



Annual Report

20
22

Helping People,
Changing Lives and
Improving Communities





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**Total Community Action, Inc.
Board of Directors and Leadership**

Total Community Action, Inc. is governed by a Board of Directors consisting of appointed elected officials, community representatives, and low-income organizations and neighborhoods.

Board of Directors

Mr. James M. Singleton, Board Chairman
Mr. Edwin R. Murray, Board Vice-President
Mrs. Connie Andry, Board Secretary
The Honorable Bernadette D'Souza
The Honorable Royce Duplessis
The Honorable Freddie King, III
The Honorable Oliver Thomas
Mr. Julius Feltus
Mr. Christopher Bardell
Mr. Todd A. Battiste
Mr. Troy Glover
Ms. Constance Haynes
Mrs. Mary White Johnson
Mrs. Deidra Jones
Ms. Lang Le
Mr. Anthony Wayne Richard
Ms. Jessica Stewart
Mr. Wilbert Thomas
Ms. Marlene Wade



Policy Council

Ms. Johntrell Ard
Ms. Ashley Blackmon
Ms. Coryell Bovia
Ms. Chyna Brown
Ms. Cheruba Chave
Ms. Billie Dixon
Ms. Terry Haynes
Ms. Wentazia Holmes
Ms. Stephenisha Hudson
Ms. Shelita Kimball
Ms. Robin Lopez
Ms. Jada Mitchell
Ms. Donna Powell
Ms. Chrissy Purcell
Ms. Djenique Stampley
Ms. Jessica Stewart
Ms. Ilandia Thomas
Ms. Jada Thompson
Ms. Janey Wilcoxon
Ms. Alexis Williams

Executive Leadership

Thelma H. French
President, CEO

Glenis M. Scott, Sr.
Vice President of Programs

Brent Washington, Sr.
Chief Financial Officer

Terrence O. Joseph, Jr.
Compliance Officer

Andrew P. Sanchez, Jr.
Operations Manager

Joao Kurall
Chief Technology Officer



Greetings,

On behalf the Total Community Action, Incorporated board of directors and staff, I wish to thank the New Orleans community for the continued support and trust in TCA. In the spirit of Community Action's national theme, Leadership for Today's Challenges and Tomorrow's Solutions, we are excited to share this Annual Report, highlighting our services, programs and outcomes for the FY 2022 year.

2022 marked TCA's transition from COVID-19 pandemic response services and supports to a focus on equity-centered solutions to persistent poverty. TCA is a member of a national Community Action, Community of Practice, developed to creating systemic impacts in reducing poverty. TCA "impact" initiative i centers our advocacy, strategic partnership and programs to reducing the barriers to economic stability and ultimately prosperity for individuals and families living in poverty in our community.

The Promise of Community Action states that "We care about the entire community." In keeping with that sentiment, we believe it is important that everyone has the opportunity to thrive.

Lastly, I just want to thank the dedicated staff of Total Community Action, Inc. for their commitment to serve this community.

Sincerely,

A handwritten signature in blue ink that reads "Thelma Harris French". The signature is written in a cursive, flowing style.

Thelma Harris French
President & CEO

Our Purpose

Mission

The Mission of Total Community Action is to reduce poverty in our community through Collaboration with other agencies and by providing human services, experiences and opportunities that move persons from poverty to self-sufficiency.”

Vision

New Orleans has viable pathways for all individuals and families to achieve financial stability, self-sufficiency and ultimately prosperity. TCA is the catalyst for generating community wide change to ensure that pathways provide opportunities for low-income individuals and families

Core Values

T *Teamwork:* Foregoing individual comfort, recognition and connectivity to achieve the agency goals.

O *Originality:* Encouraging and fostering creativity and uniqueness while providing solutions to our community needs

T *Trustworthy:* Promoting high ethics and professional standards.

A *Advocacy:* Speaking on behalf of children, youth, and families and communities to ensure inclusion and promote diversity.

L *Leadership:* Excelling in service to the Promise of Community Action.

