



TOTAL COMMUNITY ACTION, INC.

Embracing Community Annual Report 2012



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We have had a dynamic year of “Helping People, Changing Lives and Building Communities” through advocacy, strategic planning and effective program implementation on behalf of families of New Orleans. Community Action entered the 2009-2010 year with an ear for the needs of the community. A Community Needs Assessment revealed that economically disadvantaged residents faced greater financial challenges of rising housing, medical, food and fuel costs. We have been strategic in ensuring that Community Action’s use of American Recovery and Reinvestment Act Funds (ARRA) increased Advocacy, Employment and Training, Youth Services, Energy Affordability, Housing, and Support for Vulnerable Populations. The Community Needs Assessment justified the continuation, expansion and development of these services.

Our measurable impact has been significant! Local business revenues have increased, more homes were weatherized using “green” and cost saving technology, family and youth employment opportunities and training increased, and service expansion in being “proactive to crisis management” resulted in a sustainable and coordinated system of services and community partnerships.

Our Mission

The mission of Total Community Action is to reduce poverty in our community by providing human services, experiences, and opportunities that move persons from poverty to self-sufficiency.



Message from the Board Chairman and President/CEO

One in six Americans is living in poverty. This is an alarming figure - the highest rate of poverty in the past 52 years. Our sluggish economy and persistent unemployment show no signs of significant improvement in the near future, demonstrating the need for the City of New Orleans' designated poverty reduction agency's programs and services.

With these facts, our services are in demand more than ever, and we have faced the challenge head on this year, helping thousands of our neighbors with not only their basic needs, but most important, providing programs and services that promote long-term economic sustainability.

As always, we will work to remedy the immediate impact of poverty and continue to strive to help people to establish the preconditions for prosperity. Family education, housing and food security will continue to be a large part of our programming. These are areas where the need is continuing and consistent.

Total Community Action, Inc. continues to look to the future. We recognize the weaknesses in our present funding and business model and we are making adjustments to remain sustainable in the present federal and state funding environment. With a new three-year needs assessment on the horizon, we are finding additional areas to execute our mission - to help families and individuals reach economic self-sufficiency - and we are finding our current programs still in demand.

Total Community Action would like to take this opportunity to thank those partners and volunteers who made this year's programs possible! With your help, TCA will continue to provide services to assist people in emergency crisis and to provide programs that will help people develop and skills and resources they need to move towards self-sufficiency.

