

Northeast Florida



COMMUNITY

ACTION AGENCY

"Providing Solutions for Success"



Annual Report

2017 - 2018

**Eliminating Poverty.
Promoting Self-Sufficiency.**

BOARD OF DIRECTORS

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Hank Rogers

Lakesha Session

Kara Williams

Marcus Williams

Dr. Linda Woodard



MISSION

Collaborating with community partners to stabilize vulnerable households and empower families in Northeast Florida to achieve self-sufficiency through education, employment, and advocacy.

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.

EXECUTIVE STAFF

BERNEITHA K. MCNAIR

Executive Director

DENISE T. MANDEVILLE

Administrative Director

ERIC D. DALE

Finance Director

RONALD T. HOWELL

Program Coordinator

KAREN L. MARINO

Program Coordinator

TERESA Y. DAVIS

Program Analyst/Planner

CASSANDRA B. SMITH

Human Resources Specialist



Table of Contents

| | |
|--------------------------------|---------|
| Letter from Board Chair | Page 4 |
| Letter from Executive Director | Page 5 |
| About NFCAA | Page 6 |
| Demographic Synopsis | Page 8 |
| Success Story | Page 10 |
| Assisting Underserved Families | Page 12 |
| Community Revitalization | Page 13 |
| Board Retreat | Page 14 |
| Empowering Young Minds | Page 15 |
| 2018 Awards and Recognition | Page 16 |
| Funding | Page 17 |
| Service Area and Locations | Page 19 |

Letter from Board Chair



Dear Community Partners & Friends:

On behalf of the Northeast Florida Community Action Agency's Board of Directors, we sincerely appreciate your continued support of the agency's mission, programs, and services.

Helping vulnerable families achieve self-sufficiency is the ultimate goal of the "War on Poverty". In order to achieve our mission, we must collaborate with community partners, like you, to help us provide families with the support and services they need to break the chains of poverty. NFCAA has had great success over the past 54 years providing customers with the education, employment, and advocacy they need to achieve their individual goals. Through our Family Self-Sufficiency Program, Data Busters, Utility Assistance, and Weatherization programs we have been able to help families throughout the seven counties of Northeast Florida.

Community partners and friends not only make a tremendous difference in the lives of our customers, but you also help us improve our communities as a whole. Thank you again for partnering with us as we continue to change lives.

Finally, we thank our Executive Director Berneitha McNair for her leadership and guidance for almost 6 years. Her commitment to community action will ensure the agency continues to be strong and engaged in Northeast Florida.

We are stronger as a community when we work together for the common good.

Warm regards,

A handwritten signature in blue ink that reads "Leslie Jean-Bart".

Leslie Jean-Bart
Board Chair

Letter from Executive Director



Dear Friends of NFCAA:

2018 presented itself as an exciting, effective year for the Northeast Florida Community Action Agency, Inc. (NFCAA). Therefore, I am honored to present our Annual Report that provides a detailed look at NFCAA's outputs, outcomes, customer successes, and dedication to utilizing a strategic approach to sparking change and achieving outcomes.

Serving as Executive Director of NFCAA is such an honor and a privilege. To watch this impactful and innovative organization have a positive impact on individuals and communities across the First Coast is a highlight of my professional career.

NFCAA assisted more than 18,000 individuals through its programs and services, while also achieving 100% compliance for the fourth year with the federally mandated Community Services Block Grant (CSBG) Organizational Standards.

Additionally, NFCAA provided a wide variety of services that stabilized households, connected families to employment and training opportunities, and improved the living conditions of low-income communities.

NFCAA's success is fostered by competent and dedicated team members who go beyond their job descriptions to assist vulnerable households. NFCAA's team members coupled with a dynamic and resourceful Board of Directors provide the perfect recipe for continued success.

NFCAA would like for each of you to visit our website, www.nfcaa.org, to obtain specific program information and the latest Agency news. We encourage you to follow NFCAA on both Facebook and Twitter. I would also like to thank NFCAA's funders, sponsors, as well as our internal and external stakeholders. WE ARE Community Action, and WE WILL offer the promise of community action to our customers and the communities in which they live.

Sincerely,

A handwritten signature in blue ink that reads "Berneitha K. McNair".

Berneitha K. McNair
Executive Director

Core Values

NFCAA developed the following values to guide and direct the organization's work. These values help determine how NFCAA will work to successfully implement the agency's mission.

Honesty/Integrity:

Be truthful and accurate, adhering to high moral principles, ethical codes, and professional standards.

Quality:

Maintain excellence in program operations and service delivery.

