

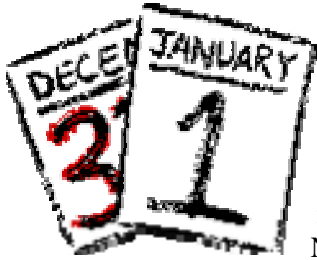


SPECIAL TWO  
PAGE ISSUE

## HOCKETT'S HOT SHEET

A Weekly Update on **Olympic Community Action Programs** from Tim Hockett, Executive Director

### Where Did 2008 Go?



I think OlyCAP historians will look back and see 2008 as a significant year for our agency. So many great things happened. We made significant gains strengthening our agency as the funds were secured to purchase our office complex in Port Townsend. It will not be till this year that we feel the full positive impact of that purchase, but it was a huge accomplishment. We took many significant steps in 2008 to make our good work known more widely. No more “best kept secret” status for us. The better we are known, the more community support we’ll receive. The OlyCAP Thrift Shoppe in Port Hadlock was totally revamped and is now on track to become a stable, contributing enterprise. The Oral Health Center came under new leadership and has become financially sound while, at the same time, providing excellent service to the community and a wonderful venue for the study of dental hygiene. New programs in housing services are moving homeless folks directly into permanent housing, while expanded programs in employment training are touching more lives than ever before. OlyCAP’s energy assistance program has nearly doubled and the number of highly capable emergency service volunteers continues to grow. Early Childhood and Senior programs have survived (one could even say “thrived”) despite ongoing pressure of fuel and food costs. The Quilcene Community Center is enjoying a beautiful face-lift which will continue into 2009; and an entirely new center was opened in Forks. And these are just highlights! So if you are exhausted — it is well earned exhaustion.

### 2009 The Year Ahead

And since OlyCAP has not been resting on its laurels, 2009 will be a busy year.

I am so excited about a vision emerging from a collaboration of divisions — to develop a kitchen-based enterprise. Its function would be to provide a processing kitchen for locally grown foods AND a production kitchen for many of our programs that provide meals AND a training venue for clients to learn about food preparation and food service AND perhaps even a restaurant front or deli front to retail some of its yummy output.

This year we will also conduct a new community needs assessment and will follow up with a fresh strategic plan based on those community needs. Our excellent planning in the past has been key to a number of our current successes.

I expect to implement a few other changes to improve OlyCAP both as an employer and as a provider of critical services to our community. In so doing we will enhance our ability to strengthen our community — one family at a time.

Happy New Year!

*SEE MORE BELOW*



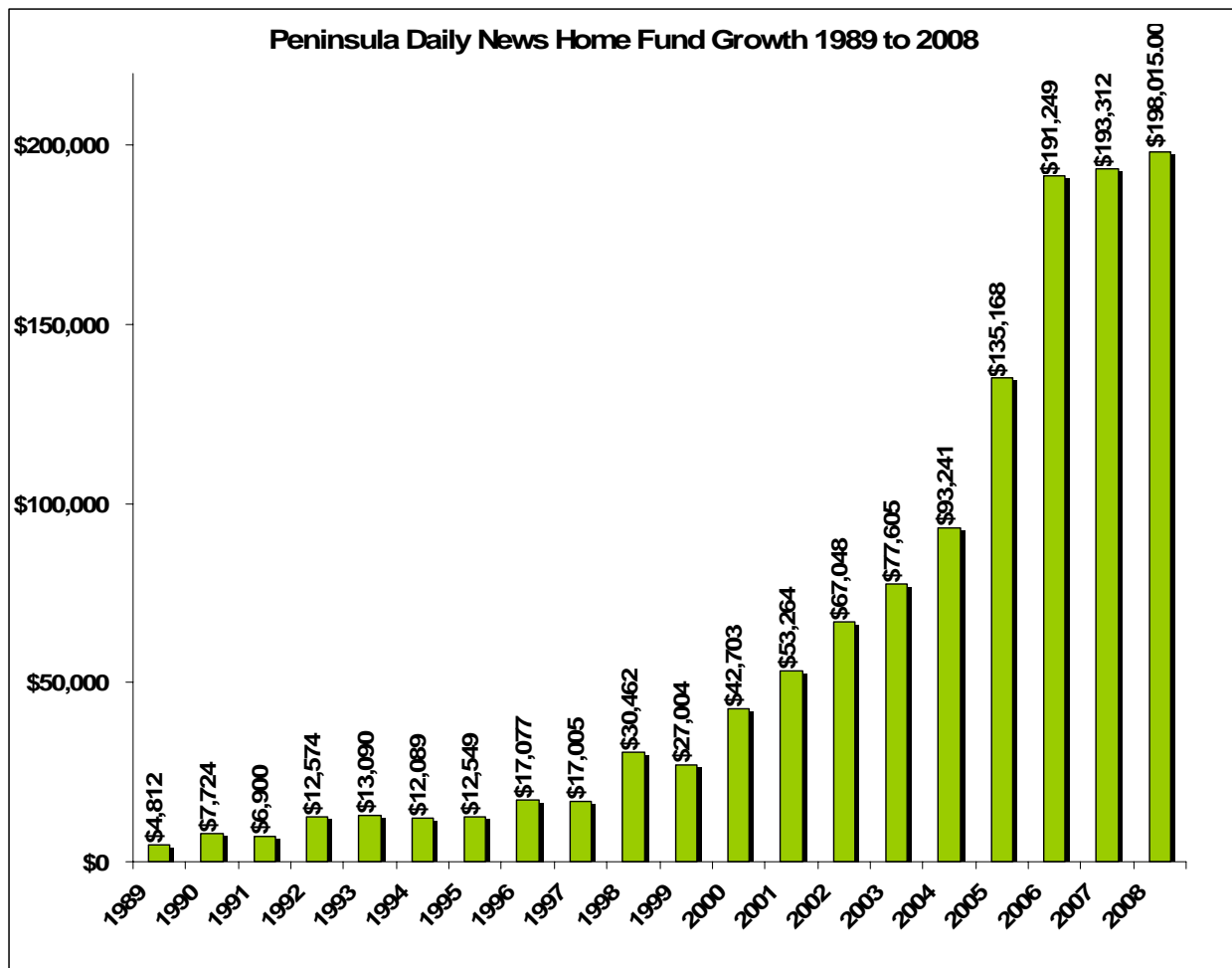
## HOME FUND — Another Record is Broken!