James M Singleton, Sr

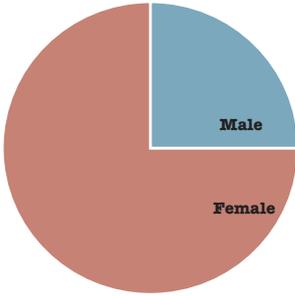
James Singleton, Sr.
Board Chairman

Thelma H. French

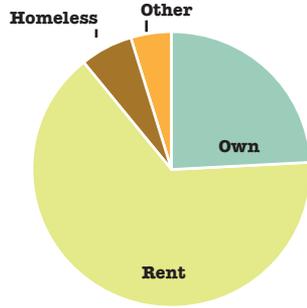
Thelma H. French
President/CEO

WHO WE SERVE

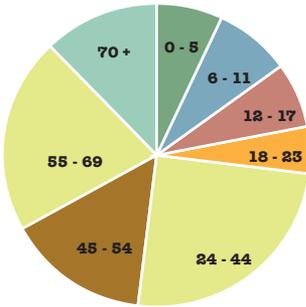
Level of Participants' By Gender



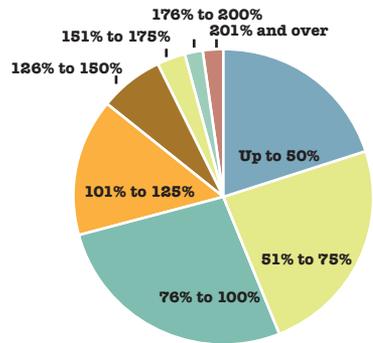
Level of Participants' By Household



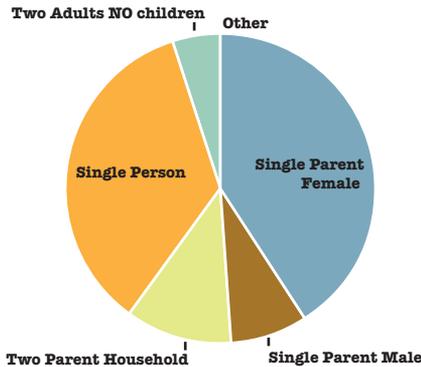
Level of Participants' By Age



Level of Participants' Family Income



Level of Participants' By Family Type



STATEMENT OF FINANCIAL POSITION

| ASSETS | |
|--|----------------------|
| Cash | 580,322.00 |
| Certificates of Deposits | 541,071.00 |
| Investment Securities | 1,821,323.00 |
| Receivables | |
| Grants | 2,374,560.00 |
| Interest | 195.00 |
| Other | 348,812.00 |
| Property and equipment at cost | 7,865,738.00 |
| Economic Interest - Economic Development | 433,200.00 |
| TOTAL ASSETS | 13,965,221.00 |
| | |
| LIABILITIES AND NET ASSETS | |
| | |
| Accounts Payable and accrued liabilities | 2,786,733.00 |
| Pension Contribution payable | 28,680.00 |
| Total Liabilities | 2,815,413.00 |
| | |
| Commitments | |
| Net assets | |
| Unrestricted | 241,935.00 |
| Temporarily restricted | 9,602,301.00 |
| Permanently restricted | 1,305,572.00 |
| Total Net Assets | 11,149,808.00 |
| | |
| TOTAL LIABILITIES AND NET ASSETS | 13,965,221.00 |
| | |

Total Community Action Costs - \$31,096,721

| | |
|---------------------------|-------------------|
| Revenue | |
| Government Grants | 33,052,290 |
| Investment Income | 39,079 |
| Other | 11,507 |
| | 33,102,876 |
| Expenses | |
| Salaries | 8,222,763 |
| Fringe Benefits | 2,823,961 |
| Travel | 161,614 |
| Contractual | 2,367,503 |
| Supplies | 987,018 |
| Food Costs | 792,839 |
| Sub Recipient Costs | 9,411,401 |
| Equipment Costs | 264,047 |
| Insurance | 248,041 |
| Assistance to Individuals | 3,676,224 |
| Telephone | 212,732 |
| Occupancy | 691,408 |
| Construction Costs | 596,598 |
| Vehicle Expenses | 16,477 |
| Postage | 9,252 |
| Other | 614,843 |
| | 31,096,721 |



FOCUSED ACTIVITIES

COMMUNITY LEADERSHIP INSTITUTE

Community Leadership Institute, or CLI, is an educational program that aims to empower area residents to get involved in community decision-making. The CLI used interactive group exercises, discussions, and presentations to help participants better understand regional challenges, as well as opportunities for successful public involvement. Participants learn how the interests of their local communities connect with the planning issues facing the entire city. By providing this big-picture context, the program encourages participants to “think citywide and act locally.” The inaugural class completed the class project with a “Conversation with the Elders” on the growth of community action and activism in New Orleans from the 1960s to the present. The panel featured many of the leaders who were engaged in the struggle to build the community infrastructure that is sustained today. Graduates are encouraged to use the program’s lessons in their daily activism, and are able to stay connected with each other, and through the CLI Alumni Network.

SUPER LIHEAP DAYS

In order to accommodate the rapidly increasing number of families that need assistance from the Low Income Home Energy Assistance Program, TCA began sponsoring Super LIHEAP days throughout the New Orleans community. Super LIHEAP is design to occur over an entire week and at various locations within New Orleans. Each day is designed to support a target community within our service area. Super LIHEAP days are available to all eligible residents on a first come basis. This program is also part of the TCA commitment to return services to neighborhoods as frequently as

possible. During the first Super LIHEAP week, TCA served over 900 families with approximately 75% being first time clients or clients who had not received a LIHEAP benefit in over three years.

SUMMER YOUTH WORKS

“America’s young people face record unemployment, and we need to do everything we can to make sure they’ve got the opportunity to earn the skills and a work ethic that come with a job.” President Barack Obama

The program introduced youth to the workplace, imparted valuable employment skills, and provided these young adults with a summer income. It also helped each participant create an individualized development plan that outlines personal career ambitions and the steps necessary to achieve them. In particular, the TCA Summer Youth Work provided Life Skills: work-related soft skills, such as communication, time management and teamwork, through coursework and/or experience. This includes resume writing or interview workshops and mentorship programs. Summer YouthWorks provided Work Skills: offering youth insights into the world of work to prepare for employment. This includes job shadow days and internships. Lastly, Summer YouthWorks provided Learn and Earn where youth learn on-the-job skills in a learning environment while earning wages for their work.

