




# ANNUAL REPORT

FY 2014

*TOTAL COMMUNITY ACTION, INC*



**Total Community Action, Inc. (TCA) is a non-profit community based agency, dedicated to serving the needs of the disadvantaged.**

**Founded in 1964, TCA has worked with families to overcome social and economic conditions to perpetuate poverty. Services provided by TCA address the needs of the poor and near poor by providing direct assistance, as well as the opportunity for people to better themselves and their families.**

**Services provided by TCA include: early child development (Head Start), energy conservation, food pantry, case management, workforce and job development, financial education, asset development, advocacy and community engagement, and variety of partnerships and linkages.**

## LEADERSHIP

TCA is very proud of our services and accomplishments of the past year. I am pleased to report that in delivering our mission to alleviate poverty, improve lives and strengthen our communities our agency and its passionate staff were able to assist and provide services to more than 12,000 families and 26,000 residents in our parish service area from January through December 2014. TCA programs include child and family development, energy assistance, housing, nutrition, asset development, case management and employment and training. These efforts and programs were vital in distributing valuable dollars and assistance to our communities. Our organization provided a means for our clients to achieve affordable housing, stabilize energy costs, remain comfortable in their homes and receive aid when homeless or at risk of homelessness.

While pleased with our services and programs, we will continue to investigate diversification as we identify and determine additional needs of those we serve.

It is my privilege to serve on the Board of Directors and to be a part of such a wonderful and essential organization dedicated to alleviating poverty in Orleans Parish. I encourage and implore you to do the same through TCA whether by donation or by volunteering. Together we will all help people, improve lives and strengthen our communities.

This year we recognize the 50th anniversary of the signing of the Economic Opportunity Act, marking the start of the powerful, collaborative movement known as Community Action. As we celebrate our history and build our future, I wish to thank our dedicated, hardworking staff, committed board of directors and the vast network of volunteers, supporters and partner organizations who help advance our mission. Together, we share a vision of a strong community where all people are valued, supported, empowered and successful ... and where endless possibilities are realized

**James Singleton**  
**Chairman, Board of Directors**



## LEADERSHIP

Dear Friends,

As a designated Community Action Agency, Total Community Action's mission continues to focus upon bringing together the resources needed to provide safe and affordable housing and to obtain programs and services that will help our low income constituents become self-sufficient. Total Community Action's success starts with having a diverse and knowledgeable Board of Directors who volunteer their time in the service for others.



Total Community Action's Board encompasses representation from the low income sector, public officials, and private sector individuals who collectively utilize their talents to assess the needs of our community and set policy so Total Community Action can obtain the resources to meet those needs. This diverse representation enables all perspectives to be brought to the table to accomplish our core mission of helping those in need. Through the Board's leadership, a dedicated staff, and generous community partners, Total Community Action has strived to make a positive impact within Orleans. During the past fiscal year, we secured and expended well over twenty-three (23) million dollars to provide programs and services in Orleans. Our services were able to assist 5,422 households and 12,377 individuals.

As we reflect on our accomplishments, we are thankful for all the cooperation, generosity, and support we received from so many to make lives better for those less fortunate. Yet we understand that our work is not done. There are individuals that continue to need our help, and opportunities that need to be seized. The Board and staff of Total Community Action, along with our community partners, will continue to do all we can to make positive change in our New Orleans community

**Thelma H. French**  
President/CEO

# FIFTY YEARS OF SERVICE



## 50<sup>th</sup> Anniversary Celebration

Total Community Action Incorporated hosted its 50th Anniversary Gala to celebrate its legacy in the New Orleans community, as an anti-poverty agency that moves families from poverty to self-sufficiency. On Saturday, December 13, 2014, New Orleans' most prominent leaders, corporate partners, TCA supporters, philanthropists, appointed and elected officials joined together to celebrate TCA's legacy and accomplishments.

Since 1964, Total Community Action, Inc. has worked in the New Orleans community to address the needs and provide assistance to families who strive for self-sufficiency. Over the years TCA's work has moved from simply providing aid and meeting the immediate needs to providing family enhancing experiences which begin to fundamentally change people's perception of themselves and increase their capacities to be self-sufficient. Since its inception TCA has been a training ground for many of this community's distinguished leaders. Your donation will support TCA in its work and empower low income individuals and families attain self-sufficiency.

