



HOCKETT'S HOT SHEET

A Weekly Update on OlyCAP from Tim Hockett, Executive Director

Entering the Final Quarter

Do you realize that it is October already? Where has the year gone? Actually, the year is just beginning for some. At OlyCAP we suffer from lots of confusion about lots of things, but most particularly from the calendar.

I am happy that OlyCAP's fiscal calendar runs from January 1 through December 31 of each year. Consequently our audits and a significant amount of reporting is geared to measure what happens in that 'normal' timeframe. But what is confusing is that many of our contracts follow other calendars. Washington State contracts (like ECEAP, EFAP, ESAP, CJ, ESGP, and many others) follow a calendar that begins July 1 and goes through June 30. Federal contracts usually begin on October 1 and go through September 30. But we are not finished. We have contracts that begin and finish on nearly any given month. Head Start, a federally funded program, tends to be funded to align with school calendars. So it is confusing.

Managers make it their special concern to track our contract obligations so that we do what we say we'll do within the allotted contractual timeframe.

That said, we are entering our final fiscal quarter for 2007. This means we have three months to make any changes in our operations to achieve outcomes we set out to accomplish in this calendar year. I want to urge each of you to put forth your best effort to help us have the most productive and efficient year ever. Be careful with spending. Stay within contract boundaries. Do what you said you would do this year.

Plan your work; work your plan and finish with flair. You have three short months.

OlyCAP Visited By USDA and Sen. Cantwell Staff

On Thursday of last week I was very pleased to receive a check from USDA in the amount of \$72,244 for the purpose of expanding weatherization services in Jefferson County. The visit was notable in that several USDA staff (from as far away as Mt. Vernon and Olympia) came to meet with us. Also present was Mike English of Senator Maria Cantwell's office. What a thrill it was to hear their words of encouragement and to tell them about some of the many wonderful things we do for our community.

Congratulations are due to Dan DiGuilio and his team for their work and for the excellent application they submitted. Our hope is that by this time next year several more homes in Jefferson County will be much more energy efficient.



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Haller Foundation Smiles On OlyCAP

We were excited to hear last week that four OlyCAP programs have been awarded a total of \$17,000 from the Albert Haller Foundation.

The Haller Foundation awards a considerable sum (usually over \$200,000) to various good causes each year here on the North Olympic Peninsula. Last year we were happy to receive \$1,750 for the *Meals on Wheels* program. Imagine her surprise when Robin Gibson inquired about this year's applications and was told that *Working Image* would receive \$6,000; *Encore!* would receive \$3,000; *Meals on Wheels* would receive \$5,000 and for the first time ever, the *Home Fund* would receive \$3,000 for its administration!

"I am delighted," said Robin, as she relayed the message to me, "everyone who participated in the application process should be congratulated."

So I want to extend my thanks to Ann Ritter and the team at Encore!, to Bonnie White and Rita Houston for their work at Working Image, to Kathy Crowley and her team in Senior Nutrition and to all of those who make good use of the Peninsula Daily News Home Fund. The Haller Foundation awards reflect the quality work that you all do every day.

CTED's Poverty Advisory Committee Publishes Study

In 2006, the Washington Department of Community, Trade and Economic Development (CTED) conducted Community Forums in 14 locations around the state, from Colville to Seattle. The nearly 500 participants were asked to identify the issues impacting low-income people in their communities and to suggest specific strategies to address these issues.

The outcomes closely followed the national studies, with family wage jobs and housing competing for first place as the primary issue affecting low-income families, followed by access to health care, mental health services and then transportation issues.

In October, 2006, CTED Director Juli Wilkerson initiated the Poverty Advisory Committee. She asked this diverse committee (which included several community action agency directors) to consider issues identified by state citizens and make recommendations for actions that would reduce poverty in Washington. The committee's fine work has now been published. It is entitled "Challenging Poverty in Washington."