Community Action Promise

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.

Our Services

Total Community Action Services are designed to assist Low-Income Individuals and Families towards Economic Security.

Children and Youth Services

Provide opportunities for comprehensive development of children and youth (0-11), through early childhood education, career exploration, and youth and teen camps.

Food Pantry

TCA is providing emergency stationary food pantry services daily for individuals and families located at 4518 Thalia Street, NOLA 70131

Utility Assistance

Low Income Home Energy Assistance Program (LIHEAP) -direct payments to eligible client's utility bills. Low Income Household Water Assistance Program (LIHWAP) Water assistance through partnership with Sewerage and Water board for elderly and disabled persons.

Homeless Prevention and Rapid Rehousing

Homeless Prevention and Rapid Rehousing are available to eligible individuals and families to prevent homelessness and housed families and individuals who are already homeless. These services include housing location, homeless prevention, assistance with deposits arrearages, and utilities.

Employment Assistance

Assistance-job readiness job counseling and work experience for individuals who are unemployed and under employed.

Re-Entry Services

Specialized assistance and supports for re-entering citizens to reduce recidivism.

Good 360 Warehouse

Services are assessed by case managers and based on need provide assistances and supports as needed. (PPE's, new shoes, new clothes, household goods, infant and children items, outdoor items)

Tax Assistance (VITA)

Free income tax preparation to individuals and families through internal Revenue Service's Volunteer Income Tax Assistance.

