



TOTAL COMMUNITY ACTION, INC.

Embracing Community Annual Report 2012



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Dr. Yvonne Sterling
Dr. Glenda

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

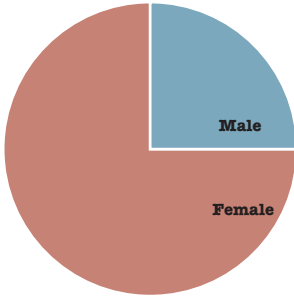
James Singleton, Sr.
Board Chairman

Thelma H. French

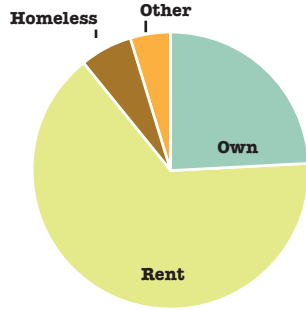
Thelma H. French
President/CEO

WHO WE SERVE

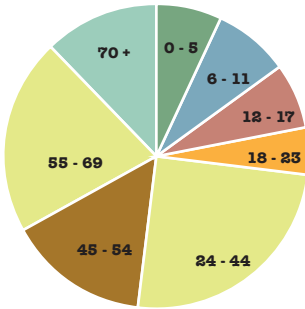
Level of Participants' By Gender



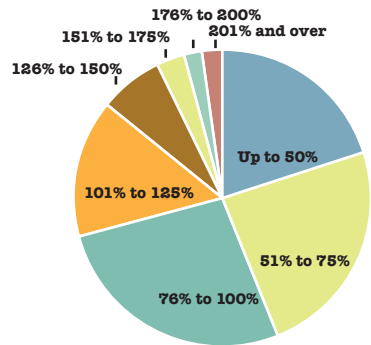
Level of Participants' By Household



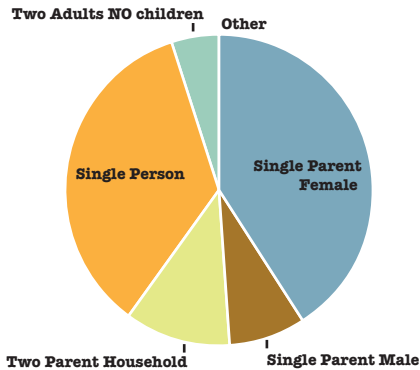
Level of Participants' By Age



Level of Participants' Family Income



Level of Participants' By Family Type

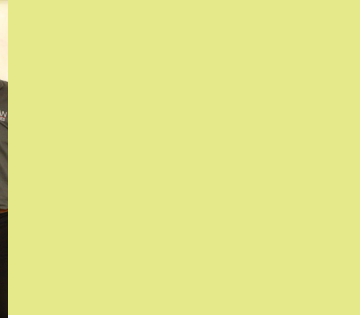


STATEMENT OF FINANCIAL POSITION

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%

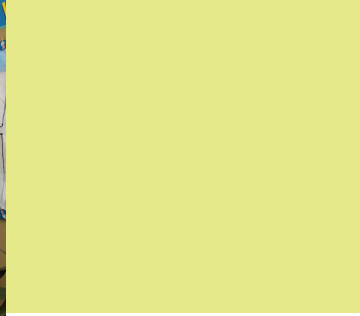
HEALTH INDICATORS

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.

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

Thelma Harris- French
President/CEO