I got a call Friday afternoon from John Brewer, editor and publisher of the Peninsula Daily News. He said he was Uncle Scrooge and sounded gruff. Then he proceeded to tell me that the Home Fund had broken another record having attained to over \$196,000. I was delighted. This proves once again that the story we tell is having an impact and that the community will indeed respond when challenged.

By Sunday, the total amount had grown to \$198,015! That is close to what the annual fund drive raised in its first thirteen years combined. I still think it is nothing short of amazing.

It is my understanding that in the last days of the campaign several people came forward with sizeable checks — a thousand here, a thousand there. The community was overwhelmingly generous.

Please read the entire two-page article in Sunday's PDN; John Brewer did an outstanding job. Part of that piece includes my thanks to OlyCAP staff, PDN staff and the community of generous donors, many of whom have supported the Home Fund for many years. You will read that in 2008 we helped nearly 3,000 people and spent over \$205,000 to assist with emergencies. Special thanks are due to our dedicated volunteers who give of themselves seeing our clients.



*T. Hocken*



## *HOCKETT'S HOT SHEET*

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### **A Culture of Engagement: Shaking Hands with the Community**



Since its beginnings in the 1960s, the community action network has recognized its role as a catalyst in the community. That is, recognizing that the needs are too great and the resources within community action agencies are too small, it is important to enlist the support of others — partner agencies, volunteers, community advocates and, yes, donors.

OlyCAP will fully embrace this notion in 2009; we'll call it the "Culture of Engagement." As a first step, we need to make sure that this concept is instilled into our staff. So our hope is to inculcate the following ideas within OlyCAP:

- Everyone at OlyCAP, regardless of his/her role in the organization, understands the need for community engagement and is willing to do what is necessary to support the effort.
- Everyone serves as an ambassador for engagement within the organization and community - helping to identify new friends, opportunities and partnerships whenever possible.
- Everyone can articulate a case for engagement and how a financial gift, a volunteer or advocacy can contribute to our mission.
- Visitors are welcomed in to program sites and dialogue is encouraged.
- All OlyCAP personnel are welcoming – and have received adequate training to handle inquires about involvement in the organization.
- Everyone can answer basic questions about the finances of the organization.
- Recipients of service are viewed as experts in how the organization carries out its mission and are invited to share their stories whenever possible.
- Everyone in the organization is encouraged – and enabled – to become engaged with the community, as a donor, a volunteer, or an advocate.
- Everyone considers giving to the best of their personal ability – whether financially or of their time.
- Everyone at OlyCAP cultivates relationships on behalf of and in support of engagement in the community – whether it is within OlyCAP or in other community organizations.

