

HELPING  
PEOPLE  
CHANGING  
LIVES

Total Community Action, Inc.

2010 Annual Report



# BOARD OF DIRECTORS

Honorable James Singleton

*Chairman*

Mr. Victor Gordon

*Vice Chairman*

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*Program Committee Chairperson*

Ms. Mary White-Johnson

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Mr. Gerald V. Williams

Ms. Cathy Washington

Mr. Henry Irvin

Mr. Anthony W. Richard

Rev. James Russ

Mr. Charles Rice, Sr.



# Head Start Policy Council

The TCA Board of Directors has established and maintained a formal structure of shared governance through which parents, particularly the Head Start Policy Council, can participate in policy making or in other decisions about the program.

The Head Start Policy Council and the Board of Directors share responsibility for overseeing the delivery of high quality services to children and families in accordance with Head Start legislation, regulations, and policies. Through the Policy Council and through Parent Committees at each Head Start site, parents and other community representatives are empowered to actively participate in the shared decision-making process.

Policy groups – the Policy Council at the grantee agency level and the Policy Committee at the delegate agency level – have policy-making authority, and therefore, are governed by locally determined bylaws that ensure clarity and consistency in function and purpose.

Parent Committees provide every parent of an enrolled child with the opportunity to assist in the development of activities that address their interests and needs and that support the education and healthy development of their children.

## 2009-2010 HEAD START POLICY COUNCIL OFFICERS

Jimese Van Buren  
Chairperson

Dorothy Bowens  
Vice-Chairperson

Jessica Eugene  
Secretary

Christina Carson  
Assistant Secretary

Ireyion Calloway  
Treasurer

Ricky Clark  
Chaplain

Travis Duplessis  
Chaplain



**W**e 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.

# 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.



# A LETTER FROM OUR CHAIRMAN & President/CEO



2010 was an exciting year for Total Community Action, Inc. (TCA). We began a new era in leadership, expanded our services through the support of the American Reinvestment and Recovery Act programs, and began charting our course to the agency's fiftieth anniversary of service, leadership and advocacy.

Our plan is simple and focused: engage the entire New Orleans community in the implementation of policies and strategies that alleviate poverty and empower and support individuals and families as they move to self-sufficiency. Our programs and services foster hope and vision, while mitigating the negative impacts of poverty. We provided high quality child development and education through our Head Start programs; we develop income management and asset development skills in our participants through energy assistance, weatherization, financial literacy training and asset development; and we engaged and supported the residents of low income communities to be transformative change; and finally we partnered with other organizations and advocates in support of transforming our entire community.



As we move forward, our resolve is firm; TCA will advocate for and protect low-income and vulnerable populations from cuts in services that undermine the integrity of the "social safety net". Our target populations include: the elderly, disabled, unemployed, under-employed individuals and families, families in transition. We wish to thank our funders, partners and volunteers for their commitment and support of the Promise of Community Action –

"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."

Please join our efforts and support the work of community action in New Orleans, consider a donation, become a volunteer and an advocate for our children and other vulnerable populations.