### GALA FINANCIAL REPORT

#### Income

Platinum Sponsors	\$10,000
Silver Sponsors	\$15,000
Donations	\$24,000
Tables	\$19,500
Tickets	\$13,147.22
Calendars	\$425.00
Interest	\$18.47
<b>TOTAL INCOME</b>	<b>\$82,090.69</b>



#### Expenditures

Printing	\$6,351
Souvenirs	\$1,212.10
Publicity	\$350.00
Flowers	\$1,221.46
Supplies	\$762.34
Video Productions	\$1,150
Music Entertainment	\$1,900
Venue & Catering	\$57,367.84
Arts and Prints	\$10,000
Misc Supplies	\$892.90
<b>TOTAL EXPENSES</b>	<b>\$81,207.64</b>





# AGENCY FINANCIAL STATEMENT

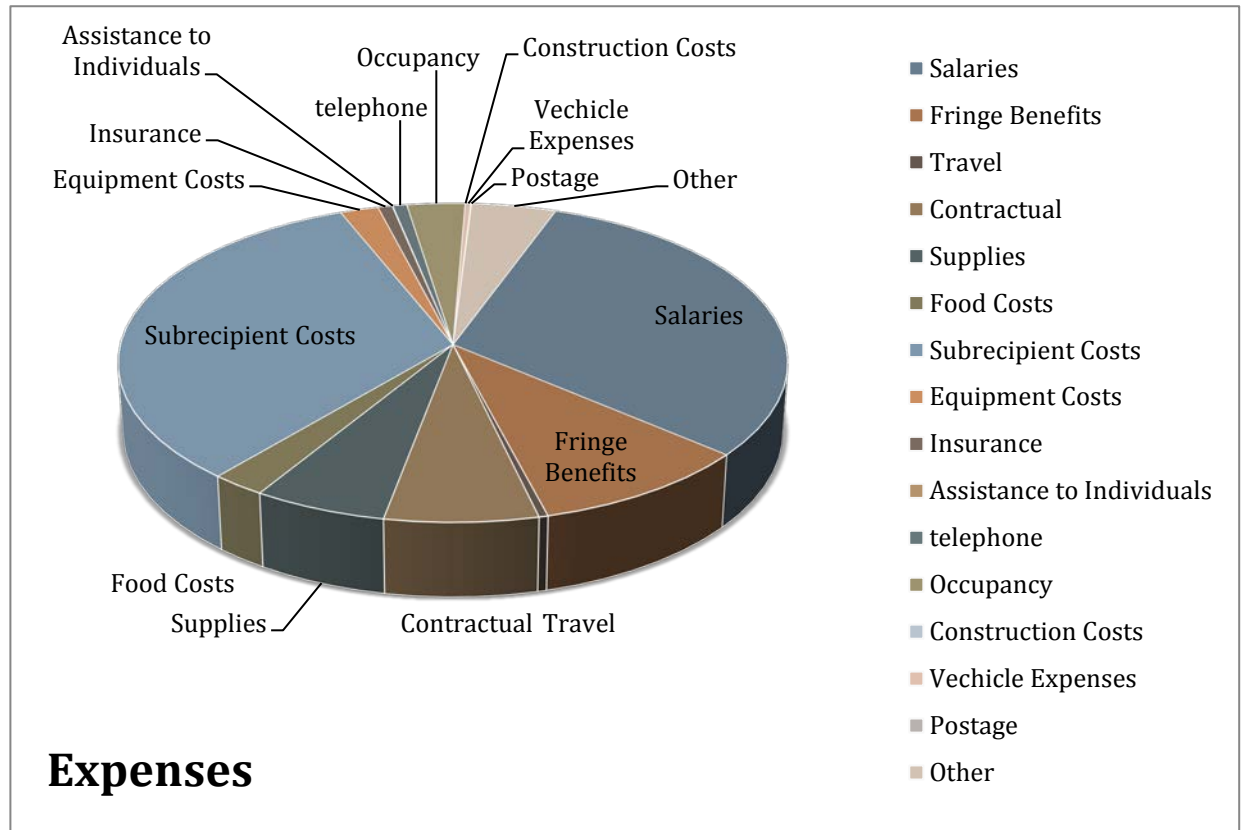
## Financial Summary of Operations

### REVENUE

Government Grants	27,767,512
Donations	42,800
Investment Income	103,950
Fundraising	14,987
Other	4,862
	27,934,111