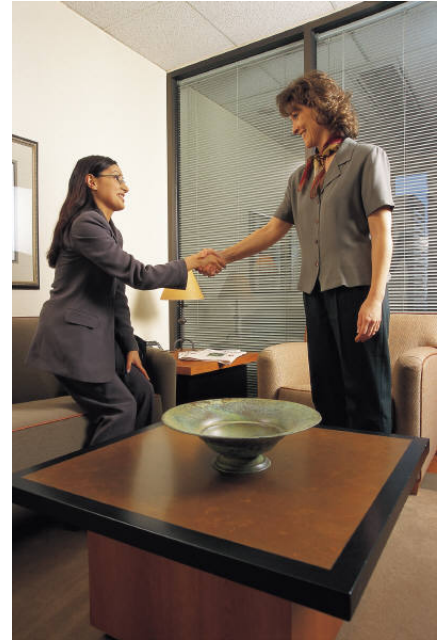
It will take a fully engaged community to address the growing needs of our neighbors who are either impoverished or significantly disadvantaged. We will put forth our best effort, of course, but think how much more effective we'll be when we enjoy the support of the entire community pulling for our mission. So let's first make sure we are all pulling together. Let's all familiarize ourselves with OlyCAP's mission and vision. Let's learn our website thoroughly. Let's review that *OlyCAP Agency Resource Guide* once again. Let's find out what our fellow staff members do in that cubicle next door. And then let's shake hands with the community, introduce ourselves and enlist their help.

## Partnerships Expanding

I was notified last week that I had been appointed to the Clallam County Homelessness Task Force and also to the Olympic Workforce Development Council. We also received a request for staff participation on the board of ECHHO (the Ecumenical Christian Helping Hands Organization), a Jefferson County faith-based benevolence group. This reflects the growing reputation of OlyCAP as a valuable partner to have as community needs are identified and addressed.

An important strategy that we pursue is making sure our staff are well connected to partners through collaborative meetings and inter-agency advisory groups. It takes time and commitment, but the number of such groups in which OlyCAP staff participate is downright amazing. By means of these associations, we become better informed and our partners also gain insight into our perspective. As a result, we can address community needs in a more coordinated and coherent way.

If there are workgroups, committees or boards that don't have OlyCAP involvement and you feel we should be at the table, please contact me or my assistant, Ginger Bischel.



T. Hocken



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### **Martin Luther King / Obama Inauguration**



OlyCAP was closed yesterday in memory of Dr. Martin Luther King, the champion of non-violent change and voice for civil rights for all men and women. Coincidentally, Barack Obama, the first African-American President is being sworn in today, the day after the MLK holiday. Clearly our nation has come a long way in the pursuit of equality and opportunity for all, but our work is not done. Until we erase all the vestiges of bigotry and prejudice from our hearts, our thoughts, our actions, our jokes, our work practices, our mores and customs, we still have work to do.

I urge all of you to learn to judge others — in Dr. King's words, "not by the color of their skin, but by the content of their character."

Listen to King's famous speech at: <http://www.americanrhetoric.com/speeches/mlkihaveadream.htm>

All eyes will be on our new president as he tackles thousands of issues domestic and foreign. He has already called for real community action through voluntarism and giving of ourselves in what I have called community engagement. Let's step forward and do all we can to help lift our nation by strengthening our own community.

### **A Fresh OlyCAP Website**

Hey ... go check out the new look of OlyCAP's website. Nancy Blackmer has done a fantastic job of creating more and better avenues of access to the various areas of our website. Eileen Johnston, Ken Dane and several others have helped with fresh ideas. Please remember that the website will always be more attractive to readers if it has considerable current content. So if you have news or notes or photos or something you think might represent us well via the website, please contact Nancy.

### **Heart to Hearth Program**

For several years OlyCAP has helped to facilitate the process of getting firewood to those in need and whose primary source of heat is wood. Early efforts were concentrated in and around Forks. Prisoners incarcerated on the West End cut and prepared the wood and local Lion's club made deliveries to families OlyCAP identified. Bonnie White has really taken this idea to the next level. While we have always made provision for firewood as a part of our LIHEAP energy assistance program, Bonnie has made significant connections with local wood purveyors or donors so that soon nearly all of our service area will have both wood supply and way to get it to struggling families. Jefferson County now has a program. It is heartwarming to see the community come together to provide local solutions to local needs. For more information, contact Bonnie at [bwhite@olycap.org](mailto:bwhite@olycap.org).