You may download it from CTED's website: <http://www.cted.wa.gov/site/174/default.aspx>



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Progress On Forks Community Center

As you might have heard, out in Forks a brand new community center is being constructed as an add-on to the Quillayute Valley Aquatic Center. It is located right next to the Forks Rec Center which OlyCAP has operated for more than thirty years.

The new center will also be managed by OlyCAP and will contain a beautiful new dining room and kitchen, two nice offices and another large multi-purpose room. Many of the services that



are now provided can soon be expanded. Other services will be added and many new recreational opportunities will be available to the West End community.

As the center is completed, a flurry of activity is going on. Kitchen equipment, dining tables, chairs and exercise equipment are all being ordered. Formal agreements are being finalized. Most importantly, a new commitment to a new level of service in Forks and its surrounding areas is being made.

We are hopeful that we will be actually moved in to the center by mid-November. This will require a huge amount of additional work on the part of the current Forks-based staff and significant number of trips out West for myself and several managers. But if all goes well, this work could mean that a community Thanksgiving meal may be possible as part of a grand opening celebration.

And guess who knows how to bake pumpkin and pecan pies?

Quilcene Community Center to Receive Face Lift

Believe it or not, we actually did try to get the Quilcene Community Center on a reality makeover TV show, but, alas, we are left to our own devices. That's not a bad thing. Under the leadership of Bob Rosen, a team is putting together a beautiful remodel of the façade of the center to make it a more inviting place. A second phase will involve the remodel of the interior as well — so the center will be of efficient and effective service to the Quilcene community for many years to come. These centers provide a quiet, clean and comfortable place for communities to meet and engage in work, play and real community action.



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OlyCAP Energy Assistance Program Braces for Start

One of our largest programs is the Low Income Home Energy Assistance Program or LIHEAP. Last year OlyCAP staff helped nearly 1700 families with their heat bills. It is an incredible program that helps folks pay for heat when they need it most ... in the winter.

What you may not know is that we help several hundred other households each year with other energy programs. Did you know that each of your local utilities has a program that accepts donations from ratepayers of that utility to help their needy neighbors? Both City Light of Port Angeles and the PUDs in both counties provide funds (managed by OlyCAP) to provide energy assistance. PSE in Jefferson County also has a very strong program. And the Mason County PUD helps folks in the south part of Jefferson County as well.

But these funds are still not enough to meet the need. Each year OlyCAP draws on the Peninsula Daily News Home Fund in an effort to pay for energy needs of several families. The need just seems to be high among our clientele — many of whom live in substandard, uninsulated homes.

Out West we have a firewood program that is very cool. Prisoners from the Clearwater Corrections facility thin wooded areas near the coast and then cut up the wood for firewood. The local Lion's Club helps to deliver the wood to families that are authorized by OlyCAP staff. Last year over 100 cord of wood was delivered to help low-income families in and around Forks.

OlyCAP will continue to do its best to help people stay warm this winter.

And Speaking of Winter

I am asking the management team to take steps to insure our agency is ready in the event of significant snows this winter. The weather seems to be more extreme of late and I am anxious that each person knows what to do in the event of a weather related closure of one sort or another. Of significance is that OlyCAP has a large service area and the weather in one part does not necessarily reflect the weather in another.

So, each site must be ready individually to deal with heavy weather. I will work hard to make sure that our main offices and the Early Childhood Resource Center are open on nearly every day so that good direction can be given when sites must close or reduce service. Safety is our primary concern. But we also want to serve those most vulnerable even if/when the weather is bad. Make sure you familiarize yourself with agency policy and check with your supervisor frequently as weather gets worse and winter deepens. Have a good week.



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Encore! Encore!

Encore! OlyCAP's Adult Day Care center, serves clients and their families in a two-fold way. For clients, most of whom are elderly and have unreliable memories, a clean, safe place is provided where people can interact, enjoy a meal, engage in crafts, experience entertainment and gather to go out on occasional field trips. But since these folks need daily supervision, usually from close family members, Encore! also provides a break (or respite) for those caregivers. It is meeting a very significant need.