### EXPENSES

Salaries	8,644,896	31%
Fringe Benefits	2,729,397	10%
Travel	111,374	0%
Contractual	1,879,653	7%
Supplies	1,639,703	6%
Food Costs	670,411	2%
Subrecipient Costs	9,229,087	33%
Equipment Costs	580,212	2%
Insurance	216,912	1%
Assistance to Individuals	9,583	0%
Telephone	213,769	1%
Occupancy	880,463	3%
Construction Costs	0	0%
Vehicle Expenses	85,194	0%
Postage	9,761	0%
Other	1,286,647	5%
	28,187,062	



# AGENCY SERVICE PROFILE

## GENDER

Male	6986
Female	13982

## AGE

0-5	3541
6-11	5235
12-17	3174
18-23	1249
24-44	2225
45-54	1418
55-69	2705
70+	1421

## ETHNICITY

Hispanic, Latino, Spanish origins	1390
Not Hispanic, Latino, Spanish origins	19578

## RACE

White	313
Black or African American	19561
American Indian or Alaska Native	4
Asian	152
Native Hawaiian and Other Pacific Islander	5
Other	783
Multi Race	150

## EDUCATION (ADULTS OVER 24)

0-8	599
9-12/Non Graduate	2263
High School Graduate	3068
12+ Some Post-Secondary	1119
2 or 4 Year College Degree	720

## OTHER CHARACTERISTICS

	Yes	No
Health Insurance	16428	4540
Disabled	4806	16162

## FAMILY TYPE

Single Parent Female	3948
Single Parent Male	245
Two Parent Households	428
Single Person	4242
Two Adults No Children	421
Other	289

## FAMILY SIZE

One****	4343
Two	2272
Three	1382
Four	1229
Five	258
Six	134
Seven	41
Eight or more	25

## SOURCE OF FAMILY INCOME

One or More	7850
Zero Income	1834

## Type of Family Income

TANF	462
SSI	3125
Social Security	3037
Pension	357
General Assistance	565
Unemployment	400
Employment + Other	895
Employment Only	1258
Other	936

## LEVEL OF FAMILY INCOME

Up to 50%	2349
51% to 75%	1801
76% to 100%	3907
101% to 125%	944
126% to 150%	423
151% to 175%	204
176% to 200%	32
201% and over	24

## HOUSING

Own	2900
Rent	5759
Homeless	89
Other	936

# OFFICE OF COMMUNITY SERVICES

TCA works to implement the Results Oriented Management and Accountability (ROMA) performance based system to promote greater effectiveness on the Community Service Block Grant funds that it received.

TCA is guided by six broad anti-poverty goals. To accomplish these goals, we undertake a number of implementation actions that focus on results-oriented management and results-oriented accountability:

## Results-Oriented Management

- Assess poverty needs and conditions within the community;
- Define a clear agency anti-poverty mission for community action and a strategy to address those needs, both immediate and longer term, in the context of existing resources and opportunities in the community;
- Identify specific improvements, or results, to be achieved among low-income people and the community; and
- Organize and implement programs, services, and activities, such as advocacy, within the agency and among “partnering” organizations, to achieve anticipated results.

## Results-Oriented Accountability

- Develop and implement strategies to measure and record improvements in the condition of low-income people and the communities in which they live that result from community action intervention;
- Use information about outcomes, or results, among agency tripartite boards and staff to determine the overall effectiveness, inform annual and long-range planning, support agency advocacy, funding, and community partnership activities.

## Community Service Block Grant National Goals and Performance Indicators

### Goal 1: Low-income people become more self-sufficient.

- Sixty-Five low-income participants who were unemployed and obtained a job or became self-employed as a result of Community Action Assistance
- The number of low-income participants for whom barriers to initial or continuous employment are reduced or eliminated through assistance from Community Action by
  - 12 Obtained care for child or other dependents to reduce barriers to initial or continuous employment
  - 28 Obtained access to reliable transportation and/or driver's license to reduce barriers to initial or continuous employment
  - 42 Obtained and/or maintained safe and affordable housing to reduce barriers to initial or continuous employment
  - 87 Obtained food assistance to reduce barriers to initial or continuous employment
  - 2713 Obtained non-emergency LIHEAP energy assistance to reduce barriers to initial or continuous employment
  - 2,456 participants received free income tax preparation and qualified for over \$4,524,587 of Federal or State tax credits
  - 164 participants were enrolled in energy discounts with the assistance of the agency and the expected over \$11,388 of utility savings
  - 115 participants in financial literacy programs demonstrated the ability to complete and maintain a budget for 90 days
  - 30 families open a savings account as a result of financial literacy education provided by the agency