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### **OlyCAP Visits FareStart**

This past Thursday a number of OlyCAP staff converged on downtown Seattle to visit one of the most innovative non-profit enterprises in the nation. FareStart looks like a restaurant from the outside — we went to see it from the inside. It is a social enterprise, that is, it is a business designed to support a social purpose. In this case, it is a collection of food service kitchens on several floors designed to both provide processed food for institutions and the restaurant and to provide a way for the homeless or street people to be trained in a marketable set of skills. The Seattle operation is so effective that it has become a model for several other communities. OlyCAP is investigating the feasibility of adapting that model to bring a number of food services as well as job training to the Peninsula.

Staff from OlyCAP's administration and three divisions are collaborating on the idea of developing a central production kitchen with the potential for preparing hundreds of meals a day — meals for our senior programs, meals for our early childhood programs, even meals for catered events. Our vision so far includes a job training component that would capture the talents of several of our CSS team as trainers. It also encompasses the idea of processing locally grown produce.

A formal study is being completed by a team of advanced students at the Bainbridge Graduate Institute. With their help, we will have the data and research complete to draw up a final business plan. This could significantly change the way we do food service to the community.

### **Thrift Shoppe Rebound**

It looks like the revamp of the OlyCAP Thrift Shoppe under its new leadership (manager Karen Jogerst) is producing results. Sales for both November and December of 2008 were significantly ahead of the same period in 2007 — 35-40% growth. Congrats to all the staff who have worked so hard to turn operations around. And please remember if you have used items (furniture, household goods or clothing), the thrift store is always needing donations. It is one of the ways OlyCAP generates revenue to additionally support its programs.

### **Community Garden Takes Root**



Did you know that work is underway to develop a community garden just behind the OlyCAP Thrift Shoppe in Port Hadlock? A few acres will be developed into 11 plots that will be worked by various families in the community. Actually 10 will be set aside for community families to grow their own fresh produce. The 11<sup>th</sup> will be set aside to support Jefferson County food banks. Since it will be right next to the OlyCAP Thrift Shoppe, it will be a nice adjunct to our presence there and will generate more traffic to the store. This is just another innovative way we are providing a service to the community with multiple, positive outcomes.

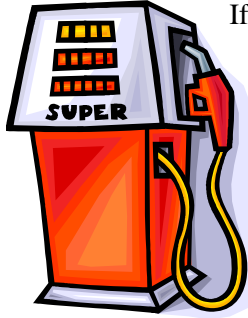
*T. Hockett*



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### **Mileage Reimbursement Goes Down 2 Cents**



If you are like me, you are relieved to see the price of gasoline falling to a more manageable amount. The spike in fuel last year actually had a positive effect in that a lot of people began to change their habits. Several staff began to use our local transit systems. More staff carpooled. Some meetings were held via video conferencing or telephone. The latter saves not only fuel, but also travel time.

One effect of that cost reduction is that reimbursement rates at both the federal and state level have fallen. That has had an impact on selected contracts, so to be consistent and insure that all staff have equal reimbursement I have authorized a reduction of \$.02 per mile (from \$.54 to \$.52) effective 1/1/09.

Please be aware that we use the federal reimbursement rate as a guide for setting our rate and should that fall further, we may need to follow suit. Meanwhile, be careful out on the road.

### **Applications Submitted for United Way, UGN and FEMA**

You are likely aware that OlyCAP is a member agency of United Way of Clallam County and United Good Neighbor of Jefferson County. United Way also manages the LGIF (Local Government Initiative Fund) for the City of Sequim, City of Port Angeles and Clallam County. OlyCAP receives grants from those funds too. UGN and United Way also are the local coordinators for federal FEMA funds that may be used for shelter, food and energy assistance. OlyCAP receives FEMA funds as well.

What you may not realize is that applications for those funds do not just happen. They must be developed based on our community's needs and agency's priorities. Data must be gathered, compiled and put into the appropriate format. Ken Dane serves as the 'ramrod' for this process and always seems to put out a nice polished application.

Just so you all know, we submitted requests to all these entities on time and in good order. Thanks Ken.

### **Community Needs Assessment Coming**

This is the year to renew our Community Needs Assessment and to follow up with a refreshed Strategic Plan. We will be contracting with Kitsap County's Department of Health to do much of the work but we will all need to be engaged to make this a success. Several focus groups will be convened with a view toward capturing the thoughts of the public, our staff, clients and partners. We will also conduct a survey on the internal effectiveness of OlyCAP as an agency. The latter will likely be customized for various groups. With good information, we can accomplish the two larger goals of OlyCAP: 1) to address community needs; and 2) to improve OlyCAP as the community's helping hand.