Still here and still working,

*James M. Singleton*

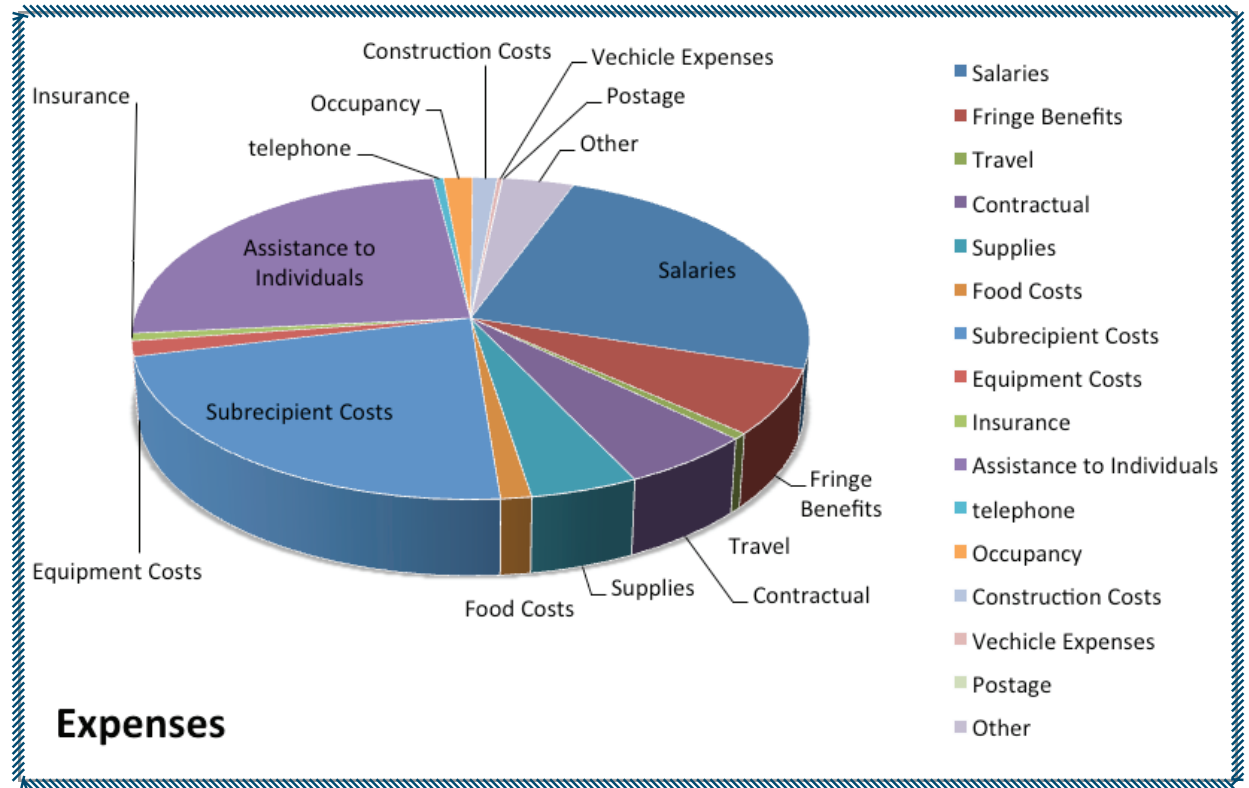
James M. Singleton, Sr.  
Chairman, TCA Board of Directors

*Thelma Harris French*

Thelma Harris French  
President/CEO

## Revenue

Government Grants	37,408,563
Investment Income	97,113
Other	286,344
	37,792,020



## Expenses

Salaries	8,932,157	24%	Telephone	197,460	1%
Fringe Benefits	2,419,685	7%	Occupancy	572,153	2%
Travel	223,390	1%	Construction Costs	484,025	1%
Contractual	2,060,358	6%	Vehicle Expenses	97,976	0%
Supplies	1,669,476	5%	Postage	10,341	0%
Food Costs	475,306	1%	Other	1,398,282	4%
Sub recipient Costs	8,198,656	22%		36,526,558	100%
Equipment Costs	558,524	2%			
Insurance	273,163	1%			
Assistance to Individuals	8,955,606	25%			

## ASSETS

Cash	\$ 331,385
Certificated of Deposits	532,353
Investment Securities	1,494,084
Receivables	
Grants	3,034,364
Interest	1,776
Other	12,226
	3,048,366

Property and Equipment at cost	5,967,256
Economic Interest – Economic Development Unit, Inc.	433,200

Total Assets \$ 11,806,644

## LIABILITIES AND NET ASSETS

Accounts payable and accrued liabilities	\$ 1,880,701
Pension contributions payable	750,896

Total Liabilities 2,631,597

Commitments

Net Assets

Unrestricted 391,826

Temporarily restricted 7,686,192

Permanently restricted 1,097,029

Total Net Assets 9,175,047

Total Liabilities and Net Assets \$ 11,806,644



## TOAL COMMUNITY ACTION, INC STATEMENT OF FINANCIAL POSITION December 31, 2010



# TCA PROGRAMS AND SERVICES

## **HEAD START**

Launched in 1965 as a comprehensive child development program, Head Start is currently a primary support structure to low income children and their families nationwide, providing early childhood education, social services, parent involvement and services for children with disabilities. The overall purpose of Head Start is to promote the school readiness of low-income children by enhancing their cognitive, social and emotional development and to assist parents in developing and implementing a path out of poverty moving the family towards self-sufficiency.

## **EARLY HEAD START**

Early Head Start provides family-centered services for low-income families with very young children. It is designed to promote the development of the children and to enable their parents to fulfill their roles as parents and to move towards self-sufficiency.

## **COMMODITY DISTRIBUTION PROGRAM**

Commodity Distribution Program which supplements the food needs of low and moderate-income households in Orleans Parish. This program assists people by promoting smarter shopping, wiser menu preparations, and greater nutritional awareness.

## **WORKFORCE DEVELOPMENT CENTER**

TCA's Employment Development Center is linked with area schools, employers and organization to provide services, which are designed to make job development attempts more successful.