FOOD INSECURITY

To alleviate hunger and malnutrition, the agency provides food distribution, nutrition education, and help clients enroll into various programs such as the Supplemental Nutrition Assistance Program or SNAP (formerly food stamps). The TCA target base has seen an increase in demand for food assistance, yet along with it, TCA has risen to the challenge of ending hunger in the areas we serve through increased partnerships and changes to service delivery. In 2012, TCA increased the number of commodity distributions from once a quarter to once a month in four target areas. In addition, TCA created a food pantry for one target area. In addition to the commodity distribution, TCA partners with the City of New Orleans, Second Harvest, Wal-Mart, Save a lot and others to provide fresh food products in addition to the dry goods and USDA commodity products.

VOLUNTEER INCOME TAX ASSISTANCE CENTER - VITA

The agency operates VITA, I-Can EFile, EITC, and Family Financial Stability Programs at four facilities (three Head Start Centers and at the main office in the Department of Community and Energy Services). The agency is a founding member and key partner in Asset Building Coalition of Southeast Louisiana that leverages funding provided by Internal Revenue Service, Wal-Mart and others. The agency exceeded this year and last year’s goal. The number of low income taxpayers using TCA services increased by 14%. This initiative helped 2,131 low income tax clients receive \$3,907,605 in Federal and State refunds. In fact, our Financial Futures was recognized by the IRS and the Asset Building Coalition of Southeast Louisiana with the highest number of taxpayers assisted in the region and state by a single organization.

TCA is responsible for providing services to eligible clients to assist with the immediate/crisis situation and work with the individual(s) to try and eliminate the reoccurrence of the crisis situation. Services are also provided to link low-income families and individuals to other community resources.

TCA increases access to opportunities that help people become more economically stable while working toward self-sufficiency. The

2012 COMMUNITY SERVICE ACTIVITIES

- 9,866  received payments to assist with their utility bills
- 2,856  received assistance with food and nutrition to help with maintaining a healthy diet
- 108  received minor home repair assistance through weatherization
- 325  obtain health care services for themselves or a family member.
- 356 Individuals received transportation assistance to help maintain an independent living lifestyle
- 65 families obtained and/or maintained safe and affordable housing
- 148 Individuals unemployed and obtained a job
- 8 Enrolled individuals in GED/ABE progressed at least one grade level towards literacy or GED
- 101 Individuals provided with job skills enhancement services to improve employment situation
- 8,507 Families received information and referral to other agencies for additional assistance
- 189 Youth ages 12 - 21 provided with employment

programs that TCA offers provide access to affordable health-care, help paying utility bills, and assistance obtaining safe and affordable housing. We know that taking care of the conditions of poverty is important while working toward long-range goals.

The program data is from the October 2011 - September 2012, Community Services Block Grant services.

opportunities and career exploration

388 Individuals received information and obtained health care for themselves.

161 Families received household financial counseling

2,334 Individuals received free tax preparation assistance
\$4,734,77 in total federal and state credits returned to clients as a result of community action

326 household received telephone lifeline or utility discounts worth over \$109,536

148 Families completed an IDA savings program and acquired an asset with the matched savings

310 Families participated in weatherization workshops to improve home efficiency and reduce energy consumption

1,090 Individuals were mobilized to provide volunteer services to the agency.

450,905 volunteer hours were donated to community action and Head Start of which 300,074 hours were donated by low income individuals

5,681 units of service (energy assistance, education, health care,

STAFF MILESTONES and RECOGNITION

TCA would like to salute the two employees that retired in 2012 after many years of dedicated service. It is because of their valuable contributions to the agency and families in the New Orleans community that we chose to recognize them for the great work they had done.

| Name | Retired | Years of Service |
|-----------------|-----------|------------------|
| DIANNE HOOPER | 8/12/2012 | 8 |
| CAROLYN WALCOTT | 8/12/2012 | 23 |