Responsibility:

Make effective decisions taking into account expectations from agency staff, customers, funding sources, and stakeholders.

About NFCAA

The Beginning of NFCAA

On January 8, 1964, President Lyndon B. Johnson announced his War on Poverty by introducing legislation that would expand the federal government's role in poverty reduction efforts. The Economic Opportunity Act of 1964 created the framework for community action agencies to help fight America's War on Poverty. The Northeast Florida Community Action Agency, Inc. (NFCAA) was established as an agency with a driving force to combat poverty in Northeast Florida.

NFCAA, formerly known as the Greater Jacksonville Economic Opportunity, Inc. held its first board meeting on April 27, 1965. The Agency began its operations with a \$32,210 grant from the Office of Economic Opportunity which was followed by a Head Start grant in the amount of \$117,917 to serve 1,085 preschool children.

Agency Overview

NFCAA is a private nonprofit 501©3 community action agency. The Agency receives funding to combat poverty in the following seven counties located in Northeast Florida: Baker, Clay, Duval, Flagler, Nassau, Putnam, and St. Johns. NFCAA continually acts as an advocate for low-income communities, while also operating a variety of programs designed to improve these communities and help families become stable and/or self-sufficient. In fiscal year 2018, NFCAA provided assistance to 18,329 individuals and 7,316 families.

With 54 years of experience, NFCAA is committed to providing a comprehensive and holistic approach to services for entire families. The Agency is dedicated to establishing mutually beneficial partnerships that connect families to available resources, stabilize vulnerable households, and promote healthy families and communities.

NFCAA currently receives its major funding from the Florida Department of Economic Opportunity (DEO). DEO provides funding for core community action programs such as the Community Services Block Grant (CSBG), Low-Income Home Energy Assistance Program (LIHEAP), and the Weatherization Assistance Program (WAP). NFCAA also receives funding from private corporations and local governments to assist with accomplishing its mission. NFCAA's funding level for fiscal year 2018 was \$7,426,202.

Strategic Goals

NFCAA developed four (4) strategic goals that will help enhance Agency performance, combat poverty, as well as achieve outcomes and results.

Agency

- NFCAA will increase partnerships among supporters and providers of services to low-income people.
- NFCAA will increase Agency capacity to achieve results.

Community

- NFCAA will improve community health, public safety, and economic opportunities where low-income people live.

Family

- NFCAA will stabilize and increase economic security of low-income individuals and families.

Core Values

Respectful:

Consistently support the worth and dignity of everyone, regardless of background, abilities, or beliefs.

Stewardship:

Be responsible for all public and private funds entrusted to the Agency.

Accountability:

Strive for excellence in programmatic and financial management ensuring compliance with all laws and regulations.

Customer Focused:

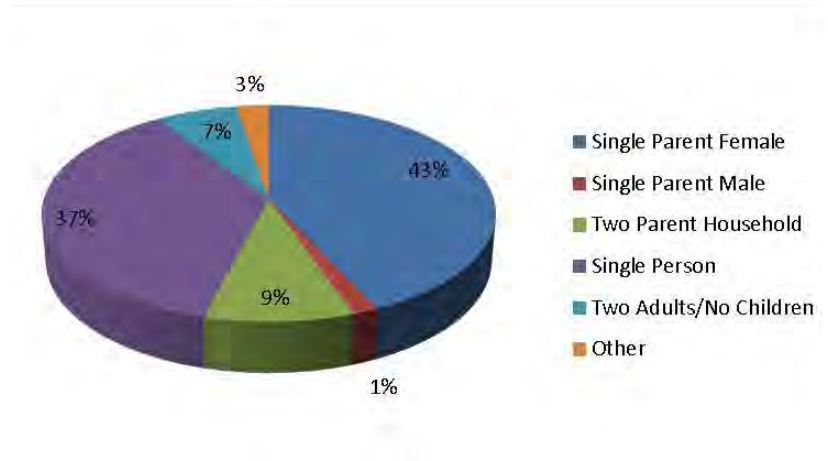
Continually engage customers to determine their needs while providing outstanding services that promote customer satisfaction.