## **WATER ASSISTANCE**

The Water Service Assistance Program provides assistance with Sewerage & Water Board bills to elderly and disabled persons who are unable to pay the bill due to emergency circumstances.

## **ENERGY ASSISTANCE**

The goal of Low-Income Home Energy Assistance Program (LIHEAP) is to assist eligible households in meeting the cost of home energy for heating and cooling. The second goal is to conserve energy and reduce energy costs and low-income households through weatherization of dwelling units.



## **TRANSPORTATION PROGRAM**

The TCA's Transportation Program provides transportation services for the elderly and/or handicapped in areas where there is a gap in special transportation services. The program gives people access to shopping, medical appointments, education, training and recreation in the community.

## **YOUTH WORK EXPERIENCE**

The TCA Youth Work Experience Program provides job placement services to low-income and disadvantaged full-time students between the ages 16 and 21. The program operates in two cycles, Fall and Summer

## **HOMELESS ASSISTANCE**

In partnership with Unity for the Homeless, TCA provides assistance to customers for 1st month rent and deposit, utility payment and furniture. Interventions may be provided customers who may require assistance to overcome barriers, such as poor tenant history, credit history and discrimination based on ethnicity, gender, family make-up and income source.

## **INDIVIDUAL DEVELOPMENT ACCOUNTS**

The Total Community Action Individual Development Account (TCA-IDA) program is administered by the TCA in partnership with the Total Community Action Federal Credit Union (TCAFCU). The program is designed to encourage savings and improve personal financial planning to help low-income individuals build productive assets and self-sufficiency.

## **TAX ASSISTANCE CENTER**

Total Community Action Tax Assistance & Education Center is organized to educate the community about benefit of the EITC, particular low-income workers and businesses. Also the Center provides free income tax filing through the Internal Revenue Services – Volunteer Income Tax Assistance program. TCA operates 9 free tax preparation sites citywide.

## **FINANCIAL FUTURES**

TCA Financial Futures is part of an eight-point poverty reduction strategy that designed to encourage savings and improve personal financial planning to help low-income individuals build productive assets and self-sufficiency. Specifically the program assists customers with exploring the wealth of services available to help them move to more permanent self-sufficiency and acquire assets many previously believe as unattainable.

# 2010 Community & Energy Service Activities

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.

<b>15</b> Individuals unemployed and obtained a job	<b>194</b> families received minor home repair assistance through Weatherization
<b>364</b> Individuals provided with job skills enhancement services to improve employment situation	<b>1,985</b> Families received assistance with food and nutrition to help with maintaining a healthy diet
<b>262</b> Individuals received Life Skills and Readiness training to improve employment situation	<b>8,700</b> families received information and referral to other agencies for additional assistance
<b>8</b> Individuals provided with On-Job-Training to obtain unsubsidized employment	<b>356</b> Individuals received transportation assistance to help maintain an independent living lifestyle
<b>353</b> Youth ages 12 – 21 provided with employment opportunities and career exploration	<b>500</b> hours were donated by low income individuals to Community Action
<b>1,250</b> Units of clothing were provided for employment support.	<b>473</b> Individuals received information and medical and personal hygiene supplies
<b>110</b> Families received household financial counseling	<b>3,278</b> Individuals received free tax preparation assistance
<b>423</b> Families participated in weatherization workshops to improve home efficiency	<b>14,185</b> Families received payments to assist with their utility bills
<b>15</b> Families purchased homes with accumulated savings Individual Development Accounts	

HELPING PEOPLE. CHANGING LIVES.

## TCA Neighborhood Centers

TCA TOTAL FAMILY CENTER  
1424 SO. JEFFERSON DAVIS  
NEW ORLEANS, LA 70125  
(504) 872-0330

ALGIERS-FISHER NEIGHBORHOOD CENTER  
1111 NEWTON STREET  
NEW ORLEANS, LA 70114  
PHONE #: (504) 366-6321/363-2122  
FAX #: (504) 263-1268

CENTRAL CITY NEIGHBORHOOD CENTER  
2020 JACKSON AVENUE  
NEW ORLEANS, LA 70113  
PHONE #: (504) 524-3484/524-1383  
FAX #: (504) 524-6484

DESIRE FLORIDA AREA NEIGHBORHOOD CENTER  
2014 CAFFIN AVENUE  
NEW ORLEANS, LA 70117  
PHONE #: (504) 942-1473  
FAX #: (504) 942-1470