Head Start Employees who received College Degrees

| Associate's Degrees | Position | Center |
|---------------------|--------------|----------------|
| Terry Riggins | Teacher Aide | Incarnate Word |

| Bachelor Degrees | Position | Center |
|----------------------------|-----------------------|----------------------|
| Germaine Collins | Caregiver | Urban League |
| Shavonne Hampton | Education Supervisor | Kingsley House |
| Lisa Howard | Teacher | Annette |
| Kashaunta Martin Jefferson | Family Service Worker | Annette |
| Susie Jones | Teacher | Carrollton-Dunbar |
| Jeanette McGriff | Family Service Worker | St. John |
| Alice Spencer | Education Supervisor | TCA@ Mahalia Jackson |
| Catherine Thomas | Caregiver | Leslie |
| | | |

TCA continues to improve the number of human resources that increase the agency capacity to achieve family and community outcomes. Congratulations to the following staff:

The following staff members or Head Start Delegate Agency employees received the Child Development Associate with Infant Toddler or Preschool endorsement:

| CDA INFANT/TODDLER | | CDA PRE-SCHOOL | |
|---------------------------|-------------------------|------------------------|------------------------------------|
| Mastashia Caldwell | Pearlie H. Elloie | DeShawn Martin | Pearlie H. Elloie |
| April Wilson | Pearlie H. Elloie | Aaliyah Daniels | Pearlie H. Elloie |
| Glinda Simon | Kingsley House | Nicole Smith | TCA@ Mahalia Jackson |
| Mary Cage | Kingsley House | Rhonda Johnson | Kingsley House (Bayou District) |
| Norma Chaney | Kingsley House | Lashelle Penns | Kingsley House (Bayou District) |
| Alana Turner | Kingsley House | Brianeka Dixon | Kingsley House (Bayou District) |
| Noreen Anderson | Kingsley House | Anetrist Vigne | Kingsley House |
| Diana Ambeau | Kingsley House | Candace Curry | Kingsley House |
| Nadia Day | James Singleton | Ashley Jones | James Singleton |
| Yolanda Simmons | James Singleton | Antoinette Rock | Carrollton Dunbar |
| Chantell Boisseau | Urban League | Karondelet Jackson | Central City |
| Dana Sayles | Gentilly East | Rene Davenport-Varnado | Central City |
| Gelounder Westerfield | Central City | Gina Porche | Martin L. King |
| Shawnique Ford | Gentilly East | Sara Crosby | Louise |
| Verrina Booker | TCA@ Mahalia Jackson | Cynthia Johnson | Berean |
| | | Donetta Miller | Annette |
| | | Monique Amacker | St. John |
| | | Anika Poole | Founders |
| | | Betty Welcome | Founder |

OFFICE OF CHILDREN YOUTH AND FAMILIES

Over 1965 families participated in the TCA Head Start and Early Head Start program in 2012. Families opened their doors and welcomed our staff to jointly support their children's growth and development. Families participated in parenting trainings, family events, parent-teacher conferences and home visits. The primary goals of all family engagement activities focused on supporting:

- Family well-being
- Positive parent-child relationships
- Families as lifelong educators
- Families as learners
- Family engagement in transitions
- Family connections to peers and community
- Families as advocates and learners

CHILDREN AND FAMILIES

In 2012, the program enrolled 1,766 preschool and 290 infant and toddlers in 138 classrooms located in 16 Head Start centers, 12 Head Start/Early Head Start and two(2) Early Head Start centers and three (3) family care homes. The program's statistical profile is provided in the table below. The data is from the 2011-2012 program year.

| Program Information Report | Early Head Start | Head Start |
|--|------------------|------------|
| Total Funded Enrollment | 358 | 2152 |
| Total Actual Enrollment | 290 | 1788 |
| Actual Enrollment below 100% of Poverty | 80% | 81% |
| Percentage of Children enrolled based on receipt of public assistance | 10% | 16% |
| Percentage of Children enrolled who identify as homeless | 8% | 2% |
| Percentage of enrolled children who were identified as Hispanic or Latino | 5% | 5% |
| Children enrolled in Head Start or Early Head Start who identified as minority | 99% | 99% |
| Total Number of Persons Providing Volunteer Services | 366 | 2447 |
| % of Volunteers who were Current or Former Parents | 57% | 58% |
| Total Number of Classrooms Operated | 34 | 104 |
| Percent of Enrolled Children Receiving Medical Screenings | 99% | 95% |
| Percent of Children Needing Medical Treatment for Chronic Illness | 2% | 1% |
| Percent of Children Receiving Medical Treatment | 100% | 100% |
| Percent of Enrolled Children Receiving Dental Exams | 96% | 100% |
| Percentage of children enrolled with a disability | 14% | 8% |
| Number of children transitioning to kindergarten | N/A | 782 |
| Total Number of Families Served | 274 | 1691 |
| Percent of Families Participating in one or more support services | 93% | 97% |