### Goal 2: The conditions in which low-income people live are improved.

- Over 100 living wage jobs were created by increasing wages to \$10.10 per hour
- 200 accessible safe and affordable child care / child development placement opportunities for low-income families were created, by opening of new Head Start Centers
- 3 summer and after-school programs provided placement for low-income families
- 2 Community Facilities were preserved as a result of community action
- TCA was able to mobilized 4,786 community members that participated in community revitalization and anti-poverty initiatives
- Community members donated 598,842 volunteer hours to the agency



# OFFICE OF COMMUNITY SERVICES

## **Goal 3: Low-income people own a stake in their community.**

- Of the 598,843 volunteer hours donated, 554,398 were done by low income individuals with over 93% occurring in the Head Start and Early Head Start programs
- 1,581 low-income people participating in formal community organizations, government, boards or councils that provide input to decision-making and policy-setting through Community Action efforts
- 285 low-income people engaged in non-governance community activities or groups created or supported by Community Action

## **Goal 4: Partnerships among supporters and providers of services to low-income people are achieved**

- TCA worked with 261 organizations and created 257 partnerships to promote family and community outcomes

## **Goal 5: Agencies increase their capacity to achieve results**

- TCA has 1 Nationally Certified ROMA Trainer
- 138 Child Development Certified Staff
- 438 staff and volunteers attending trainings
- 20 Board Members attending trainings
- TCA staff members in total had 12,480 hours of professional training
- Board members spent 160 hours in trainings

## **Goal 6: Low-income people, especially vulnerable populations, achieve their potential by strengthening family and other supportive environments**

- TCA assisted 4,126 senior citizens and 4,806 disable children, adults and seniors in all programs
- TCA provided 107 emergency food bags
- Over 1,853 families were assisted with emergency utility payments for electricity, gas and water
- 36 families were assisted with emergency rent and mortgage help to avoid homelessness
- 41 families with children under 5 were provided emergency temporary shelter in order to end homeless situations
- 2184 Children participate in pre-school activities to develop school readiness skills
- 654 Children participated in pre-school activities and are developmentally ready to enter Kindergarten.
- 45 Youth improve health and physical development
- 75 Youth improve social/emotional development
- 36 Youth have reduced involvement with criminal justice system
- 68 Youth increase academic, athletic, or social skills for school success
- 581 Parents and other adults learn and exhibit improved parenting skills
- 672 Parents and other adults learn and exhibit improved family functioning skills
- 3,732 families that were either senior citizens, disabled or had children under 5 in the household obtained non-emergency utility assistance
- 854 boxes of food was provided
- TCA completed 16,066 information and referral calls to services and other providers.

## **Food Pantry**

The need for food does not seem to be dissipating. If anything, it is increasing. The family numbers seem to increase every year. The family sizes seem to increase every year. What does not seem to be increasing is the amount of donations.

The fresh produce donations from the local farms have been wonderful, as usual. But those items have a limited shelf life. The nonperishable items are primarily gathered from food drives and that is what we are in short supply of.

# OFFICE OF COMMUNITY SERVICES

Since we are a food pantry we have seen a marked increase in their numbers as well. In times when demands are increasing and the available funding and donations are not ± the math doesn't seem to work out.

It's an amazing thing about this place, though. If you don't have faith that all the needs will be met, this job could drive you absolutely crazy. All of us at the food bank and pantry rely on our faith. For through faith comes hope. And hope fuels the spirit to not give up. We know our needs will be met. We have seen it time and time again. The freezer is really low on meat, the shelves are running bare of certain essential items, or we don't have enough volunteers. We are accustomed to staring adversity in the face. Yet we have never given up hope, and we have never been disappointed.

A total of six thousand one hundred twenty-five (6,125) individuals, residing in two thousand eight hundred thirty (2,830) households, received supplemental food assistance through the Network

The large corporate donations are down and local food donations and drives are down. However, that does not dissuade us from working towards our mission. Our mission is to do everything we can to fight hunger in our target area in Orleans Parish. Hunger is not just an isolated situation that plagues a small percentage of the population that may not have the means to sustain a certain level of living. Hunger is something more than just that uncomfortable feeling that some of us get. It is a fact of life that affects us all in one way or another. And hunger is something we all can definitely do something to end. It takes more than just Total Community Action Agency to fight this war. It takes the work of the entire community. *"Won't you help?"*

