

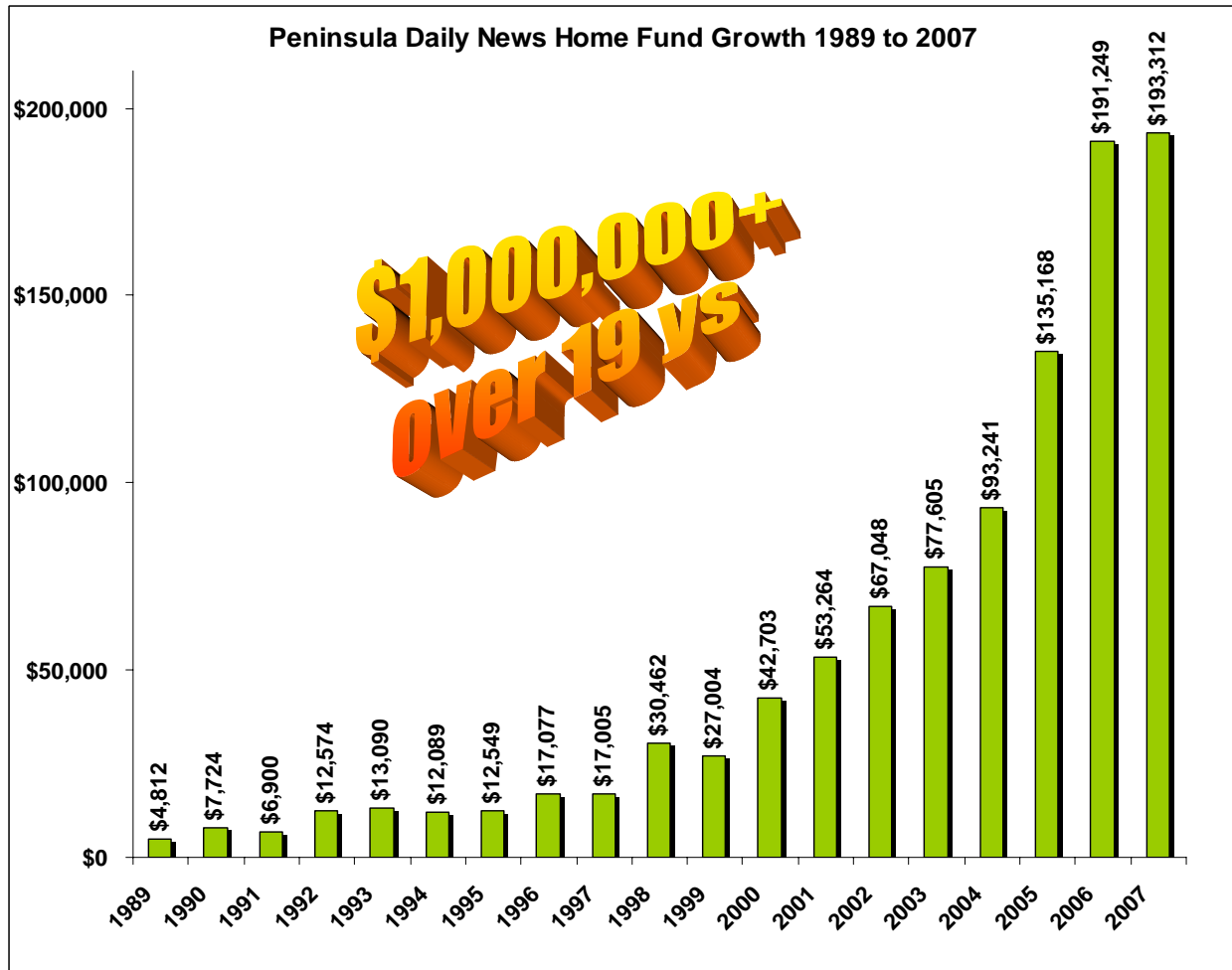


HOCKETT'S HOT SHEET

A Weekly Update on OlyCAP from Tim Hockett, Executive Director

Another Home Fund Record!