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### **Unemployment Spikes**

I attended my first meeting as a new member of the Olympic Workforce Development Council and was treated to some grim news — while nationally the unemployment rate has risen to a record 7.6% with over 500,000 jobs lost in each of the last three months, Clallam County has 8.9% unemployment with 7.2% in Jefferson. Compared to last year at this time, Clallam has seen a 29% increase (from 2,110 to 2,750 people out of work) while Jefferson has seen a whopping 53% increase (from 640 to 1,040 unemployed). We were reminded that these numbers reflect only those persons reporting for unemployment and do not include those job seekers unknown to the ‘system.’

Sadly, the total number of job seekers grew from 1,614 in 2007 to 2433 in 2008 — while job listings declined from 2,288 in 2007 to only 1,727. Yes, whereas last year there were more jobs available than job seekers, the opposite is true today. For the three-county area represented by OWDC (Clallam, Jefferson and Kitsap) job seekers grew by nearly 51% while job listings fell 25%.

Clearly this news tells us that job creation must be a priority across all economic sectors. As we await news of the detail of the federal stimulus package, the State of Washington is proposing severe cuts to some of our programs. I will be in Olympia later this week in an attempt to connect with colleagues and legislators in an attempt to see us through these hard times.

### **Citizenship Day — February 28th**

On Saturday, February 28, 2009, Clallam-Jefferson County Pro Bono Lawyers will make available volunteer immigration attorneys and paralegals who will provide FREE assistance with citizenship applications. In this climate of uncertainty for many of our non-native neighbors, this could be a great opportunity. For more information call 1-877-926-3924 or visit the website [www.wanewamericans.org](http://www.wanewamericans.org).

### **Washington Prescription Drug Program READ THIS PLEASE**

This past week a few of us received an orientation to completing the application for funding through the State's Health Care Authority for the OlyCAP Oral Health Center. As part of that presentation the HCA made us aware of what they fear is one of Washington's best kept secrets. It is the Washington Prescription Drug Program (WPDP) Discount Card. Governor Gregoire has urged every Washingtonian to enroll and make use of this tool when purchasing medications. The State has made it very easy to enroll and there are virtually no restrictions on who can get and use this card. Savings on average in 2008 were 42% with a whopping 81% savings on generics. There are no fees, everyone in Washington is eligible, the card provides excellent discounts, there are no formulary restrictions (all drugs are eligible) and there is a large network of participating pharmacies.

Enroll online at [www.rx.wa.gov](http://www.rx.wa.gov). Case managers, bulk forms are available for clients.



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### **OlyCAP's Energy Assistance Program**



On my weekly jaunts over to the program building in Port Townsend, I always look for the white board where the energy assistance team keeps us informed as to the level of their activity. Last week they had recorded that OlyCAP, as of February 13, had received 1,664 completed LIHEAP applications from residents in our two counties. This represents a huge number of households who likely qualify for assistance with heating their homes. Of that number of applications received, our team has processed and finalized for payment 1,111 of them. That is exactly two-thirds of them. What is remarkable is that they are turning the applications around within 30 days.

The average award this year per family is about \$483 — a sizeable chunk. So far this year we have spent over \$537,000 just from the federal LIHEAP program. Keep in mind that this is not the only resource available to struggling families for home heating. Each local utility works closely with OlyCAP to facilitate the collection of local ratepayer donations. Puget Sound Energy (PSE) has a large fund that OlyCAP draws upon for their customers who need help. And then there is the Heart to Hearth Program that provides fire wood to residents in Jefferson County and the area around Forks in Clallam County. Our weatherization and minor home repair team also work on homes to affect solutions to leaky and energy-inefficient homes — reducing power bills permanently.

I am so pleased with our energy team and their efforts to keep families warm.

### **Local Church Lauds OlyCAP**

Two weeks ago a group from a church in Port Townsend visited our office complex. Here is a note that Ginger, my assistant, received from Jeannie Dirksen; it reinforces my feeling of pride in all that you do.