## Self-Sufficiency Rapid Re-Housing Program

–

The City of New Orleans has partnered with TCA, to deliver a rent assistance program through the Emergency Solutions Grant, provided by the LA Department of Community and Economic Development. The program provides homeless individuals and families with rent assistance and case management services until they have reached stability in permanent housing. During the program year, a total of twenty-six (26) households representing thirty-two (32) adults and twenty-seven (27) children, have participated in the program



**HEAD START** is a comprehensive preschool program for low income children and their families. Head Start provides children, including those with special needs, with services that actively encourage and promote social, emotional, intellectual (school readiness skills), physical growth and development. Head Start fosters good health through well child checks and dental exams, current immunizations, nutrition and lead risk assessments. Parent involvement is one of the cornerstones of the program and parents have many and varied opportunities to participate in their child's education and development. Support services are available for families including social services, mental health and disability services, and transportation. Head Start receives USDA reimbursement and nutritious meals are provided based on the hours the child attends the center. **EARLY HEAD START** is a comprehensive program for low income infants, toddlers, and their families. The same services provided in Head Start are available for infants and toddlers.

## **HEALTH**

Total Community Action Agency places a strong emphasis on the overall health and well-being of the children served. Families are assisted in locating free medical and dental care for their children. The program ensures that families receive assistance in enrolling



for medical insurance. In addition, the program partners with physicians, dentists, and local universities and colleges who provide free or low-cost services for our children. Because of these efforts 96% of all children and pregnant women served during the 2013---2014 school year received medical exams and 99% dental exams.

In order to promote good health in the classroom, all meals and snacks are planned by a registered dietician and meet the nutrition standards established by CACFP. The program recently switched from white bread to whole wheat bread, from whole milk to 1% milk, and reduced the sugar and fat in meals served to children. During breakfast, lunch, and snack times, children learn about various foods and beverages that are healthy. Activities teach children the value of healthy eating and exercise.

## **DISABILITIES**

TCA ensures that every child with special needs is valued, supported and fully included in all aspects of our program. We work directly with children, school districts, teachers and families to ensure that everyone is aware of each child's IFSP/IEP (individualized family service plan/individualized education plan) goals and that the goals are worked on collaboratively. Our observations and assessments indicate that every child with an IFSP/IEP demonstrated growth in reaching their goals. In addition, Early Head Start and Head Start are mandated to provide 10% of their total funded enrollment to children with disabilities.

We served approximately 33% of eligible preschool children and 3% of eligible infants and toddlers in Orleans Parish, for a total of 2,267 children.

- 55 children under age one
- 123 one-year olds
- 194 two-year olds
- 1,067 three-year olds
- 934 four-year olds
- 40 five years and older

# OFFICE OF CHILDREN, YOUTH & FAMILIES

## PRIMARY LANGUAGE OF THE HOME

2,279 children (English) 131 children (Spanish) 3 children (East Asian Languages)

## WE SERVED 2,206 FAMILIES:

292 two-parent families and 1,914 single-parent families, 1,331 families had one or more parents employed and 1,819 families had a parent with a High School diploma, GED, or higher.

## OUTCOMES

100% who were identified by a medical professional as needing medical services received them

99.8% were current on immunizations

98.3% had an ongoing source of continuous, accessible health care

96.4% received dental exams

61.7% were at a healthy weight

Out of 786 transitioning kindergarteners....

95% could follow 2-step commands

98% expressed displeasure verbally instead of physically.

99% followed classroom rules

95% showed empathy by sympathizing with peers

95% were generally compliant and did not display concerning behaviors

96% showed appropriate initiative

96% showed appropriate self-control

96% showed appropriate attachment in relationships

91% assisted peers in need

Out of 786 transitioning kindergarteners....

88% could count objects to 10

45% could count to 20 without error

85% could name and sort by color

63% could identify printed numerals accurately

97% knew math concepts – tall, long, short, more

70% knew 10 or more letters of the alphabet

78% mastered many of the literacy skills necessary for learning to read and write

Out of 190 infant and toddlers

97% were current on immunizations

97% had an ongoing source of continuous, accessible health care

91% have developed the ability to control large muscle movements to navigate, balance, manipulate larger objects, and & coordination skills

87% have developed the ability to complete simple self-help tasks, including personal care routines with minimal assistance