Last Friday John Brewer, publisher of the Peninsula Daily News called me with the good news that this year's Home Fund drive had set another record. A whopping \$193,312.11 was donated by our generous community in just the time between Thanksgiving and New Year's Day. It is hard for me to suppress my elation. This drive marked another record. In its history now, the Home Fund has raised over \$1,000,000!



I want to thank all of those who worked so hard this year to provide emergency services to our neighbors. The community has given you a huge vote of confidence as they gave more than ever.



HOCKETT'S HOT SHEET

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On Data Collection

As you all know, we almost all have to behave by the maxim “If it wasn’t documented, it didn’t happen.” Every single program, yes, and many, many procedures and sub-procedures require writing things down. Of critical importance to us is at least capturing the names and addresses of folks that we serve and the information necessary to determine their eligibility (usually demographics and household composition and income). With this information we can determine whether to help someone or whether to refer them elsewhere (or both). Similarly, if we do indeed help someone, we need a record of the assistance we provided; this is known as a “unit of service.” With this basic information, we can produce almost all necessary reports. Sadly, we too often get too busy and do not capture required minimal data.

What a shame it is when we help someone but we cannot report that we did. It appears like we didn’t.

Well ... the time to address data issues is at the beginning of the year. I am working with Eileen Johnston and Nancy Blackmer to do a review of our data capture and all the systems associated with it. We are already identifying gaps. In the next few weeks, you may be asked to change protocols, learn new methods of documenting or even change habits, but please know in advance that the process improvements we seek to implement are not simply so that we can be in compliance with our funding sources — they are so we can tell our story better.

FEMA in Forks

Many of you will recall that OlyCAP had a significant hand in helping people on the West End of Clallam County who were struggling to overcome the ravages of floods. Through our food distribution center, we were able to send out food to the Hoh Tribe isolated by floods.

Over the past two weeks we have played another role. The Federal Emergency Management Agency (FEMA) called us and asked to use the nearly complete Fork Community Center as a place to set up an operations center to assist families who had sustained damage but had no or insufficient insurance coverage. As I mentioned, the center is not complete. But with the help of Bill Plumley and Rachel Chilson and with assistance from the City of Forks, all the basic necessities were provided so that they could set up shop and start helping people. In a very short time they helped many hundreds of people.

Good job, team! That’s real partnership.

Capital Campaign Continues

I will be making a concerted effort now to put our Capital Campaign on the map. I will be instituting a program to introduce more and more people to what we do. I will also be meeting privately with many folks to ask for their financial support of either our ongoing operations or our office purchase in PT. So, if you know any folks that might want to help us, please let me know.



HOCKETT'S HOT SHEET

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Martin Luther King Jr.

"I have a dream that my four little children will one day live in a nation where they will not be judged by the color of their skin but by the content of their character."

On August 28, 1963, the Rev. Dr. Martin Luther King, Jr., uttered the above words as part of his famous "I have a dream" speech. It was one of the finest calls for equality ever voiced in our American history. His words inspired a generation to re-think its open acceptance of discrimination and bigotry. The ensuing civil rights movement caused laws to be adopted that specifically forbid racial and many other forms of discrimination and provide for severe penalties for those who engage in them.

At OlyCAP we are called upon to be champions for those who struggle, for those who are vulnerable. And sometimes that vulnerability comes as a result of being of a different color, or as a result of speaking a different language, or from simply being poor.

So please accept my urging. Don't just recognize that sometimes there is unfair treatment of others, do something about it. Be a champion of fairness and kindness to all people.

Construction in Port Angeles

Those in the PA offices and Oral Health Center have had to suffer through major construction on First Street as the City both replaces water lines and sidewalks. The office is closed on the street side and today (Tuesday) we are without water — not good for dental clinics or the ever-present need for restrooms. When it is complete, it will be beautiful, but until then — well it is a mess. Please be patient and also thank you to all the folks housed in the PA office for your good natured endurance.