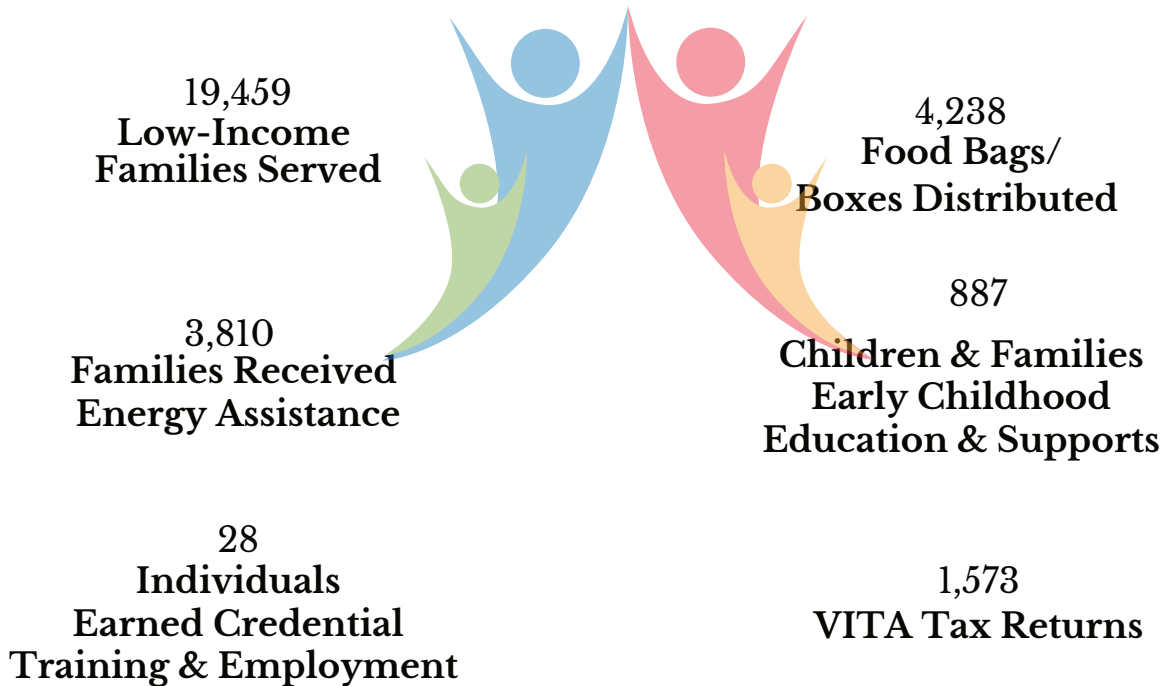
Orleans Parish Low-Income Neighborhoods





Total Community Action, Inc. is a whole family agency catering to residents of Orleans Parish. Our agency is focused on empowering low-income individuals, offering them programs designed to facilitate economic security and address intergenerational poverty. Our services include, but are not limited to, LIHEAP, LIHWAP, Head Start/Early Head Start, Homeless Prevention, Rapid Rehousing, Financial Futures, Re-entry Case Services, and Food Pantry. Our service model is structured to provide two tiers of support - Total Access and Family Empowerment. The Total Access involves providing stabilization services to families in crisis, while Family Empowerment offers comprehensive services designed to promote family empowerment and self-sufficiency.

Review of 2022



2022 Individual and Family Services Data

Employment Services	Individuals Served
Job and other Work Experience	57
Youth Summer Work Placements	73
Apprenticeship/Internship	27
Job Readiness Training	45
Workshops	10
Career Coaching	51
Job Search Coaching	24
Resume Development	4
Interview Skills Training	45
Job Referrals	4
Job Placements	21
Pre-employment physicals, background checks, etc.	8

Education and Cognitive Development Services	Individuals Served
Early Head Start	701
Head Start	137
College-Readiness Preparation/Support	7
School Supplies	85
Before and After School Activities	79
Summer Youth Recreational Activities	30
Summer Education Programs	136
Behavior Improvement Programs	166
Mentoring	104
Extra-Curricular Programs Leadership Training	94
Adult Education Leadership Training	2
Parenting Supports	266

2022 Individual and Family Services Data

Income and Asset Services	Individuals Served
Financial Capability Skills Training	143
Financial Coaching/Counseling	9
Financial Management Programs	18
Saving Accounts/IDAs and other asset building accounts	25
VITA, EITC, or Other Tax Preparation programs	1618

Housing Services	Individuals Served
	180
Financial Capability Skill Training	180
Financial Coaching/Counseling	409
Rent Payments (includes Emergency Rent Payments)	37
Deposit Payments	22
Eviction Counseling	42
Landlord/Tenant Mediations	36
Landlord/Tenant Rights Education	21288
Utility Payments	5
Level Billing Assistance	2
Temporary Housing Placement (includes Emergency Shelters)	

Health & Social Behavioral Development	Individuals Served
	66
Wellness Classes	57
Exercise/Fitness	20253
Food Distribution	69
Parenting Classes	233
Kits/boxes	

Services Supporting Multiple Domains	Individuals Served
	114
Case Management	43886
Eligibility Determination	21
Transportation Services	67
Energy Clothing Assistance	



NEW ORLEANS

Strategic Partnerships & Collaborations

The overarching objective of Total Community Action, Inc. is to establish avenues for financial stability, self-sufficiency, and prosperity for all individuals and families in New Orleans. The focus is to create a transformative impact on the community and generate opportunities for low-income backgrounds. TCA strives to empower communities by forging strategic partnerships and collaborations with other leading agencies creating pathways for all New Orleanians to achieve self-sufficiency.

Initiatives and Partnerships

National Community Action Partnership - IMPACT Community of Practice

National Community Action Partnership

New Orleans Early Education Network (NOEEN]

NOLA C. A. R. E. S.

Lead Service Line Replacement Program

Gordon Plaza Relocation

National Head Start Association

Catholic Charities of Archdiocese of New Orleans

Ascension DePaul Services of New Orleans

Metropolitan Human Service District

Family Service Center of Greater New Orleans

CADA Council on Alcohol and Drug Abuse for Greater New Orleans

Unity of Greater New Orleans

Job 1 Work Force and Career Solutions

LA Department of Children and Family Services

Healthy Start New Orleans

Housing Authority of New Orleans

Goodwill Industries

United way of Southeast Louisiana

Center for Employment Opportunities

Second Harvest Food Bank

Xavier University Louisiana

Dillard University

New Orleans Recreation Department

New Orleans Juvenile Court

Café Reconcile

Supplemental Nutrition Program for Women, Infant and Children



Chase "The Super Kid"





Cheering for Chase the Superkid:

Client's Story

Total Community Action, Inc. (TCA) of New Orleans proudly introduces "Super Kid Chase," whose ability to remain resilient and persevere serves as an inspiration to all. Chase, a student of Early Head Start at TCA, was diagnosed with Cronobacter Sakazakii earlier this year after consuming contaminated powdered formula, which turned his life upside down.