Well guess what? The significance of Encore! has been recognized by several foundations. This week we are accepting a check from the Haller Foundation, and we were notified by both the Roe Foundation and the Walkling Trust, that Encore! will receive grants to under gird the funding received by O3A and the fees that the participants pay.

This would not have been possible without the hard work of Ann Ritter and her staff at Encore!, nor the handy grant writing of Ken Dane, Director of Development.

OlyCAP Strategic Plan a Model

We got a request from the State's Department of Community, Trade and Economic Development to place OlyCAP's Strategic Plan on its website so that other community action agencies could use it as a model. How 'bout them apples?

M.D. Lock Up

So the nice folks from the Muscular Dystrophy Association called me and informed me that I would be incarcerated for an hour on November 15th in support of their fund drive. Yep, cell block D for the Timster ... unless I can raise enough money to post bail. "How much?" I asked. "Enough to send a young person to camp — or \$1,300," I was told. So, if you would like to see me spared the agony of imprisonment, a black mark on my name, an embarrassed family and circle of friends, countless hours of rehabilitation, and the specter of recidivism, — make a generous donation to the Muscular Dystrophy Association. This group is dedicated to addressing the needs of those stricken with any of 40 neuromuscular disorders. Many children in the US still suffer from Muscular Dystrophy, will you help me help Jerry's kids? Call me, please.



T. Hockett



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Dinner and a Murder

A *Gala Crime Solving Event* will occur on December 8th as an exciting murder mystery presentation unfolds before a fully engaged audience. *Speak Easy*, a mystery written and directed by local film artist, Ramon Daily, is set against the era of prohibition and will be performed at the new Fort Worden Commons. Guests will enjoy a wonderful dinner and an evening of some of the best entertainment ever, as they try to solve the demise of crime boss, Daddy Marcone.

Last year the success of this interactive play was phenomenal, instantly making it the signature event for OlyCAP's RSVP Program. That program, by the way, has an ongoing roster of over 600 active senior volunteers and posts well in excess of 100,000 hours of service to dozens of work sites throughout OlyCAP's service area. Proceeds for the play go to support this program. Last year the event raised nearly \$10,000!

The mystery theater is expected to sell out quickly as tickets are quickly being snapped up. Tickets are \$50 each and tables seat 8. To order tickets, please contact Bob Logue in the Port Townsend OlyCAP offices. Call 360-385-2571 ext.6324.

Attendees are encouraged to dress the part. So the more flappers and hoodlums that show up, the better. Come join the fun. Help us figure out who done Daddy wrong.

Halloween at OlyCAP

It was like *Invasion of the Body Snatchers*. The Port Angeles offices of OlyCAP were inundated with little ghouls and goblins (together with a sprinkling of Transformers, dinosaurs, and other scary types) as it participated in the downtown trick or treat event. Robin Gibson's girl, Katy, and a friend, handed out treats to children of all ages. The dental clinic took the high road, but at least one child was heard to exclaim as he wrinkled his nose, "Not another tooth brush!" A good time was had by all.

Home Fund Coming

Thanksgiving Day brings the launch of this year's Peninsula Daily News Home Fund. Last year another record was set as over \$190,000 was raised to assist local folks with emergent needs. Twelve articles will run on Sundays and Wednesdays between Thanksgiving and the New Year. I am so proud of our stewardship of this fund and of our tireless staff and volunteers who help nearly 2,000 clients with the fund annually.



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Red Cross Celebrates Heroes

Last week I had the privilege of attending a wonderful dinner held at the Seven Cedars for the Peninsula Chapter of the Red Cross. The dinner was held to celebrate community heroes and community servants. It was a thrill to hear of many of the daring rescues that occurred over the past year and to applaud firefighters, police officers, coast guardsmen, pilots, mountain rescuers and local people who have made a difference in the community.