*Hi Ginger,*

*Our group of Presbyterians really enjoyed our visit to your facilities last week. We had our monthly meeting on Tuesday evening, and everyone that went had something different to say about what impressed them about OLYCAP and the Food Bank. Overall, we feel like we're fortunate to have such dedicated people working there, and have a new appreciation for how much local poverty there is. Thank you and the others we met for your time and hospitality. Jeannie*

### **Quilcene Center Looking Good!**

The remodel of the Quilcene Community Center is really taking shape. Watch the video linked to the home page of our website: [www.olycap.org](http://www.olycap.org) . So much credit is due the Boeing Bluebills and to our indomitable Quilcene Center Director, Bob Rosen.



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### Help for Hard Times



You should all be aware of a new resource tool that you may want to keep handy. In collaboration with United Way of Clallam County a brochure has been developed that lists community resources for people struggling with job loss or other symptoms of an economy in recession. *Help for Hard Times* has been created now in two versions, one for each county (see photocopy of Clallam version to the left).

The brochure includes websites; phone numbers and contact information to assist people find critical services during these tough times. From 211 to emergency utility help; from veteran's assistance to child care resources, the handy brochure is a nice tool to have for your own reference and to place in the hands of clients.

Still in the printing process, we hope to make them available in significant quantities this week at all of our locations. But no need to wait, you may access the brochure on the OlyCAP website. Just go to the home page [www.olycap.org](http://www.olycap.org) and click the 'read more' link on the *Help for Hard Times* article.

A special thanks to members of the CSS team who worked to get this piece made.

### Jenny Hogan Brings Fresh Enthusiasm to Forks Center

Our new Americorp volunteer, placed at the Forks Community Center, has hit the ground running as she reaches out to the community to involve them in *fun* and *community engagement* on the West End. She recently put together a 'movie night,' with popcorn no less, so that community folks could come together at the center just for fun.

She is busy reaching out to the community there with flyers and brochures, making locals aware of the activities in the center and seeking advice for new activities that the community desires. We are very pleased with our Americorp and VISTA team. They have a quiet but powerful effect.

### Last Minute Good News!

I just got an e-mail from Ginger, my assistant, a few minutes ago; it was marked "OPEN IMMEDIATELY." It contained a photocopy of the matching grant check from the Bill and Melinda Gates Foundation for \$200,000. I am thrilled to receive it. I am more thrilled to be a part of an organization that deserves it. We will be buying down a big part of our mortgage in the next few days.



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### **Washington, DC Dispatch**



I am in Washington, DC this week to attend the National Community Action Foundation (NCAF) Annual Legislative Conference. David Bradley is hosting the pre-conference workshop Tuesday entitled, “*The Future of Social Service Programs in the Obama Administration.*” This alone will likely be worth the trip but I will also be engaging with other Community Action agency directors from Washington and from around the country as we formulate advocacy plans and work to position ourselves for the inevitable change that our nation will be experiencing.

The economic downturn we are all experiencing is not very encouraging. Unemployment is rising to levels unseen in decades; values of homes are falling rapidly in what appears to be a staggering correction of that market; building trades are consequently in disarray; industries providing any goods or services that are discretionary (from new automobiles to Starbucks) are struggling as Americans choose to spend more frugally. Manufacturers are laying off not hundreds, but thousands and, for the first time ever, even Microsoft is cutting back. Add to all this the debilitating effects of carrying on two foreign wars and a health care industry that only those who are well can afford to access — and we have got a mess on our hands. It’s almost as if the sluggish credit markets are the least of our worries.

More people than we have seen in our adulthood are falling into unfortunate circumstances and, yes, even poverty as foreclosures multiply and bankruptcies follow. Impacts on local communities are heavy indeed. Counties and cities are struggling just to make ends meet, as the collection of various revenues plummets. Some States are nearly bankrupt and are delaying critical payments to vendors and workers.

You know what? This is a climate similar to the one from which Community Action agencies were born.

My hope is that the recently announced Stimulus Package (or “Stim Pack” as they are now calling it) will have a positive “jump start” effect, but many economists are outwardly skeptical. As I visit Capitol Hill on Thursday, I will be urging our legislators to remember the needy, the uninsured, those barely holding on to their jobs and their homes — anyone who needs the community’s safety net.

The implication of all this jumbled, puzzle of economic insecurity is that WE are needed more than ever. WE are going to be called upon to help keep our communities as strong as they can possibly be under the circumstances. Our role will be critical as we mobilize our neighbors to work together for local solutions that likely may receive little or even no public funding. I am not daunted by the challenge because we have seen how innovative and effective we can be. Let’s hope Washington, DC throws its considerable weight behind our efforts.