On a Personal Note

I am needing to make an emergency trip to California this week to visit my ailing father. These sorts of things never come at a convenient time. I expect to return next Sunday, but then so many variables could alter this plan. My Dad fell and broke a hip this past weekend and he is already suffering from the effects of advanced lung cancer. He has an uphill battle to just survive this current episode. I will be available via cell phone and will attempt to get e-mails remotely. If you have issues that need my attention, it would be well to confer with Ginger, my assistant, with whom I will be communicating frequently.



HOCKETT'S HOT SHEET

A Weekly Update on OlyCAP from Tim Hockett, Executive Director

OlyCAP Website ... Take Another Look

When was the last time you looked at the OlyCAP website? I bring this up because the site was designed to be dynamic, ever-changing with new and important information about who we are, what we do, how to get help and how to pitch in and get involved.

From the home page one can immediately access all of OlyCAP's job listings. One can learn about coming events and recently completed events. One can learn about poverty in our service area and the current federal poverty level. *[Imagine a family of four living on less than \$1766 per month.]* One can learn about our capital campaign and read the scrolling list of our values.

Inside the website are all kinds of valuable features, including information on every division and major program, a recently added section for board members, newsletters and even a mechanism to sign up for these Hot Sheets. Links to videos, maps to all major locations, the Service Link data base of social and human services throughout Clallam and Jefferson Counties, quick links for those who want to donate either their time or money — all are found at www.olycap.org.

Home Care Loses a Veteran

Ida Kennedy, a much respected Home Care aide, passed away last week while undergoing surgery. Ida was known for her dedication and reliability and had worked for OlyCAP for nearly 10 years. She had taken care of a number of long-term clients; most recently she cared for a client for over three years. Ida lived with her adult daughter and two grandchildren.

She will be greatly missed; our thoughts and prayers go out to her family.

Caution ... Snow!



Once again we have received that beautiful white blanket. Let me urge you all to be in close communication with your supervisors about your local plans in the event of snow. Some sites find it easier to be open than others; some follow school districts protocols; some have specialized plans so that both clients and staff are appropriately supported and accommodated. It is very important to plan ahead so that communication is effective when it snows and so that service is not disrupted more than necessary. So enjoy the snow, but be careful and plan ahead.

Personal Loss

As you know, I traveled to California last week to see my ailing father. I arrived Tuesday night. He passed away peacefully Saturday morning. He led a good, long life and was a hero to me. I will be away a few days the end of next week to attend his memorial.