89% have developed positive relationships with adults

91% have developed positive relationships with peers

93% have developed self-regulation skills

99% can identify and recognize feelings

96% follow simple directions

71% participate more in conversations

62% use social rules of language

88% have positive approaches to learning

95% show curiosity and motivation

76% use expanded vocabulary

92% use and appreciate books

80% recognize that text is meaningful

91% have emergent writing skills

69% have verbal counting skills

74% have begun to recognize a few numerals

80% can identify a few basic shapes

69% can classify objects in different groups by single attribute

82% can make simple comparisons

# OFFICE OF CHILDREN, YOUTH & FAMILIES

## DUAL LANGUAGE LEARNERS

5% (131) of Head Start families have a home language other than English. Children whose home language is something other than English are actually learning two or more languages which is why they are referred to as Dual Language Learners (DLLs). The program helps these children to learn the English language, which lays the foundation for a successful start as children transition to public school. Because the home language serves as a foundation for learning English, ongoing development of the home language is also essential.

Children who are DLL typically go through several stages of English language acquisition prior to becoming proficient. We assess our children at the beginning of the school year to determine which of the levels of English proficiency each child falls into. Our goal is to promote the home language and help our children to learn as much English as possible prior to entering school. The Head Start program has worked to increase the percentage of DLL children performing at the later stages of English proficiency in order for them to be successful in academic English as well as conversational English.

## OUR SUCCESS

### The story of VE

VE is a first year three year old student at Head Start. VE displayed extreme adverse behaviors in his classroom environment. In addition, VE had some concerns with his speech. Never wanting to give up on any child, his teachers began to challenge VE academically.

In the hopes of identifying, assessing and treating the adverse behaviors a Family Engagement Conference was scheduled with the family and family service worker. Once a relationship was developed, VE's parent's began to open up about the family unit. Both parents were concerned about VE's behavior and speech. His father identified that he too struggled with his behavior as an adolescent and did not want his son to go down the same path as he did while in school. With their permission VE was referred to local agencies to receive assistance for his speech and for behavior management counseling. VE's mom made sure that VE attended every appointment.

An Individualized Education Plan (IEP) was developed and is being followed. VE is now receiving services for his behavior externally as well as speech services internally. His behaviors are improving and he is continuing to make significant academic and developmental gains.

VE's mom has also taken advantage of the support offered by Head Start. She has followed her family partnership plan, enrolled in GED class and is scheduled to take her GED test this month (June 2015). VE's mom regularly volunteers at the center and his Dad stated that this experience has helped him develop a closer relationship with his son. He stated he will continue to play an active role in his VE's life as he does not want his son to have the same struggles that he had growing up.

## PROGRAM INFORMATION REPORT

	Head Start (3-4)	Early Head Start (0-3)
Total Funded Enrollment	2264	204
Total Actual Enrollment	2264	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



# BOARD AND AGENCY LEADERSHIP

## BOARD OF DIRECTORS

Honorable James Singleton, Chairman, Private  
Mr. Victor Gordon, Vice Chairman, Co-Chair Program Committee, Private  
Honorable Jarred Brossett, Councilmember District D, Public  
Honorable Bernadette D'Souza, Judge, Juvenile Court, Public  
Honorable Edwin R. Murray, State Senator, Public  
Honorable Helena Moreno, Louisiana House of Representatives, Public  
Honorable Walt Leger, III, Louisiana House of Representatives, Public  
Mr. Johnny Jackson, Program Committee Chairperson, Private  
Mr. Anthony W. Richard, Budget Audit, Chairperson, Private  
Ms. Constance Andry, Secretary, Private  
Ms. Cathy Washington, Private  
Ms. Mary White-Johnson, Policy Council, Private  
Mr. Henry Irvin, Low Income  
Mr. Charles Rice, Sr., Low Income  
Ms. Hoa Nguyen, Low Income  
Ms. Deidra Jones, Low Income  
Ms. Lisa Bell-Burns, Low Income  
Rev. J. B. Watkins, Low Income

## AGENCY LEADERSHIP

***Thelma H. French***

President/CEO

***Fay J. Wooten***

Chief Operating Officer

***Adrian Todd, LMSW***

Director, Office Children, Youth & Families

***Florence J. Hebert***

Director Human Resources

***James Kelley Terry, AICP, NCRT***

Director, Planning Research & Development

***Glenis M. Scott, Sr, LMSW***

Director, Community & Energy Services

## CONTACT

### Company Information

Total Community Action, Inc

1420 S. Jefferson Davis Parkway

New Orleans, LA 70125

**Tel** 504-827-2200

**Fax** 504-872-0339

[www.tca-nola.org](http://www.tca-nola.org)

Thelma Harris French, President/CEO