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### **Washington, DC — The Opportunity Before Us**

I have visited DC many times in the last decade, but my visit last week had to be one of the most exciting. During the course of the week I managed not only to visit with our Congressman, Norm Dicks, but also to see staff of both of our Senators, Maria Cantwell and Patty Murray. In addition, I heard prominent legislators: David Obey (currently Chair of the House Appropriations Committee); Barney Frank (Chair of the Financial Services Committee); among others, and met the recently appointed Energy Secretary, Nobel laureate, Steven Chu.

As each of these leaders described the challenges we face as a nation, the strategies currently being employed by both Congress and the Obama administration and the need for careful stewardship of the dollars being sent via the “stimulus package,” we as community action agencies were thanked over and over for the critical role we play in lifting up local communities.



From CSBG, to Head Start, to Weatherization, to LIHEAP energy assistance, many federally funded programs will be receiving increases in funding designed to boost our capacity to help the poor plus add jobs to our sagging economy. During one session of the NCAF conference (National Community Action Foundation) an executive from Exxon-Mobile came to present a \$5,000,000 check to the CAP network to assist with training new weatherization workers.

The challenge now is to prove that the many investments in our programs are well deserved and will generate many positive outcomes. I will be working with our management team, our board and each of our staff to make the most of this extraordinary opportunity to serve our neighbors better than ever.

### **Quilcene Remodel Owes Much to Volunteers**



Most of you are aware of the remodel taking place at the Quilcene Community Center. This has been the brainchild of Bob Rosen, the Quil Center Director who has tirelessly raised money, got donated materials and mobilized the volunteer base. Among those volunteers are Bob and Jerry (pictured here) who have never missed a call to come help.

Maybe the solution to our nation's problems is right in front of us? Thanks guys — and to all who have helped.

*T. Hockett*



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### **Energy Program on Fire**



That title is probably a poor choice of words. But our Low Income Home Energy Assistance Program (LIHEAP) is heating up and setting records in just about every way. I was told that we have now (mid-March) served more people than we served all last season! We are approaching 1,700 households served as our highly charged team reaches out to the community, instructs folks in conservation measures that will save them money, processes applications and gets much needed federal support to the accounts of low-income neighbors so that they can stay warm and keep the lights on. Our Energy Assistance staff are AWESOME!

### **Why We Need an Operating Reserve**

In the next months you will see us focusing effort on building an operating reserve. By this we do NOT mean a savings account for a rainy day. If you talk to our Director of Finance, Eileen Johnston, she'll tell you that when it comes to this agency's cash position — it IS a rainy day. Let me explain.

As a \$10M plus agency, we spend about \$800K a month. This includes payroll and benefits, occupancy costs, information technology, transportation, supplies and direct service dollars to clients. What you may not realize is that most of our programs are administered under reimbursement contracts. That is, we must spend the money first and then await reimbursement. Delays in our receipt of funds often translates into delays of our payments to our vendors and contractors.

It is my #1 goal to turn this situation around. We MUST have enough money each month to keep current with our obligations while we provide services to the community. As OlyCAP has grown over the years as the community's helping hand, we have also shouldered more and more cash burden. Three major tactics will be employed: 1) we will raise discretionary money to put into an operation reserve; 2) we will process all transactions as quickly as possible so as not to cause any delay internally; and 3) we will work diligently to make sure that those who owe us make payment to us quickly.

Fund raising events in the near future will thus emphasize our operating reserve. It may not sound glamorous, but it is definitely the key to our fiscal health.

### **Thank You Ken Dane**

Director of Development, Ken Dane, has been busier than usual. It's because I opened my big fat mouth and mentioned to a partner agency that we had an excellent grant writer. Next thing ya know, I have Ken writing a grant in behalf of the YMCA in Clallam County for a Community Mobilizer to identify and organize various wellness activities to help us lead the state as it becomes the "Well-thiest" State in the nation. Ken has done a fine job and has endeared himself to me and to our partner. Thanks Ken.



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### 2008 Outcomes Reflect Awe Inspiring Agency



**Nancy Blackmer** has been diligently collecting our outcomes data and client characteristics for 2008 to report to the State of Washington's Department of Community, Trade and Economic Development. In my view it is the single best report of our aggregate efforts. It's interesting to see a snapshot of what we've accomplished and for whom.