HEALTH INDICATORS

We recognize optimal health is imperative to children's success. In partnership with parents we strive to promote optimal health, ensure children have ongoing access to health care and meet the specific health needs of children.

| | STATUS AT ENROLLMENT | AT END OF ENROLLMENT |
|--------------------------------|----------------------|----------------------|
| EARLY HEAD START | | |
| Children with Health Insurance | 289 | 289 |
| Children with Medical Home | 288 | 288 |
| Up-to-Date on Health care | 274 | 282 |
| Up-to-Date on Immunizations | 223 | 279 |
| Children with Dental Home | 278 | 278 |
| HEAD START | | |
| Children with Health Insurance | 1785 | 1787 |
| Children with Medical Home | 1776 | 1777 |
| Up-to-Date on Health care | 1526 | 1656 |
| Up-to-Date on Immunizations | 1221 | 1544 |
| Children with Dental Home | 1786 | 1785 |

ADDRESSING HEALTH TRENDS AFFECTING OUR CHILDREN

Promoting physical development, proper nutrition and health is an important component of Head Start. Staff worked to ensure Head Start children have an ongoing source of continuous and accessible health care, conduct health screenings to early identify potential health concerns and promote positive health habits. Childhood obesity has become an important priority for TCA. We are concerned with the high number of children considered overweight or obese based on Body Mass Index (BMI). In 2011-2012, 32% of children ages 3-5 had a BMI at or above 85th percentile. As a result, staff initiated a program that provided parents with nutritional value of foods, how to identify and purchase low-sodium and low-fat canned and prepared foods; and using commodities to prepare healthful meals for their families. Program menus were revised to include more meal patterns that followed the USDA Guidelines for children. Daily schedules were reviewed and revised to ensure each child was physically active several times during the day engaging in a variety of physical activities that were developmentally-appropriate, age-appropriate, and fun.



SCHOOL READINESS PLAN

The TCA School Readiness Plan is the driving force behind the planning and delivery of a high quality early learning program focused on preparing young children for kindergarten and a lifetime of success. This plan is based on the newly revised Head Start Framework and informed by assessment, families, local schools and community stakeholders. The Head Start Framework represents the foundation of the Head Start Approach to School Readiness. It aligns with and builds from the five essential domains of school readiness identified by the National Education Goals Panel and lays out essential areas of learning and development. The Framework is used to guide curriculum, implementation, and assessment to plan teaching and learning experiences that align to school readiness goals and track children's progress across developmental domains.

THE CLASSROOM ASSESSMENT SCORING SYSTEM

The Classroom Assessment Scoring System (CLASS) is an observation instrument developed to assess classroom quality in preschool through third grade classrooms. Ten dimensions are included and scored on a range of 1 (minimally apparent) to 7 (highly apparent). These dimensions are then grouped into the domains of Emotional Support, Classroom Organization, and Instructional Support. Studies consistently show that quality teaching is the most powerful factor in children's learning.

All Grantee and Delegate Center Supervisor received CLASS training and are CLASS Reliable. In addition to the Center Supervisors, the Education Specialist, Infant-Toddler Specialist, Education Supervisors/Lead Teachers and Teacher Coach Mentors are also CLASS Reliable This brings the agency total of CLASS Reliable observers to 32. On a quarterly basis the CLASS reliable staff conducted assessments of the classrooms to

determine compliance. The assessments are used as part of the orientation/probationary process to provide specific training in the appropriate domain area upon entry into the program. The CLASS assessment is incorporate into the performance evaluation of all teaching staff. Professional development plans are used to address the areas that require improvement in the CLASS assessment process, coaching and/or mentoring was rendered as needed.