Among those lauded was my son-in-law, Josh Jacobs. Josh, the husband of my daughter Heather, was on the strait with his dad, Craig Jacobs, salmon fishing last July when they saw a boat in distress. They approached the boat as it exploded. They helped the boat's owner out of the frigid water and then transferred him to a coast guard vessel where he was treated for hypothermia. The man survived due to the courage of Josh and Craig.

But two heroes very close to OlyCAP were also honored. Ruth Merryman and Anne Schneider were given community service awards for their deep commitment to building the Working Image program into its current huge success. Now in its eighth year (three years under OlyCAP) the program has dressed-for-success many, many women — preparing them for the workplace and a better life. Ruth and Anne have given thousands of hours of caring time to Working Image over the last few years.

Helen Cotta, the new manager of Working Image, joined Rita Houston and Bonnie White, co-Directors of the Community Support Division, in cheering on Ruth and Anne.

Congratulations to all our heroes.

Dinner and a Murder — Last Call for Tickets

The RSVP mystery theater is expected to sell out quickly as tickets are being snapped up. Tickets are \$50 each and tables seat 8. To order tickets, please contact Bob Logue in the Port Townsend OlyCAP offices. Call 360-385-2571 ext.6324.

Congratulations to Dan DiGuilio

After an exciting campaign, Dan DiGuilio, our Director of the Home Improvement, was elected to a seat on the Port Angeles City Council this past election day. While OlyCAP policies do not allow employees to pursue partisan positions, all non-partisan posts are fair game. We are proud of Dan — both for his OlyCAP leadership and for his devotion to our local community.



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Power Outage in Forks Generates Community Action

I wanted to share parts of a note I got last week from Bill Plumley, Forks Center Director.

“As most of you heard, Forks had no power from 5 AM-5 PM yesterday, following a night of rain & very high winds. This was a good opportunity to see folks work together to meet various needs locally. The Forks Community Hospital’s café, which is called “Spoons Café,” was open & filled to capacity +, as the board room across the hall was also opened to accommodate the overflow. Although this was not a severe disaster, many seniors & families with small children came to get a hot meal & to be in a warm place. In the future, once we have the new Forks Community Center open with a backup generator, we will be able to serve the community with a warm place to hang out, especially important for seniors & children. I look forward to our being able to help in this way, which will alleviate some of the load the hospital carries. Another bonus will be being able to serve folks on this side of town, as the hospital is across town & transportation even for a relatively short distance is a barrier if you have any mobility challenges at all, especially if it is raining/snowing. ... Several community seniors were at Spoons Café, & many offered to help if anyone knew of someone who may need a meal or wood or a place to be. ... We checked on some seniors in their homes who were glad to have some assistance – these three folks normally get Senior Nutrition, either here in the Forks Community Center or Meals On Wheels; their need was more acute, as our office was closed for Veterans Day. We brought one of the seniors to Spoons Café for a leisurely hot meal, as his home had no heat & he had no woodstove for backup; & we delivered two more meals to folks we checked on in Elk Creek, one of whom was almost out of firewood which is her only heat source, on top of all this she had a touch of the flu & was very grateful for the hot meal & some dry firewood which was donated by another caring community member in our neighborhood. (Once I realized this lady’s need, I simply went to a friend/neighbor, explained the need, & asked if he would please give a few armloads of his dry wood to help an old lady who had no other heat source & was sick. He did!). ... After the power came back on I checked things here to make sure freezers & coolers were running – all looked good, & there should be no damage/loss as the appliances remained closed during the entire power outage.”

This story speaks volumes about the value of real community action. With the initiative of our staff and some great partners, like Forks Community Hospital, and with the kind generosity of a few good neighbors, many people were well served during this community emergency.