Demographic Synopsis



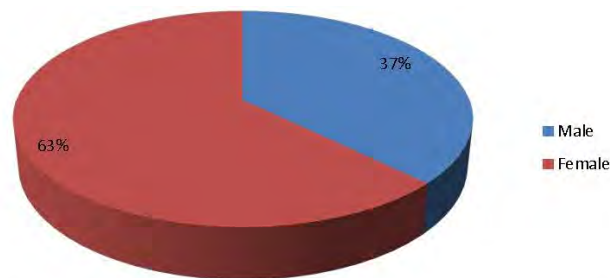
Family: Household Type

Totals: 7,593



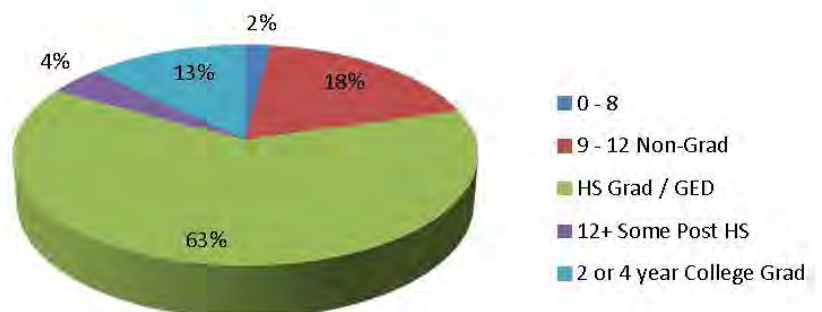
Persons: Gender

Totals: 18,811



Persons: Education

Totals: 8,328



Program Outcomes

78 individuals obtained employment

69 obtained skills/competencies for employment

4 individuals completed ABE/GED and received certification or diploma

4 individuals completed post-secondary education and obtained certification or diploma

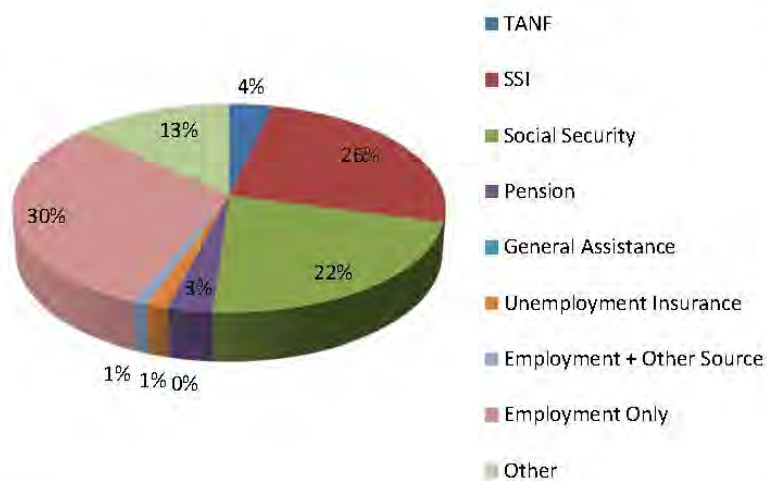
46 individuals completed and maintained a budget for over 90 days

243 households avoided eviction

More than **\$222,000.00** was returned to the Northeast Florida economy through tax services

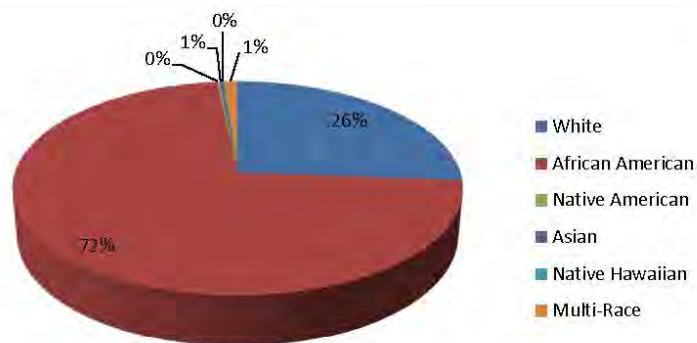
Family: Income Source

Totals: 7,276



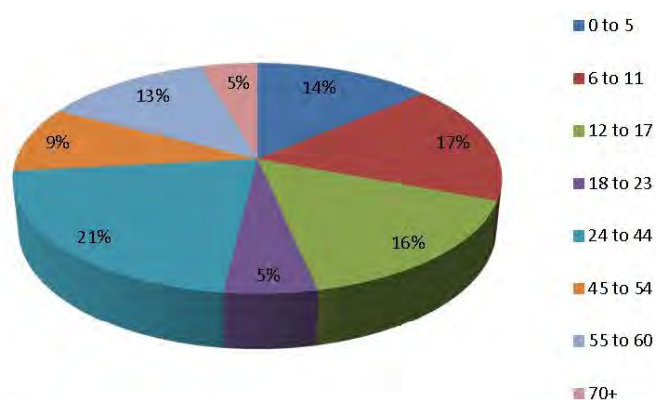
Persons: Race

Totals: 17,943



Persons: Age

Totals: 17,945



Program Outputs

5,583 individuals received emergency utility assistance

5,758 individuals received non-emergency utility assistance

173 youth completed the summer youth employment training program

171 individuals received free tax preparation assistance

105 individuals received weatherization assistance

132 individuals received transportation assistance

4,142 Volunteer Hours Donated

Family Self-Sufficiency Program

Erika Wright

**Recipient of the 2018
Self-Sufficiency Award**

The Family Self-Sufficiency Program (FSSP) helps individuals and families support themselves so they no longer need public assistance. Participants must have a desire to become self-sufficient and a willingness to take the steps necessary to make it happen.