FAMILY ENGAGEMENT

As “the child’s first teachers” parents are important in fostering school readiness. Establishing strong partnerships with families and communicating effectively with parents about their child’s education is a fundamental goal for Head Start. TCA family engagement efforts include the involvement of parents in planning and organizing family events, overseeing program operations and assisting with program planning efforts. Our goal is to engage families in the program and the community to help them find and leverage these opportunities and supports:

“The teachers are amazing!” ~Peace Head Start Parent

“My kids love school, they are excited to go to school. I’ve seen the progress my kids have made this school year. The teachers and staff have been wonderful.”

~EHS, James Singleton Parent

“Love how the center worries about your future as well as your child’s.”

~ Berean Head Start Parent

“My child was always eager to learn and not miss school.”

~Dr. Peter W. Dangerfield Head Start Parent

“Loved seeing my boys grow with their learning. Loved seeing more cooperation, sharing, helping, and their interest in learning new things.”

~Founders Head Start Parent

HEAD START PROJECTED BUDGET 2013:

| Grant Number | Amount |
|--|---------------------|
| PA 4122 Head Start Program Operations | \$18,782,023 |
| PA 4120 Head Start Training and Technical Assistance | \$181,509 |
| PA 4125 Early Head Start Program Operations | \$5,015,515 |
| PA 1127 EHS Training and Technical Assistance | \$125,388 |
| Total Projected 2013 Head Start Budget | \$24,104,435 |

Please note that the totals for PA 4122 and PA 4125 do not reflect the 5.27% reduction due to sequestration.

TRIENNIAL REVIEW

Every three years all Head Start/Early Head Start grantees are reviewed, using over 1200 performance standards, to determine overall program compliance. The most recent review was held in March 2012, our Head Start and Early Head Start Programs were found to be 98 % in compliance with all performance standards.

STRATEGIC INITIATIVES



NOLA FOR LIFE is Group Violence Reduction Strategy Initiative. In May 2012, Mayor Landrieu unveiled NOLA For Life, a comprehensive murder reduction strategy detailing the City's approach to address murder on a variety of different levels. As part of NOLA For Life, the City is implementing Group Violence

Reduction Strategy (GVRs), an approach designed by criminologist David Kennedy that applies concentrated enforcement within areas of high crime on the groups of individuals that commit violent acts. The strategy involves three key components:

- A focused law enforcement effort intended to deter violent behavior and ensure consequences for those who continue to commit violence.
- Collaborating with respected members of the impacted communities to deliver a single message: the violence must stop.
- Organizing and building the capacity of community service providers so they can provide support and services to those who wish to seek help to change their lifestyles.

In addition to support services, the City of New Orleans partnered with case management organizations to support individuals who choose to make a lifestyle change. Total Community Action is serving as the lead case management organization for the GVRs initiative.

STAND UP FOR CHILDREN

The Greater New Orleans Foundation, in partnership with the W.K. Kellogg Foundation, formed an initiative called Stand Up for Our Children. The initiative invests in nonprofit organizations that train parents to develop leadership skills that enable them to become more effective advocates for their children. TCA was awarded funding to support the Total Family Parent Empowerment Initiative (PEL). The Initiative will enhance the capacity for parents and staff by using the Parent Leadership Training Institute model, the Parent, Family, and Community Engagement (PFCE) Framework and an individualized family financial stability and growth plan. The PEL will engage the support of TCA's University Without Walls in terms of community leadership and staff development. As part of Stand Up For Children, TCA also participated in a learning community designed to share knowledge, foster coalitions and alliances in this work, and document lessons learned.



**GREATER NEW ORLEANS
FOUNDATION**

For a vibrant region.

Collaborating Partners

Agenda for Children

Catholic Charities Archdiocese of New Orleans

Central City Economic Opportunity Corporation

Children Defense Fund

City of New Orleans

Delta Sigma Theta

Dryades YMCA

Greater New Orleans Foundation

Group Violence Reduction Strategy

JDAI

Kingsley House

Neighborhood Partnership Network

NOLA4LIFE

Orleans Parish Education Network

Puentes New Orleans

Second Harvest

Urban League of New Orleans

Urban Strategies

VIET

Thank you for your continued support.



Community Action changes people's lives, embodies the spirit of hope, improves communities, and makes America a better place to live. We care about the entire community, and we are dedicated to helping people help themselves and each other.

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