United Way and UGN Donations Looking Good

Preliminary results of our internal campaigns for United Good Neighbors of Jefferson County and United Way of Clallam County indicate that we will jointly give significantly more this year than last. UGN giving appears to be 25% above last year, while United Way is outstripping last year by over 33% and more is still coming in! I want to urge you this one last time to pull out that pledge sheet and give.

I’m Thankful

Most of you have heard me say that Thanksgiving is my favorite holiday. I’m not sure why. I mean, I love Thanksgiving dinner, — but more importantly, the holiday helps me reflect on my blessings. And I just wanted to go on record and tell all of you: our staff, board and friends, I am so thankful for you.



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Strategic Plan Update: Looking to 2008

This week I will be challenging each division to re-establish new targets of service (outcomes) for the coming year as part of our effort to keep our strategic plan current. You will recall that our strategic plan addresses the top ten needs of our community as determined by our community needs assessment. We work hard to address those needs in three ways: advocacy, programs and partnerships. We expect each of our programs to generate significant outcomes annually. Each year I want us to stretch farther to help more people in more and better ways.

We are currently assessing our performance for this year. As soon as we have completed the review, I will publish our amazing numbers for this year together with a refreshed strategic plan with new targets of service for 2008.

Additionally, I will assess our progress in strengthening OlyCAP as an agency. We have so much work to do to fix this plane while we fly. Of critical concern to me is bringing us to a stronger financial position. Key to this is the purchase of the PT office complex. We will do this within the next few months. My strategy is to pursue financing and a capital campaign that will put us on solid ground once and for all.

As we race to the close of another year, let me again remind you of our huge responsibility to our community, to our donors and to ourselves. But with these responsibilities come great rewards.

New Tri-Partite Agreement Signed

Most of you are well aware of OlyCAP's Oral Health Center. What you may not know is that the center's work produces multiple positive outcomes for the community. We not only see many, many low-income and uninsured patients each week, but we provide the setting in which dental hygiene students receive their education. Because the academic program is fully accredited, every detail must be covered. To that end OlyCAP is a partner with both Pierce College and Peninsula College in a complex agreement. The governing document for that collaboration (what we call the Tri-Partite Affiliation Agreement) has been renewed and we are excited as we face the future.

Running that clinic is an awesome responsibility; it requires constant management, coordination, expert work, a broad vision and community support. The clinic provides an opportunity for local dentists and hygienists to volunteer to help the community in a very well equipped setting. Next time you visit your personal dentist, ask if he/she has ever volunteered at OlyCAP's dental clinic. It is a fantastic way to support the community.



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Winter Shelter Experiences Flooding ... But Guess What?

After its initial week of service to homeless folks in Port Townsend, the winter shelter housed in the American Legion building downtown began to succumb to the heavy rains combined with a high tide. As the rain came down in sheets, eventually water began to seep into the basement where eight men were sheltered. Fortunately we learned the hard way last year and had made some improvements to the facility before winter set in.

Our good partners, the Boeing Bluebills had installed a number of nice shelves in the building so that folks could put their belongings up off the floor. Further, deForest Walker, our recently promoted Director of Housing Services, bought 15 heavy duty cots so that those who are sheltered do not sleep on mats on the floor, but rather have a more bed-like bed. Due to these thoughtful measures, nothing was ruined by the flooding.

Yes, there was still a lot of work to keep the flooding contained with water vacuum cleaners, but there was no significant damage ... only inconvenience thanks to the hard work of our staff and the Boeing Bluebills.

OlyCAP Receives HGAP Award

Last year we applied for funding from the State to set up a Model Tenant Program. Sadly, we were not successful. It was a wonderful idea; work with low-income families and with landlords in the area to build bridges of trust so that owners of rental properties will have confidence renting to our clients. The clients would learn how to be the best tenants possible and OlyCAP would guarantee their success.