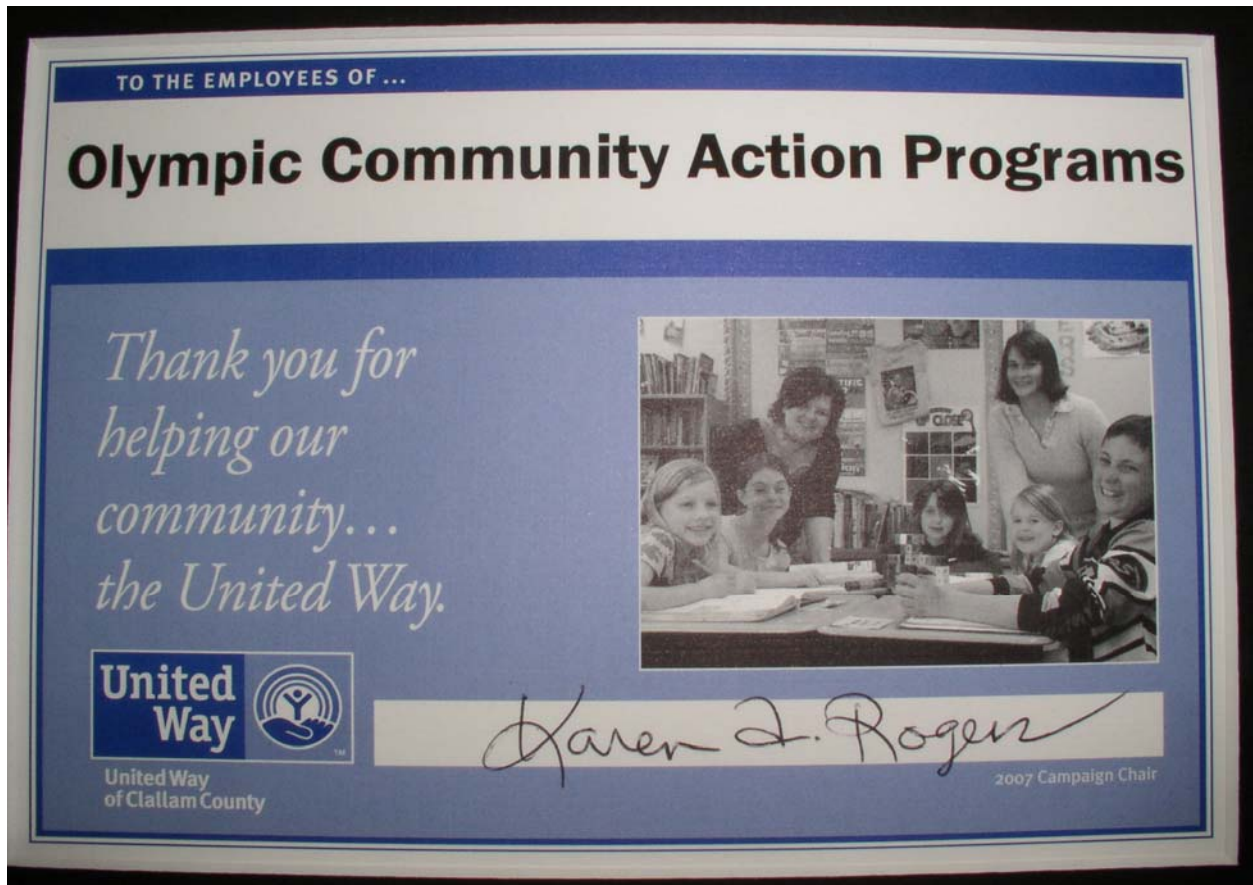
HOCKETT'S HOT SHEET

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United Way Says "Thank You"

Last Thursday evening, United Way of Clallam County hosted its awards dinner. It is at this annual event that agencies, campaign teams, individuals and staff are recognized for the joint effort to raise funds and support the many human services that are conducted as a result of community giving. This year's campaign raised in excess of \$960,000.

Eileen Johnston joined me and we were so pleased to hear OlyCAP's name mentioned frequently. You all already know that it was OlyCAP's indomitable team [the Oly 1 Kenobis] that took the gold medals at United Way's Outrageous Olympics. But OlyCAP's employees were also honored for their outstanding level of giving — giving this year which far exceeded the prior year. So ... here is the certificate that will be proudly displayed in the Port Angeles OlyCAP office.



By the way, our UGN internal campaign in Jefferson County was also a big success. Makes me proud.

T. Hockett



HOCKETT'S HOT SHEET

A Weekly Update on OlyCAP from Tim Hockett, Executive Director

Note: Because of various pressures last week (including catching up from unexpected days away as I attended to my dying father and then to his memorial), I was unable to get out a Hot Sheet. Today I am publishing a double issue to compensate for the gap.

The Numbers are In — 2007 Was A Very Productive Year for OlyCAP

Last Friday we reported to the State (CTED) a number of outcomes measured by National Community Action Performance Indicators. We also reported out a number of characteristics of the population that we serve. As I reviewed the report, I was taken once again by the magnitude of our agency's impact on the greater North Olympic Peninsula.