LOWER NINTH WARD NEIGHBORHOOD CENTER  
2014 CAFFIN AVENUE  
NEW ORLEANS, LA 70117  
PHONE #: (504) 942-1471/942-1472  
FAX #: (504) 942-1470

## TCA Head Start Centers

BEREAN HEAD START CENTER  
1629 SIMON BOLIVAR AVE.  
NEW ORLEANS, LA 70113  
(504) 524-1281 / (504) 524-3080 FAX

DIANA HEAD START CENTER  
2144 PACE BLVD.  
NEW ORLEANS, LA 70114  
(504) 366-4626 / (504) 368-1862 FAX

M.L. KING HEAD START CENTER  
1401 SIMON BOLIVAR AVE.  
NEW ORLEANS, LA 70113  
(504) 524-0391 / (504) 529-4453 FAX

FOUNDERS HEAD START CENTER  
4128 FRANKLIN AVE.  
NEW ORLEANS, LA 70122  
(504) 945-4128 / (504) 943-0736 FAX

JAMES SINGLETON HEAD START CENTER  
14441 CURRAN BLVD.  
NEW ORLEANS, LA 70128  
(504) 240-3300 / (504) 240-7147 FAX

ANNETTE HEAD START CENTER  
1625 B. ANNETTE STREET  
NEW ORLEANS, LA 70116  
(504) 942-5552 / (504) 942-5501 FAX

PEACE HEAD START CENTER  
2500 BROAD STREET  
NEW ORLEANS, LA 70125  
(504) 822-8418 / (504) 822-8427 FAX

CARROLLTON-DUNBAR HEAD START CENTER  
9301 COLAPISSA STREET  
NEW ORLEANS, LA 70118  
(504) 483-6789 / (504) 483-6755 FAX

PEARLIE H. ELLOIE HEAD START CENTER  
3029 WALL BLVD.  
NEW ORLEANS, LA 70114  
(504) 366-4170 / (504) 366-4799 FAX

HOPE EARLY HEAD START CENTER  
4521 MARTIN LUTHER KING BLVD.  
NEW ORLEANS, LA 70125  
(504) 309-0396 / (504) 304-8351 FAX

GENTILLY EAST HEAD START CENTER  
4347 REYNES ST.  
NEW ORLEANS, LA 70126  
(504) 242-0025 / (504) 242-0035 FAX

DR. PETER W. DANGERFIELD HEAD START TRAINING CENTER  
1402 SO. JEFFERSON DAVIS PKWY  
NEW ORLEANS, LA 70125  
(504) 309-2815 / (504) 309-2829 FAX

**YES. IMPROVING COMMUNITIES.**

# ARRA FUNDING INCREASED IMPACT

The American Recovery and Reinvestment Act Funds (ARRA) received by our agency assisted

EMPLOYMENT PROGRAMS AND SERVICES	
On-the-Job Training Youth Work Experience	15
Youth Work Experience	353
Intensive Job Readiness	30
Weatherization OJT	51
Certified Nursing Assistant Training	24
Employment Supports	356
Education	
Adult Basic Instructions/GED	60
Basic Computer Skills	204
After School Tutorial	25
Summer Youth Enrichment	158
Income Management	
Financial Literacy	110

EMERGENCY ASSISTANCE	
Rental Assistance	651
Utilities: Energy & Water	2196
Emergency Food Assistance	1200
Medical & Personal Hygiene Supplies	464
Prescription Drug Assistance	473
Agency Development	
Comprehensive Community Assessment	1600
ROMA Training	232
Community Action Plan Development	45
Partnerships and Linkages	
Poverty Reduction	110
Orleans Public Education Network	50
Promise Plus Movement	75



# JOB CREATION

The agency created 35 jobs with ARRA funding in Community Services, Weatherization and Head Start programs.

# IMPACT

Total Community Action served 21,049 unduplicated New Orleans residents during the period of October 1, 2009 and September 30, 2010, providing a comprehensive range of services.

# HEAD START

Head Start Early Childhood Services: Total Community Action continued to fulfill its mission of promoting the school readiness of low-income children through the provision of family-centered services that promote the healthy development of the children and families through comprehensive health, developmental and family services.

TCA provided these services through multiple program options including center-based classrooms and family child care appropriate to the needs of our population. TCA's early childhood programs include Head Start, Early Head Start, delegate Head Start and Early Head Start, and Child Care partners.

The most significant event in 2009-2010 was the expansion of the program through a highly competitive American Recovery and Reinvestment Act grants resulting in an expansion of 78 Early Head Start children. The ARRA expansion resulted in an additional \$2.1 million dollars in funding over a two year period.