This year we retooled our application and submitted it again. And we were awarded \$261,000 for a three year period. Through this Homeless Grant Assistance Program (HGAP) we expect to help many families develop what it takes to be 'model tenants' in our community. These families will learn how to obtain and then maintain their housing. They will receive services and training to enhance their employability and to even find jobs with the potential for wage progression. Further, our staff will reach out to landlords and will even provide incentives to them to rent to homeless clients.

If this program is as successful as we envision, we will successfully place many folks into mainstream housing without first having them reside in a shelter.

Congratulations to deForest Walker and to Eileen Johnston for this innovative idea. This "housing first" model has been employed in other communities across the USA with great success. Our local community deserves nothing less than the best 'tried and true' approaches to addressing the symptoms of poverty. Given half a chance, we know our struggling families will seize these opportunities to leave behind their dependence on others and use them to forge their own self-sufficiency.



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I know, I know ... someone around here is aging. This Hot Sheet represents the beginning of my third year at the helm of OlyCAP. I just want to say what a privilege it is to lead such great team dedicated to helping the community. Next week I will do a little recap of the last two years. It is interesting what we have done together.

OlyCAP Receives Innovation Award

Last Thursday in Seattle I attended a meeting of Executive Directors from Community Action agencies across the State. OlyCAP was one of five agencies (there are 31 in Washington) to be recognized officially for its innovation in addressing poverty issues. Specifically, our Oral Health Center was saluted by the State's Department of Community, Trade and Economic Development for its innovative approach to dealing with dental emergencies. Dr. DeMoss and Maxine Hoffman have implemented a system that moves emergency patients from crisis into regular, preventive care. Our hope is that these patients will never again experience dental emergencies; because they never let their mouths deteriorate from neglect. Congratulations for another great idea. By the way, the award culminates a year of implementation of the program funded with \$18,000 from CTED. It is estimated that the program saves our emergency patients a total of over \$36,000 per month! That's a pretty nice return on the State's investment. See our website for more details: www.olycap.org.

Despite Flooded Roads, Food Makes It to the Hoh Tribe

As I was meeting in Seattle, our OlyCAP food bank support team was preparing five pallets of bulk food and some 300 frozen meals at the Port Townsend Food Distribution Center. It was wrapped and loaded onto a National Guard vehicle for transport to the Hoh Tribe, isolated by flood waters. Staff from two divisions worked together to cover all the details, while, at the same time, making sure that the food was sent as soon as feasible. The tribe was literally cut off from civilization as roads were closed both north and south. More than 150 people had no access to a grocery store of any kind. This situation became the ultimate call for community action. Many thanks to the heroes among our staff, community and the National Guard! Photos are posted on our website.

OlyCAP Takes the Gold at Outrageous Olympics

Friday evening after work, four of our dyed-in-the-wool troopers donned their green t-shirts and were transformed into the Oly 1 Kenobis — our fearless fundraising team for United Way of Clallam County. Rita Houston, Dan DiGuilio, Stacie Almaden and Gabriel Bernier did OlyCAP proud as they sank baskets (nothin' but net), raced on crutches, built Styrofoam cup structures and participated in working the crowd for their dollars to benefit United Way. When the totals were added, OlyCAP had taken the gold. I jumped so high out of my chair when the winners were announced, I nearly tore a muscle! Wooo hoooo. Go team.



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Dinner and A Murder Huge Success

The dinner theater (murder mystery) “Speak Easy” held at the beautiful Fort Worden Commons was a big success as well over 200 people enjoyed a wonderful night of fun and entertainment. The signature event and fund raiser for OlyCAP’s Retired and Senior Volunteer Program (RSVP) raised over \$5,000 and provided every participant with a memory of a lifetime.

Ramon Daily, wrote, directed and even played a part in the performance. The cast was terrific and really got into it. So was the excited audience as they questioned the characters about this and that ... trying to discover who shot Big Daddy.

The dinner was wonderful and the service was excellent. It added up to a lot of fun and a lot of support for RSVP. To all the cast and to Bob Logue — thank you and congratulations on a fantastic evening.