Ms. Erika Wright is a divorced mother of five children, ages 16, 14, 11, 9 and 2. With this change in her life, Ms. Wright quickly realized that effective decision-making would have a direct impact on the lives of her children. Without hesitation, she decided to pursue an education in order to become better equipped to provide for her family.

Ms. Wright began her journey with NFCAA's Family Self-Sufficiency Program under the direction of former Family Development Specialist, Stephani Benn, and completed her goals with Family Development Specialist, Diane Durham.

Ms. Wright enrolled in Fortis College in pursuit of a Sterile Processing Technician Certification. In case you didn't know, sterile processing technicians are responsible for ensuring that laboratory and healthcare equipment is cleaned and sterilized properly (very important). She made the President's List four times, the Dean's List one time, passed the certification exam, and graduated with honors with a 3.8 GPA, while taking care of her five children.

Ms. Wright is currently employed at Baptist Hospital's Orthopedic Institute Department as a Prep and Sterile Technician.

"I am so grateful to the Northeast Florida Community Action Agency for assisting me along the way with resources and information I needed to reach my goal. Now I am gainfully employed in my field of study, and I can say with pride that I have a career and not just a job...If I can do it, anyone can, don't give up, stay focused and don't get distracted."





Success Story

Chantel Johnson

Family Self-Sufficiency Program

The Confidence to Achieve! Ms. Johnson is a mother of four. She was working as a Direct Care Professional with an income below the poverty level. With no money saved and a low-paying job, she inquired about the Family Self-Sufficiency Program at NFCAA.

When Ms. Johnson first came to NFCAA, she expressed her interest in obtaining a Commercial Driver's License (CDL). She and her case manager (Family Service Specialist) focused on goals that would help her become self-sufficient. They included maintaining a permanent residence, finding reliable child care and securing stable employment.

In order to reach her goal of self-sufficiency, she attended CDL training and received special recognition for graduating top of the class.

"As a single mother, I often made excuses to my children when they asked to go places or needed to purchase something. I no longer use excuses, instead, I tell them to wait until I get paid!"

Ms. Johnson was immediately offered several employment opportunities. She accepted a position in public transportation as a driver. She is now employed full-time and with benefits. The benefits include health insurance and a retirement plan.

What do you want in life? Perhaps for now, it seems virtually impossible to attain that goal, but keep in mind that you're not alone. Ms. Johnson's determination and positive attitude helped her excel in the Family Self-Sufficiency Program as well as other areas. Most successful individuals face the same struggles before they reach the peak of success!

Assisting Underserved Families

Weatherization Assistance Program (WAP)

WAP helps lower utility costs for eligible customers by replacing or repairing elements of a home that contribute to energy waste. The program is operational in Baker, Duval, Flagler, Nassau, and Putnam Counties.

WAP assists homeowners and renters with gross incomes up to 200 percent of the Federal Poverty Guidelines with priority given to seniors, individuals with disabilities, and households with children. Repairs may include improving heating and air conditioning methods, attic/floor insulation, low flow shower heads, and minor ceiling/floor/wall repairs.

In addition to improving the efficiency and safety of homes, WAP engages local contractors for weatherization work; that helps to support the economy throughout Northeast Florida. In fiscal year 2018, NFCAA weatherized 105 homes.

LIHEAP

LIHEAP assists low-income households with immediate and emergency home needs. NFCAA makes direct payments to utility companies when a family does not have funds and is in danger of having their utilities disconnected. Services are provided to families in need, with emphasis placed on the elderly, individuals with disabilities, and households with children younger than five years of age. Providing utility assistance to seniors keeps them from having to choose among paying their utility bills, purchasing food, or buying needed medications. In Fiscal Year 2018, NFCAA provided emergency utility assistance to 5,583 households and 5,758 households received non-emergency utility assistance.

Asset Building and Financial Literacy



Changing the mindset of people to manage money wisely is a key factor in promoting financial literacy. Managing and staying in charge of finances is a lifetime effort. Contributing to this problem is the fact that low-income individuals lack adequate income, generally assuming that the quantity of their income need not be managed.