Chase had previously been a healthy and active baby boy, filled with energy, curiosity, and a love for social interactions. However, after contracting the infection, he exhibited a significant shift in his demeanor, experienced difficulty breathing, and shied away from playing or interacting with others. Several tests later, he was diagnosed with the life-threatening infection caused by the Cronobacter Sakazaki bacteria found in his Similac formula. Despite the diagnosis, Chase's progress has been remarkable, which is why he is referred to as TCA's "Super Kid."

President and CEO Thelma H. French has pledged the agency's unwavering support to Chase, his mother, and their family, with the Head Start Program staff authorized to provide necessary resources to assist them during this challenging time. Chase's classroom teachers, center manager, and program specialists have become a dependable support system, and the agency remains committed to aiding the family throughout this process.

Despite the adversity that Chase has faced due to his life-threatening infection, his resilience and strength continue to shine through his growth and progress. His efforts to crawl and interact with others demonstrate his determination to overcome all obstacles, serving as an inspiration to all.

Chase's story is inspiring to our agency. His perseverance and resilience are a testament to strength, and his progress is nothing short of remarkable. The outpouring of support from the staff at Total Community Action, Inc. is heartwarming, demonstrating the organization's unwavering commitment to the community it serves.

We wish Chase and his family all the best as they continue on this journey, knowing that with the support of Total Community Action, Inc., he will continue to thrive and inspire.

Customer Satisfaction Survey Results

Total Community Action, Inc. seeks to make impactful changes in our daily operations by eliminating blind spots and increasing productivity based upon our customer feedback results.

Our survey allow customers to rate their experiences on a scale of 1 to 10, with 1 being Dissatisfied (unlikely) and 10 being Satisfied (Likely) . In 2022, there were 458 surveys collected from clients after receiving services.

Survey questions and responses

Assessing Our Compliance with CDC's Health Guidelines

On a scale of one to ten, how would you rate our adherence to the Centers for Disease Control's recommended health guidelines?

With an average score of 9.8, indicating clients were highly satisfied with our practice.

Rating the Personal Attention from TCA Staff

On a scale of 1 to 10, how would you rate the personal attention given to you by TCA staff?

With an average score of 9.4, clients were highly satisfied with their experience.

Assessing TCA's Success in Meeting Expectations

On a scale of one to ten, how would you rate TCA's performance?

Overall, the average score was 9.6, indicating that customers were satisfied with their experience.

Rate Your Experience on a Scale of 1 to 10

How would you rate the service you received on a scale of 1 to 10?

Our average rating was 9.8, indicating a high level of satisfaction among clients.

Feedback on a Recent Visit

When asked if there was any feedback to provide, many customers specifically mentioned the exceptional service they received from various staff members.

Customer Satisfaction Survey Results

Our survey data indicates that clients who receive services from TCA are highly satisfied, and are more likely to return and refer others to our programs and services.

At TCA, we are committed to delivering high-quality services to our clients. We understand that our clients come to us with unique needs and challenges, and we work hard to provide tailored solutions that meet their specific requirements.

We believe that our commitment to quality is reflected in the high levels of satisfaction that our clients report. Our survey data shows that clients who receive services from TCA consistently rate their experiences as positive and rewarding.

In addition to high levels of satisfaction, our clients are also more likely to return to TCA for additional services in the future. This is a testament to the trust that our clients place in us, and the confidence they have in our ability to deliver results.

