week I will be visiting Washington D.C. to attend a board meeting of the National Association of Nutrition and Aging Services Programs; I am Vice President. These associations work hard to provide a network of support for program improvements and have succeeded often in obtaining more funding.

Similarly, Janet Anderson attended a meeting last week of the Washington Association of Head Start Directors at which she expected to be elected their new president.

Let's not put a blanket over our leadership. Let's shine!

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The Ship Is Turning

In August of last year the finance committee of the board was told that (to that date) OlyCAP had amassed an operating loss in excess of \$200,000. That, of course, was not good news. It sent us scrambling for new strategies.

I am happy to report that last Tuesday the OlyCAP board received good news from the finance committee: the loss for the entire year of 2005 was a bit less than \$10,000! This represents an extraordinary turn-around. I want to commend each of you who helped curb spending and all of you who shouldered a few new costs. My hope is that we will have this organization fully turned around this year.

We still have much to do. Although we have put together a balanced budget for 2006, it will rely heavily on funds development. We still must find the money to pay for our ambitious efforts to help our neighbors. Please be patient, but know for a fact that we are making very solid progress.

Forks Staff Helps Fire Victims

The following is excerpted from an article that appeared in the Forks Forum (2/15/2006):

We would like to give thanks to all the people ... that donated items and money to the Estrada family after a fire destroyed their home. A special thanks to ... OlyCAP – Bill Plumley; Rachel and Batina. Thanks again, The Estrada Family

Bill noted to me: “Serving this family epitomized our vision and mission statement. For example, we assisted them with the rental of a large dumpster for disposing of burned home interior items. We issued a voucher and they paid their portion ten days before it was due! West Waste Management is still singing the Estrada family’s praises.”

Good job, team!

Final Accreditation News

At its January 27, 2006 meeting, the American Dental Association Commission on Dental Accreditation granted full accreditation to the Pierce College Dental Hygiene Program, a collaboration with Peninsula College and the OlyCAP Oral Health Center. The accreditation is ‘without reporting requirements’ and will stand until the next visit in 2010! The administrations of Pierce College, Peninsula College and OlyCAP were commended for improving educational opportunities and the oral health of residents of Port Angeles and surrounding communities.” The program was also commended for its use of distance learning technologies.

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Mr. Hockett Goes to Washington

Last Wednesday I flew to Washington, D.C., to attend a meeting of the board of the National Association of Nutrition and Aging Services Programs (NANASP). As an officer of that board, I am in a key position to influence policy and legislation regarding our nation's elders. For example, we discussed strategies for the reauthorization of the Older Americans Act this year, and further discussed how to implement the recommendations of the White House Conference on Aging — a conference held last December to which I was named a delegate. Senior Nutrition, Meals on Wheels and a number of other services to our elder neighbors face cuts from the federal government in the climate of austerity caused by natural disaster and war. All social services face an uphill battle just to retain the funding they have received in the past.

I was able to see Senator Murray, visit with the staff of Senator Cantwell, and I had ongoing communication with Congressman Norm Dicks. You will be happy to know that I placed in the hands of all of these folks a copy of OlyCAP's Outcomes from 2005!

Advocacy for our work, in order to be really effective, has to be done at all levels, local, state and federal — so sometimes you just have to go to Capitol Hill.

Another Great Review for the Early Childhood Team

Last week we received a visit from monitors with the State of Washington. They came to take a look at our Early Childhood Education and Assistance Program (ECEAP). The review team met with administrators and various staff and families as they assessed the systems we have in place to provide service to our enrolled children and their families. They visited offices in Port Townsend, Sequim, Forks and Quilcene.

Bottom line? Administration is well organized; services are strong as a result of leadership, an excellent staffing model and expanding integration of our efforts; documentation of child and family records was uniform and complete; staff development, while not yet perfect, was strong; child development was heavily commended and was based in large part on the feedback of involved parents; and family support was deemed “a huge strength” as well, based on our many community connections. In closing the monitors said, “everything looks really, really good.”

Congratulations to Janet Anderson and all the Early Childhood team! This reflects very hard, very professional work.

— T. Hockett



HOCKETT'S HOT SHEET

A Weekly Update on OlyCAP from Tim Hockett, Executive Director

Community Connections Benefit OlyCAP Services

A couple of weeks ago I received a call from John Brewer, publisher of the Peninsula Daily News. He was passing along information from a call he had received from the Red Lion Motel on the waterfront in Port Angeles. They were asking if he knew of any way the community might benefit from a whole lot of motel furnishings; the motel was completely remodeling. John told them that he would call OlyCAP. I, in turn, called Linda Haskell and she put together a team to receive and move beautiful (slightly worn) motel furnishings into the Bayshore Motel in Brinnon. For those of you that do not know, the Bayshore is an enterprise that OlyCAP operates specifically to make a few dollars to offset costs of services in Brinnon. In addition, many of the items were appropriate for our new South Seven senior housing facility in Chimacum.

What really pleases me about this donation is not the furnishings (as nice as they are) but that OlyCAP was called in the first place. Let's continue to work to develop a reputation that says, "OlyCAP is dedicated to helping the community any way we can."

Adult Action Center is Open!