Here is a sampling of our accomplishments in 2007:

In the area of employment and employment-readiness

- 56 people obtained unsubsidized jobs with our help
- 54 people increased their employment income
- 20 folks attained to 'family wage' jobs
- 1,721 of our participants completed pre-employment training and received diplomas
- 5 students completed post-secondary education and entered excellent careers
- 40 households obtained child care or dependent care in support of employment
- 52 clients received reliable transportation in support of work
- 1,872 patients received health care access in support of work
- 28 households received affordable housing in support of employment
- 164 women received work appropriate clothing and job readiness skills

In the area of home improvement

- 59 homes were improved through weatherization or other rehabilitation work

In the area of community service

- OlyCAP programs received over 43,000 hours of service from community volunteers

In the area of partnerships

- OlyCAP partnered with 129 different organizations to promote family and community outcomes

In the area of emergency assistance

- 13,500 households were served by the network of food banks OlyCAP directly supports and 450,000 lbs of food moved through our food bank distribution center

- 2,202 households received assistance with utility bills
- 164 families received 8,872 bed nights of emergency shelter through OlyCAP
- 1,752 persons received access to emergency medical or dental care
- 58 persons received protection from violence
- 208 persons received transportation

In the areas of **child and family development**

- 282 infants and children received appropriate immunizations, medical and dental care
- 299 children experienced improved health and physical development due to proper nutrition
- 249 children participated in pre-school activities to develop school readiness skills

Other accomplishments

- 3,137 patients were seen in OlyCAP's Oral Health program. Nearly 10,000 procedures were performed.
- 73,378 hours of service were provided through OlyCAP's RSVP program volunteers
- 70,880 meals were served to local seniors via Meals on Wheel or Congregate Senior Nutrition
- 18 adults were served by OlyCAP's Encore! adult day care program
- 92,511 hours of in-home care were provided to local homebound adults by dedicated OlyCAP Home Care Aides
- OlyCAP worked all year with the City of Forks with a view toward opening a new Forks Community Center (due to open this month)
- Plans have been laid and the money has been raised to complete a face lift of the Quilcene Community Center
- The Port Townsend Winter Shelter extended its season this year and provided food and a warm place out of the weather for 93 homeless persons


Client Characteristics

- OlyCAP served nearly 12,000 people in nearly 6,000 households with at least one of its programs
- More than a third of our clients live on less than 50% of the income designated as the federal poverty level, while only 19% have income above 100% of the FPL
- 45% of those whom we surveyed said they had no health insurance coverage
- Over 40% of our clients report income only from their employment; they have no governmental or other financial supports
- Nearly 11% of our clientele are non-white

This report tells us that we are productive, that we well address our target population, and that we pack a punch in the war on poverty.

I have told many people that when I go home at night on any given day I do worry about lots of things — but I never worry that OlyCAP's wonderful team did a lot of good that day. This great record of outcomes is a testimony to the caring board, administration and outstanding staff of OlyCAP who have devoted themselves to making life better for their vulnerable neighbors.

Together we are strengthening the community one family at a time.





HOCKETT'S HOT SHEET

A Weekly Update on OlyCAP from Tim Hockett, Executive Director

She's 25



Karlene Chapman turned 25 last Friday. That's right. Our intrepid payroll officer passed the 25 year mark with OlyCAP. Lemme tell ya, if you are an employee, you gotta love this lady ... at least on the 7th of every month. She gets you your paycheck and your draw check like clockwork.

Karlene is known for being quiet and effective in her work. She has many opportunities to make mistakes every month but makes very few. She is a friend to many of us and a welcome, stable presence in our Port Townsend office.

Congratulations Karl; thanks for so many years of hard work.

Board to Receive New Board Manuals

It is a huge responsibility to sit on the board of OlyCAP, the area's largest nonprofit organization dedicated to strengthening the community. In an effort to better support our board, I asked Ginger Bischel to work with Eileen Johnston and others to put together a board manual that would provide everything the board needs to be well informed. Happily, Ginger and Eileen put together a fantastic manual for each board member. It contains a schedule of meetings, a list of members, the agency's org chart, by-laws, full copies of the community needs assessment and refreshed strategic plan. But our board support doesn't stop there. An entire section of the OlyCAP website is now devoted to board members so that each one can log-in, research and have at his/her fingertips all of the pertinent documents to make well informed and effective policy decisions. Nancy Blackmer worked hard to construct the board section of the website. I want to extend my thanks to Ginger, Eileen, and Nancy for providing this great tool to the board. It will be handed out at tomorrow's board meeting.