Here is a sampling:

- ❖ We helped 113 unemployed people get jobs
- ❖ 1,947 participants completed OlyCAP-coordinated job training
- ❖ We assisted 20 folks complete their GED
- ❖ 3 graduated from the dental hygiene program into terrific family-wage jobs
- ❖ 155 obtained childcare so that they could work
- ❖ 270 individuals used our transportation system on the West End to gain or maintain employment
- ❖ 1,083 of our neighbors used OlyCAP to help them gain access to health care in support of work
- ❖ 192 people obtained safe, affordable housing needed to gain or retain employment
- ❖ 195 women received work-appropriate clothing in anticipation of interviews or the start of work
- ❖ 446 of our neighbors participated in tax prep programs helping them identify over \$500,000 in State tax credits and other credits due them
- ❖ 24 housing units were preserved or improved by the OlyCAP weatherization and rehab team
- ❖ The new Forks Community Center was opened and was immediately used for a FEMA disaster site
- ❖ 29,037 hours of service were provided to OlyCAP programs by local volunteers
- ❖ 61 low-income people participated in formal councils or boards, helping shape local policy
- ❖ OlyCAP created or maintained a total of 127 partnerships of record, 14 of which are faith-based
- ❖ 320 middle school children participated in a financial literacy program offered by OlyCAP
- ❖ Over 22% OlyCAP's \$11.8M budget last year was funded by private, non-governmental funds
- ❖ 1,707 senior citizens and 1,254 disabled folks achieved a higher level of independence through OlyCAP programs and services
- ❖ 3,756 households received emergency food through the network of food banks that OlyCAP supports
- ❖ Well over 2,000 households received energy assistance payments with OlyCAP's help
- ❖ 162 households were sheltered by OlyCAP, including 52 people comprising 17 households who went directly from homelessness into homes via OlyCAP's REACH program in Port Townsend
- ❖ 1,171 persons received access to emergency medical or dental care
- ❖ Our Early Childhood programs exceeded 100% of their targets in insuring the children receive appropriate immunizations, adequate nutrition and school readiness skills.

The list is much longer and does not reflect the individual effort required by each client. Of the 12,000 people on the Peninsula living in poverty, we helped more than 9,400. **Are we good or what?**



## HOCKETT'S HOT SHEET

A Weekly Update on **Olympic Community Action Programs** from Tim Hockett, Executive Director

### More Outcomes Surface from 2008



As I mentioned last week, OlyCAP's performance is nothing short of remarkable. **Nancy Blackmer**, data guru, gathered a few more stunning numbers to add to the list of our agency's achievements I published last week:

- ❖ The Senior Nutrition program provided over 94,363 meals to local seniors and children, of which 22,311 were catered meals. Did you know that program provides meal service to the Brinnon School district?
- ❖ Similarly, 55,681 meals were served to children in our Early Childhood programs, Head Start and ECEAP
- ❖ Our Home Care program provided 86,000 hours of service to 157 extremely fragile, homebound seniors during 2008
- ❖ The Retired and Senior Volunteer Program (RSVP) coordinated the work of 587 volunteers at 60 community work stations and generated over 66,600 hours of service
- ❖ Nearly half a million pounds of food was moved through OlyCAP's Food Distribution Center to local food banks
- ❖ The OlyCAP Oral Health Center treated 1,665 patients who were seen in 3,676 appointments
- ❖ OlyCAP administered the Port Townsend Winter Shelter providing 1,584 bed nights of warm shelter to 114 homeless in the middle of winter — this done in collaboration with several local churches
- ❖ OlyCAP drew upon the *Peninsula Daily News* Home Fund to assist 2,959 people and expended a record \$205,171 locally raised from generous neighbors
- ❖ Our Heart to Hearth program coordinated the delivery of firewood to 90 households

Again, even with these additions to last week's list, the numbers do not begin to tell the whole story of a community pulling together to help lift its struggling residents. But these outcomes should make us all so very proud.

### A Snapshot of the People We Serve

Together with our annual report of outcomes, we gather data on clients whom we serve; it demonstrates our effectiveness at reaching those most in need. Here are some elements. We served 9,454 people in 5,279 households (keep in mind that there are about 12,000 people living in poverty on the North Olympic Peninsula). Of that number, 2,861 or 32% were children. 12% of our clients have Hispanic origins. 22% of those we served had not completed education through high school. 24% of our clients did not have health insurance. Over 25% of our clients are female-single-parent households. Less than 3% of our clientele earn over 150% of the federal poverty level; indeed, 83% of our service recipients are under 100% of the FPL (in 2008 the Federal Poverty Line for a family of four was \$21,200 — for a family of FOUR!). What these numbers tell us is that not only do we do remarkable work, but that work is effectively directed to those who need it most. **Great Job, Team!**