This expansion resulted in the total additional enrollment of 281 children in thirteen counties. Also unprecedented was the startup of the expansion programs within four months of the grant awards. This startup included furnishing and equipping classrooms and socialization sites as well as the hiring and training of new staff.

Total Community Action also received additional one-time ARRA funding which were used to provide COLA increases for staff, quality increases for staff with college degrees, extensive professional development activities and funds for additional playground upgrades, minor renovations, classroom supplies, equipment.

## ENROLLMENT, ELIGIBILITY, AND SERVICES

The table at right represents summary data from the Performance Information Report (PIR) that Head Start must submit to the federal government.

## FAMILY ENGAGEMENT

Participation of families in the Head Start program is an integral element of Head Start's success. The TCA Head Start program engages parents and families to promote children's healthy development and learning. Families act as advocates for their children and the Head Start/Early Head Start programs by actively taking part in decision making opportunities.

TCA provides consistent, two-way communication that is facilitated through multiple forms and is responsive to the linguistic preference of the family. Families collaborate and exchange information allowing them to share their unique knowledge and skills through volunteering and actively engaging in events and activities at the centers. Teachers seek out information about children, their families, and the communities and integrate this information into their curriculum and instructional practices. Lastly, our programs and families place an emphasis on creating and sustaining learning activities at home and in the

community that extend the teachings of the program so as to enhance each child's early learning and school readiness.

## FUNDING AND EXPENDITURES

The 2009-2010 Financial Resource Summary included in this annual report provide summary financial data for the entire agency's funding sources and expenditures.



# Program Information Report

	Head Start (3-4)	Early Head Start (0-3)
Total Actual Enrollment	1488	264
Percentage of enrolled children where were identified as Hispanic or Latino	6%	3%
Children enrolled in Head Start or Early Head Start who identified as minority	92%	97%
Percentage of children enrolled with a disability	10%	6%
Actual Enrollment below 100% of Poverty	99%	92%
Percentage of Children enrolled based on receipt of public assistance	10%	7%
Percentage of Children enrolled who identify as homeless	1%	1%
% Enrolled Children Receiving Medical Screenings	99%	97%
% of Children Needing Medical Treatment for Chronic Illness	2%	2%
% of Children Receiving Medical Treatment	96%	100%
% Enrolled Children Receiving Dental Exams	91%	98%
Total Number Families Served	1400	252
% Families Participating in Family Goal Setting	91%	96%
Total Persons Providing Volunteer Services	2519	371
% of Volunteers who were Current or Former Parents	44%	67%
Total Number of Classrooms Operated	83	45

## CHILDREN AND FAMILIES SERVED

Total Community Action Head Start Program provided services to a total of 1,752 children and families including delegate agencies. This included 1488 children in the Head Start program serving children ages three to five, and 264 children enrolled in the Early Head Start program serving children ages zero to three.

## MEDICAL AND DENTAL SERVICES

Of the children enrolled during the 2008-2009 school year, 98% of the children received a medical examination and 95% received a dental examination. The percentage of children receiving the medical and dental screenings increased from last year's number of 80% and 91% respectively. 100% of the children needing medical or dental treatment were treated.

## SCHOOL READINESS

One of the principal goals of the Head Start pAccording to the Office of Head Start and the Louisiana Department of Education, "school readiness" can be defined as : children acquiring the skills, understanding and attitudes; across early childhood developmental domains, to be successful in school and other learning endeavors they may partake in life." Here at Total Community Action, Inc. Head Start our children are not only ready, but our parents and schools/ communities are also ready to support and nurture the learning of their children.

School readiness for Total Community Action, Inc. Head Start means that our children are able to assess and track their own literacy and mathematical progress, through face recognition and interactive technology. Our children are acquiring the

"approach skills" needed to establish positive peer and adult relationships, so that they are able to communicate effectively and self-assuredly. They are examining the world through use of the "scientific method" and are able to hypothesize which objects may "sink or float" and whether or not their toys are "simple machines" or "living or non-living." A TCA Head Start child can expressively or receptively communicate as they are able to write and tell a story, by properly formulating their letters and phonetically sounding out their words. Our Head Start children are also health conscious, as they are able to set a table, choose healthy foods and eliminate germs through the washing of their hands and the brushing of their teeth. We at TCA can honestly say our children are "school ready."



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.

Total Community Action, Inc.  
Office of Outreach & Communications  
1420 South Jefferson Davis Pkwy.  
New Orleans, La 70125  
(504) 872-0334  
[www.tca-nola.org](http://www.tca-nola.org)

Thelma Harris- French  
President/ CEO