Dentists Volunteer at the OlyCAP Oral Health Center

Last Friday and Saturday the OlyCAP dental clinic in Port Angeles was a buzz of activity as several community dentists and their staff offered their time to the community. It was their way of celebrating *National Children's Dental Health Month* and it was a huge success. On Friday, 40 children received oral health assessments and then on Saturday about 10 of those children got fillings or other dental care.

A big THANK YOU to Dr. Richard Zbaraschuk, Jennifer Zbaraschuk, Alex Zbaraschuk, Claria Fazio, Hanna Alberts, Dr. Craig Apelt, Diane Catania, Dr. Aaron Swenson, Sherrie Lammie, Lexi Elkhart, Shelly Hart, Denise Lee, Dr. Nathan Gelder, Carissa French, Connie Kelly, Shan Jarvis, Lucy Nordwell, Dr. Randy Tierney, Laura Wilson, Vika Hardy, Candis Marchefka, Stephanie Abrams, Dr. Travis Johnson, Niki Wilson, Justeen Brown, Betsy Simpson, Dr. Melissa Marr and Dr. Todd Irwin. These folks were well supported by the Executive Director of the Olympic Peninsula Dental Society, Ronnie Meldrum and our staff: Maxine Hoffman, Katie Evans, Gemma Spires and Ashley Mattson.



HOCKETT'S HOT SHEET

A Weekly Update on OlyCAP from Tim Hockett, Executive Director

Governor Lauds OlyCAP's Innovation

In a letter received last week, Governor Gregoire commended OlyCAP for its innovative dental program. In the letter she wrote:

“OlyCAP worked with community partners to offer preventive care that lowers costs and reduces use of medical facilities for dental emergencies. Your partnership with local community colleges, complete with a curriculum and hands-on training for dental [hygiene] students, has dramatically increased dental services in your community.... The opportunity to pilot this program will be a service to all of Washington's communities and I commend your hard work. I wish you great success as you strive to better the lives of our citizens.”

I cannot overstate the positive impact our Oral Health Center has had. Now low-income and uninsured folks have a place they can turn to for both emergency and routine professional oral health care. Congratulations to our clinic team and a big “thank you” to our academic partners and to all the professionals who volunteer for us. Working together we have well served our neighbors and have impressed our State's top leaders.

Forks Center Poised to Open

It took a bit longer than we all anticipated, but the new Forks Community Center will open this week. The new facility encompasses two nice offices, a beautiful new kitchen and dining room for the senior nutrition and Meals on Wheels program, a large multipurpose room and a spacious reception area. This much anticipated facility is already seeing some (pre-official-opening) use as groups are clamoring for meeting space. You may recall that well before it was complete the center was made available to FEMA for a command center in the wake of this year's flooding on the West End.

Owned by the Quillayute Valley Parks and Recreation District, and built adjacent to the Forks Aquatic Center, the community center will be managed by OlyCAP.

I want to thank our terrific staff in Forks, and most particularly Bill Plumley and Rachel Chilson, as we finally see this dream come true. The CSS division and the Long Term Care division have also worked together as never before to insure that details are dealt with and that services of all kinds are expanded. Special thanks are due to the leadership of the City of Forks who helped us at every turn. Finally, a huge “thank you” to Mr. Bill Sperry who contributed a considerable amount of office furniture to the project so that the center would not have to rely on ‘cast offs’ as it turned a page in its history.

By the way, OlyCAP will continue to have stewardship of the old Forks Recreation Center building and is already making provision for its use by the community. All of this effort fits nicely into OlyCAP's commitment to ensure that the West End is not neglected when it comes to the many services OlyCAP provides. Stay tuned for an announcement of a Grand Opening Celebration.