Home Fund Reflects OlyCAP’s Excellent Emergency Interventions

We are in the final days of the Peninsula Daily News Home Fund drive and I am more satisfied than ever at the quality of the work this agency does when it comes to addressing personal emergencies and even local disasters.

The published stories about the folks we have helped this year are inspiring and representative of the “hand up” we provide to struggling families. Sadly, we can only tell about a dozen stories each year from among the 2,000 people we help — the total story of a year’s work would fill a large volume.

I want to thank all of those staff who have drawn upon the Home Fund this year to assist their clients in need. I especially will point to the community support division who still uses far more of the fund and see far more clients in emergency situations. And a special thank you to the volunteers who have been trained to help people in emergencies — your service makes this community a better place.

Forks Community Center Nears Opening

It has been a long time coming, but the Forks Community Center will likely open mid January in a new facility with so much more potential for community service and community recreation. The center is benefiting from the generosity of a long-time friend of OlyCAP, Mr. Bill Sperry, who is donating dozens of pieces of office furniture to outfit the center and even enhance the offices in the old building. Rita Houston, Bill Plumley, Rachel Chilson and many other staff and volunteers have put much time into this project. Stay tuned for a Grand Opening announcement.



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What A Year!

As we sprint to the finish line of another year, I am again taken with the level of accomplishment we have together achieved. Every single division has in some significant way contributed to the betterment of our North Olympic Peninsula community.

Together with our board we have forged one of the best strategic plans we have ever had. Based on felt needs in the community, OlyCAP's plans for advocacy, programming and partnerships will map our way to excellent service and maximum impact.

The Home Improvement Division has busied itself this year with a project to improve the housing stock of the Makah tribe, while at the same time training a crew their to do their own weatherization work. Ten homes in Neah Bay were weatherized.

Adult Care and Nutrition saw huge gains in the division's stability despite heavy turn over among nutrition staff. Adult Action's name was changed to Encore! and it is more financially sound than in a long time. Stellar performance of our Home Care team during the recent flooding insured that homebound clients were safe and not overlooked.

Our Early Childhood team once again has risen to the challenge and provided excellent service to the children and families in their care. Of particular note is Janet Anderson's leadership at the State level. Her advocacy and engagement with legislators is paving the way for an entirely new approach to dealing with our ECEAP program — an approach that could well bring significantly more funding to the state program and standardization to monitorings. The Head Start program was also reauthorized by Congress — another indicator of the program's enduring value.

The Housing Division successfully moved the Crossroad program from Quilcene to Port Townsend — now residents are afforded far more work opportunities and they are thriving. The Winter Homeless Shelter is in full operation as are the Haines Street cottages and all of our transitional housing facilities. And let's also celebrate the acceptance of our application for HGAP funding which will add \$261,000 over the next three years to our efforts to house the homeless!

The Community Support team has once again outdone itself. Energy assistance season is well underway; Community Jobs workers are serving in many capacities while learning the skills to stay employed and not return to public assistance; the Home Fund is being dispensed to families in record numbers, activities on the West End have increased and a new community center will open in Forks in a few days; RSVP is posting outstanding numbers of hours of community service by local seniors; more trainings and workshops are being conducted than ever before —

with a view toward teaching folks the skills that lead to self sufficiency; food is being distributed throughout both counties and our food bank team has proven itself up to the challenge of even getting food to disaster victims isolated by floods; Working Image has a new manager and is finding its financial footing; a food security assessment is being undertaken and access to health care is being addressed in a coordinated manner. All the community centers are making gains and the Quilcene Community Center is about to undergo a significant face lift. This division is awesome both because of its accomplishments and because of its scope.