We are also proud to report that many of our clients refer others to our programs and services. This is a strong endorsement of the effectiveness of our services, and the positive impact that we have on the lives of our clients.

At TCA, we are committed to building strong, lasting relationships with our clients, and we are dedicated to helping them achieve their goals. We believe that our success is closely tied to the success of our clients, and we are committed to working tirelessly to help them achieve their full potential.

**Total Community Action, Inc.
2022 Proposed Annual Budget**

**Proposed
2022 Budget**

Funding Sources

DEPARTMENT OF HEALTH & HUMAN SERVICES, HEAD START PROGRAM	15,197,890
DEPARTMENT OF HEALTH & HUMAN SERVICES - EHSCCP PROGRAM	1,219,630
DEPARTMENT OF HEALTH & HUMAN SERVICES - HS ARP PROGRAM	1,393,621
DEPARTMENT OF HEALTH & HUMAN SERVICES - HS CRRSA PROGRAM	95,129
DEPARTMENT OF HEALTH & HUMAN SERVICES - CHILD CARE DEVELOPMENT CENTER	120,456
DEPARTMENT OF LABOR, COMMUNITY SERVICE BLOCK GRANT	1,360,319
DEPARTMENT OF LABOR, COMMUNITY SERVICE BLOCK GRANT-CARES ACT	1,641,598
CITY OF NEW ORLEANS - FOOD PANTRY DISTRIBUTION PROGRAM	83,000
CITY OF NEW ORLEANS - EMERGENCY SOLUTIONS GRANT	400,000
CITY OF NEW ORLEANS - McARTHUR FOUNDATION	135,198
LHC-LOW-INCOME HOME ENERGY ASSISTANCE PROGRAM	4,202,918
LHC-LOW-INCOME HOME ENERGY ASSISTANCE PROGRAM - ARP	2,845,204
DEPARTMENT OF EDUCATION USDA - CHILD & ADULT CARE FOOD PROGRAM	950,000
CHASE FOUNDATION	172,900
KELLOGG FOUNDATION	150,000
TOTAL FUNDING SOURCES	29,967,863

Adoption of 2022 Proposed Annual Budget of Revenue

The 2022 Budget of Revenue includes \$1,159,222 in 2022 grant awards reflecting:

- \$ 180,782 increase Head Start and Early Head Start inclusive of the approval of the TCA Conversion
- \$ 14,385 increase in the Head Start Early Childcare Partnership Grant
- \$ 1,393,621 grant balance in the Head Start and Early Head Start American Rescue Plan (ARP) (Grant Period 04/01/2021-03/31/2023)
- \$95,129 grant balance in Head Start and Early Head Start CRRSA (Grant Period 04/01/2021-03/31/2023)
- Revenue neutral funding of \$ 120,456 Child Care Block Grant (LDE)
- **\$ 270,797 decrease** in tentative allocation of the Community Services Block Grant (LWC)
- \$ 1,641,598 grant balance in CSBG-CARES Act funding (Grant period 05/15/202-09/30/2022) City of New Orleans Food Pantry grant
- Revenue neutral funding for HUD Emergency Solutions Grant (ESG)
- \$ 135,000 grant City of New Orleans via McArthur Foundation
- **.\$ 385,335 decrease** in grant funding for Low Income Home Energy Assistance Program(LIHEAP) LHC

- \$ 2,845,204 increase in LIHEAP funding via LIHEAP ARP
- **\$348,964 projected decrease** in Child and Adult Food Program Reimbursement
- \$ 172,900 projected balance JP Morgan Chase Resilient New Orleans grant.
- \$ 150,000 projected balance in WK Kellogg grant

The Administration is requesting the Budget & Finance Committee and the TCA Board of Directors to approve an extension to January 10, 2022 to present the Budget of Expenditures. This request is will allow the Executive leadership to the opportunity to develop an agency personnel allocation that reflects changes in grants and accountabilities.

RECOMMENDATION: The TCA Joint Audit & Budget Committee is requesting to receive and adopt the FY 2022 Budget of Revenue.



Executive Leadership

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