Olympic Community Action Programs

HOCKETT'S HOT SHEET

A Weekly Update on OlyCAP from Tim Hockett, Executive Director

New Forks Center Open — Finally

With a lot of help from their friends, Forks OlyCAP staff, got moved into the new Forks Community Center last week. While it will take some weeks for the transition to be complete, the Senior Nutrition program was able to serve the congregate meal from the new kitchen in the new dining room last Friday.



When Kathy Crowley and Maria Greene finished stocking the kitchen, it looked neat as a pin and ready for service. The dining room was set up with new tables — tables that are different than the elders are used to — they are round.

Several staff from as far away as Port Townsend came to help their pals in Forks. Peter Badame and Randy Swenson were real troopers as they moved an organ into the dining room so the seniors could enjoy their music.



Meanwhile the multipurpose room was arranged to accommodate small community meetings.

Many thanks to all who helped. But special thanks to the local team of Rachel Chilson, Bill Plumley, Jane Simpson, Maria Greene and our newest CJ participant, Sue Ann.

T. Hockett



HOCKETT'S HOT SHEET

A Weekly Update on OlyCAP from Tim Hockett, Executive Director



Be a Hamburger Helper Helper

I know, I know ... I am repeating myself. Ken Dane, our indefatigable Director of Development, has discovered a novel grant to raise money for a new freezer for our Food Bank Distribution warehouse. It is offered by General Mills, but specifically by, yep, *Hamburger Helper*.

Here's how it works. The grants are offered to projects who demonstrate they have lots of home town support. That support is demonstrated by folks writing a few words of support via the *My Hometown Helper* website. So here's what I want each of you to do: click on the link below to our website, take a moment to read all about the project, then click on the skillet at the bottom and visit the *My Hometown Helper* website. You will need to select Washington State and go to page 2 of the listing to find OlyCAP's project from Port Townsend. Then just write a note of support for our food distribution program.

By doing this you will become an official OlyCAP fundraiser yourself. It is fun and we would appreciate your help to get a badly needed freezer. So take a minute and click on the following link. And oh ... uh, guess what I'll be bringing to the next office potluck?

<http://www.olycap.org/hometownhelper.php> ← Hold down your control button and click.

On a Personal Note

Patty and I will be traveling to New York City this week to take our daughter, Hannah, to audition for the performing arts department at Adelphi University on Long Island. She hopes to have a career in opera. If we are lucky, two things will happen: 1) she will be accepted and given a scholarship, and 2) a little culture will rub off on me. I will return Friday to the office.

Forks Community Center — More Thank Yous

Last week I thanked a few folks who helped us move into the new Forks Community Center. In my hurry to include a lot of photos I left out some very key people who should be thanked. To my embarrassment I neglected to mention co-director of the CSS division, Rita Houston, who functioned very much like a 'move coordinator,' which is, like, item 71 on her job description. Thanks Rita!

Others who helped a great deal were Bonnie White (CSS co-director with Rita and one who traveled many times all the way from Port Townsend to Forks), Dennis Clark, Mandy Tresch, Darrell Thomas, Lonnie Loftin and Amber our morning CJ staffer. I am sure there are more, but please accept our thanks.





HOCKETT'S HOT SHEET

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United Way Awards OlyCAP \$\$\$

For the better part of twenty years, **United Way of Clallam County** has funded a variety of OlyCAP programs. This year we requested some \$32,000 for a number of programs. We were awarded \$20,045 (the same amount as last year) to help pay for our costs for Meals on Wheels, the new Forks Center, Oral Health Services and Encore! our adult day care program. This amount does not include designations from individual donors (which usually tops \$4,000). So a big thank you to all who donate to United Way and to the staff and board of United Way who conducted a strong community campaign this year.