The OlyCAP Oral Health Center has become the celebrated solution to the community's oral health needs. As a recipient of CTED's Innovation Award, the clinic has demonstrated very handily what can be done as partners work to solve community needs. In 2005 OlyCAP treated 300 patients; this year we will surpass 3,000! This past June we watched five students graduate with full certification as dental hygienists. Significant plans have also been laid to provide more and better service to the West End and to the Port Townsend area.

And let's not overlook what we have done with our Development Department. Ken Dane and Roni Campbell have made sure that we have received so much better coverage in newspapers and also on TV! With Nancy Blackmer's help our website has been reworked and is among the best out there — and it is kept current. Ken worked hard to develop our capital campaign materials and strategy and has had his hand in many, many divisional applications for funding from governmental or foundation sources. The NW Passage Thriftshoppe and Bayshore Motel continue to stay open serving the public while generating discretionary dollars for OlyCAP.

The Administrative team, comprised of my staff, fiscal staff and HR staff, has worked hard to make us a better agency while we serve the community. Every day our policies and procedures get tested — and we seize those opportunities to improve and to do better than we did yesterday. As we anticipate purchasing the PT office complex, I am excited at the potential we have to get our agency back on financial track.

And what about our board? Under the steady hand of Chair, Judi Morris, the board has grown and has provided wise counsel at critical junctures to move us ahead both stronger and more effective. What an inspiration it was to hear our board member, Geoff Masci, return from a very severe health challenge to say “... of all the boards I have serve on, this is my favorite, because this is an agency that actually gets its work done.”

Finally, our partners have been there — helping us deal with community challenges far larger than even OlyCAP's enormous capacity. I am especially thankful this year for the leadership of the City of Forks, who has worked with us to bring enhanced services to their community.

It's been a big year of accomplishment. And, believe it or not, I can't wait for 2008!





HOCKETT'S HOT SHEET

A Weekly Update on OlyCAP from Tim Hockett, Executive Director

New Year's Resolution

I find interesting the phenomenon of New Year's Resolutions. According to one source, the top ten most popular resolutions are: 1) spend more time with family and friends; 2) start a fitness program; 3) lose weight; 4) quit smoking; 5) enjoy life more; 6) quit drinking; 7) get out of debt; 8) learn something new; 9) help others more; and 10) get organized. If you'll notice, nearly all of these have to do with self-improvement. Seems that when it comes to New Year's resolutions, instead of turning outward, we tend to turn inward and ask, What can I do to improve myself?

So, I am asking you to join me in our plan for self improvement. Remember that wonderful strategic plan we finished? Remember Part 2? It is actually entitled: *OlyCAP's Plan to Strengthen Itself*. In it are laid out several plans to improve the **Finance Department**, to dramatically improve our **Financial Position**, to bring excellence to our **Human Resources Department**, to enhance **Employee Relations** and morale, to provide the best **Executive** leadership, to be led by an outstanding **Board of Directors**, to blossom in the world of **Resource Development**, to amaze ourselves with fantastic **Information Services**, to have the very best **Facilities**, and to cap it off with outstanding **Planning**.

These lofty plans (or resolutions) can really be achieved, but like all resolutions, they must be kept constantly in mind and acted upon. Here's what you can do.

Be engaged. Please don't think of any OlyCAP problem or flaw as "somebody else's problem." If you are an employee or board member and you see something that doesn't make sense, or you think you have a good idea for a solution, please, please speak up. Maybe your idea won't work, but maybe it will work. The point is ... we need to hear from everyone if we are to lift this agency significantly.

Be constructive. It is much easier to sit back and complain and grouse about an issue than to be a partner in coming up with a solution. Try to view the problem from the perspective of someone who needs to find a solution. Think of it as a challenge that is holding us down, or keeping us back. Then put your mind to coming up with a possible solution. Forget about blame. Focus on how we can be the best by implementing a great solution.

Be your best. Finally, all of OlyCAP will be improved if each and every staff and board member resolves to do his or her level best in the coming year.

Now if I can just lose those last six pounds. **Happy New Year!**