After a full remodel and a complete staff change-over, Adult Action, OlyCAP's adult daycare center opened on Wednesday, March 8th. The center, closed since December, now sports a fresh coat of paint, a completely new layout and a deep cleaning that has resulted in a whole new system of management and oversight. The returning clients are delighted, as is the hosting facility, Trinity Lutheran church in Port Angeles. Nine of the fourteen former clients are returning and new clients are being added almost daily. The center provides care for people suffering from dementia or other illness that requires constant oversight. They are usually homebound — and so are their caregivers. The service allows the patient's caregiver to have a break and get outside of the house. Adult Action is open on Tuesdays, Wednesdays and Fridays, from 9:00 a.m. till 2:00 p.m.

We want to acknowledge the hard work of Robin Gibson and her team: Ann Ritter, the new coordinator; Trisha Reeves, receptionist; Harry Reeves, Trisha's husband who volunteered lots of hard work during the remodeling; Cindy Newman, CNA, Sarilyn Jacobson, activity assistant, Darcy Hawks, Community Jobs trainee and Dee Chapman, volunteer RN.

If you know someone who might benefit from this service, please call Ann at 457-6801.

— T. Hockett



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UGN Applications Submitted

United Good Neighbors of Jefferson County has been a long-standing supporter of OlyCAP and its good works. As the community's largest helping hand in Jefferson County, OlyCAP is the annual recipient of a sizeable portion of the UGN fund drive. This year UGN went through a radical overhaul of its systems and re-prioritized its vision to assist neighbors through programs providing a "safety net."

OlyCAP has submitted applications this year for Emergency Shelter (\$25,000); Health Care Access including Dental (\$20,000); Tri-Area Head Start (\$25,000); Meals on Wheels (\$10,000); RSVP (\$2,500); Working Image (\$5,000); and our Food Bank Distribution Warehouse (\$10,000).

If you are an OlyCAP employee and live in Jefferson County, you might consider UGN as a charity worthy of your own personal donation. We will undertake a new internal UGN campaign this fall. Last year, UGN actually provided over \$60,000 to OlyCAP. I will keep you posted when we receive an answer to our requests.

LIHEAP Update

Back in December I mentioned the beginnings of LIHEAP energy assistance season; it is always a very busy time in our offices as struggling families apply for help with Winter heating bills. I am proud of our team this year as they have served roughly 1,700 families so far. In addition to LIHEAP there are several other notable funding sources that provide families with energy assistance: Puget Sound Energy, as well as various county and city utility and rate payer funds. Over the past five years we have moved from a model of seeing individual appointments for LIHEAP to a model of mail-in applications and workshops designed to help people with their applications. It has been very successful and has worked better this year than ever before.

I want to thank all of the CSS team who have been involved with providing help to households needing energy assistance: Rita Houston, Bonnie White, Betty Cady, Theresa Fitzgerald, Genevieve Short, Bill Farrell and many volunteers. I want to especially thank Bill for his leadership in the workshops. I also want to thank the fiscal staff as they have supported this effort.

Finally, I want to especially acknowledge Betty Cady who has worked hard for us for twelve years and is planning to retire soon.

— T. Hockett



HOCKETT'S HOT SHEET

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40th Birthday Party for OlyCAP Coming!

Where were you in 1966? I was an obnoxious sophomore fearing the draft for Viet Nam. I was not drafted, but sometimes I am still obnoxious! Locally, citizens were forming the Clallam-Jefferson Community Action Council CJCAC (which became in 2000 Olympic Community Action Programs — OlyCAP). Those beginnings were forty years ago and on May 10, 2006 we will celebrate our founding and incorporation.

Plans are being made now to celebrate our 40th birthday with a big splash. We hope to have a birthday party with a reception for all employees and as many partners as we can host. Since May is Community Action month nationally, and since we also want to seize the opportunity to make known to the community what we do and how we do it, you can anticipate lots of press devoted to this event. There are so many details that need to be worked through that I am asking for volunteers who might like to work on the arrangements for the party. If you have a flare for party planning, and would like to assist Linda Haskell and Ken Dane on this project, please contact Linda in the Port Townsend office. Also if there some folks you'd like to make sure are invited; please let Linda Haskell know.

WX in Neah Bay

Some of you likely don't know what WX means. It is our shorthand for 'weatherization.'

Recently a team from our home improvement division spent a week involved in a fantastic partnership in Neah Bay. They were assisting the Makah tribe as it trains its own members in the technical aspects of weatherizing homes. I have always liked the weatherization program because it provides a permanent solution to high heating bills. After all, why assist struggling people with annual energy assistance checks when you can permanently lower their bills by weatherizing their homes? We have highly trained staff who see to it that many dozens of homes each year are weatherized or, in other ways, significantly improved. Those residents enjoy lower bills and more comfortable and safe homes as a result. Many thanks to Gordon Tickner, Dennis Hartzell, Mike Clapshaw, Sean O'Donnell and Candice Tomkins for their hard work.

Suggestion Box

I would like to encourage employees to offer constructive suggestions for improving our agency. While we do so many things very well, there is always room for improvement. All I ask is that you be nice. Use my e-mail for a suggestion box. My e-mail address is thockett@olycap.org. If you want anonymity, that's fine. Just write me a note and send it to me at either the P.A. OlyCAP office (228 W. First St, PA, WA 98362) or P.T. OlyCAP office (P.O. Box 1540, Port Townsend, WA 98368).

— T. Hockett