In addition to its own pool of funds, United Way also manages the process for allocating funds set aside for human services by the cities of Port Angeles and Sequim and by Clallam County. Happily, OlyCAP will receive \$7,500 from the **City of Sequim** to provide Oral Health Services. Similarly the **City of Port Angeles** awarded OlyCAP \$9,500 for Oral Health Services and for Encore! **Clallam County** has not funded us for a few years, but has awarded us \$4,000 for Oral Health Services with a special emphasis on expanding services on the West End.

Hood Canal Bridge Closure Looms in 2009!

Each day nearly 20,000 vehicles travel over the Hood Canal Bridge, a 1.5-mile link between the Kitsap and Olympic peninsulas. The bridge, which is vital to the economic and social success of the region, will be closed for six weeks May through June 2009 while the east half is replaced. When finished, the Hood Canal Bridge will feature wider, safer lanes, and improved mechanical connections for more reliable bridge openings. The Washington State Department of Transportation is working with the community to let people know the transportation options available during the six-week 2009 closure.

WSDOT recently signed agreements with transit agencies from Jefferson, Kitsap and Clallam counties to provide improved bus service, complementing the temporary water shuttle service across the Hood Canal during the six week closure starting in May 2009.

Since January, members of the WSDOT Hood Canal Bridge Project staff have met with 16 state senators and representatives to share the transportation options that will be available during the May-June 2009 Hood Canal Bridge closure. In January, February and March, staff met with Sequim Rotary, Tri-Area, and Poulsbo chambers of commerce. Project staff also meets monthly with the Olympic Peninsula Tourism Commission to provide updates.

Organizations are already helping prepare for the spring 2009 closure by learning more about the travel options available, planning trips ahead of time and sharing closure information with others.

To learn more, please visit this site:

<http://www.wsdot.wa.gov/Projects/SR104HoodCanalBridgeEast/2009closure.htm>



HOCKETT'S HOT SHEET

A Weekly Update on OlyCAP from Tim Hockett, Executive Director

Washington, DC



In my role as President Elect of the *National Association of Nutrition and Aging Services Programs* (NANASP), I have occasion to visit Washington, DC, from time to time. This past weekend I made a whirlwind trip. There I met with fellow board members and staff of legislators to discuss possibilities for providing more and better services to our nation's elders. The issues we discussed included: Congregate and Home Delivered meals; Senior Farmers Market; USDA Food Stamp and Commodities programs; Medicare Part D (prescription drug benefit); meals for those with chronic illnesses, such as, HIV-AIDS; and the looming switch to Digital TV and its impacts on elders.

Additionally, the group discusses advocacy strategies for enlisting the help of all levels of the federal government to address the struggles of our nation's senior citizens. Visits to Capitol Hill and our own Senators and Congressman Norm Dicks are always encouraging and sometimes very productive. Last year we were able to get \$22 million added to the federal budget for senior nutrition programs throughout the land.

One of the hottest items being advanced by the senior meal provider network is a call for a White House Conference on Food, Nutrition and Health to take place in 2010. The purpose of such a conference would be to identify a set of priorities for administrative and legislative action for the next decade.

I am proud of this national group's effectiveness and look forward to serving as its President.

Child Abuse Prevention Month

You may see me wear a button over the next few days that says: *Our Kids, Our Business*. It is a little reminder that this month is Child Abuse Prevention month. The campaign's motto is ... "*No one person can do everything, but everyone can do something, and together we can create change for the better.*"

I want to urge each of you to do your part to protect our kids. Here are a few things you can do: Volunteer your time; Discipline your children thoughtfully; Examine your behavior; Educate yourself and others; Teach children their rights; Support preventive programs; Know what child abuse is; Know the signs of child abuse; Report abuse. To report abuse, call 1-866-ENDHARM (866-363-4276).

Here are some helpful links:

http://www.doh.wa.gov/cfh/mch/cahpc/abuse_prevention.htm
<http://apps.leg.wa.gov/RCW/default.aspx?cite=26.44.020>
<http://apps.leg.wa.gov/RCW/default.aspx?cite=9A.16.100>