NFCAA and its financial community partners provide financial literacy training throughout Northeast Florida. In addition to this training, NFCAA partners with United Way through its Real Sense Prosperity Campaign to provide free tax preparation for its customers. NFCAA helps customers identify Earned Income Tax Credits (EITC), eliminating expensive fees paid to private tax preparers. NFCAA completed 171 tax returns and assisted in obtaining \$222,353 in income tax refunds.

Community Revitalization In North Riverside



Holiday Gala

NFCAA sponsored a Holiday Gala in conjunction with the North Riverside Community Association. It was an excellent gathering filled with great food, great people and great conversation.



Lights and Locks

Crime Prevention through Environmental Design (CPTED) is a multi-disciplinary approach-to-detering criminal behavior. NFCAA provided "Lights and Locks" to six (6) homes in the North Riverside neighborhood. Locks were installed to control access to homes and porch lights for safety. Homeowners welcomed the project as a way to exhibit signs of homeownership.

Beautification

NFCAA completed beautification on six (6) homes located in the North Riverside area of Jacksonville. Homeowners teamed with NFCAA to add greenery, flowers, and other landscaping upgrades to improve appearance. It was about more than just fixing up yards. It was about looking beyond their front door and viewing where they live as a community.

National Night Out (Against Crime)

Over 300 community members joined NFCAA for this annual community-building campaign promoting police-community partnerships, and neighborhood camaraderie to make it a safer, better place to live.



Board Retreat

NFCAA held a Board and Executive Leadership Training. The board retreat is a time to regroup, reconnect, and recharge the passion for the agency's mission.

Training Outcomes:

- Increase the overall capacity and effectiveness of NFCAA's Board of Directors and Executive Management.
- Increase understanding of needs facing low-income individuals in NFCAA's service area.
- Enhance knowledge of Results Oriented Management and Accountability (ROMA).
- A better understanding of NFCAA's strengths, weaknesses, opportunities, and threats.



NFCAA's Data Busters Youth Employment and Training Program completed its 34th year of operating, serving 173 students in its seven county service area.

NFCAA in conjunction with local colleges, school districts and other community partners conducts the Data Busters Summer Employment and Training Program. This program provides youth, ages 14-17, with the opportunity to increase their knowledge about computers and enhance their employability skills. Data Busters also assists participants in working toward achieving specific youth development outcomes to ensure future success. This innovative program provides youth the opportunity to gain work experience, earn money, and learn to navigate their way around computers and the World Wide Web.

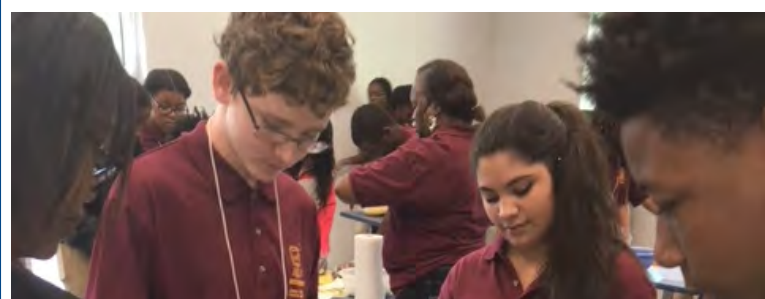
Program benefits include:

- Improved social/emotional development
- Increased academic or social skills for school success
- Improved physical health and development
- Avoidance of risk-taking behavior

NFCAA also sponsored "Professional Friday" at each site where businesses spoke with students about their particular workplace. Students also give back to the communities in which they live by participating in community service projects.

Top performers of the Data Buster program won a laptop and printer, while second best performers received a Samsung Galaxy Tab E.

One recipient each year is chosen for the Future Leaders Award and presented with a \$500 scholarship.



2018 Awards and Recognition



Owens and Associates
Sponsor



Special Recognition
Wells Fargo



Ron Howell
Community Action Promise Award



Nolan Carroll Foundation
New Partnership Award



NFCAA Board Executive Committee
Volunteer of the Year Award



Community Redevelopment Agency, Inc.
Special Recognition



Regina Suggs
Above & Beyond Award



Denise Mandeville
Special Recognition



Robert Myers
Front Line Staff Award



Marion Walker
Special Recognition



Island Doctors
Outstanding Partner Award



La'Reaya Bailey
Future Leaders Award



Glendora McCargo
Special Recognition



Erika Wright
Family Self-Sufficiency Award

Funding

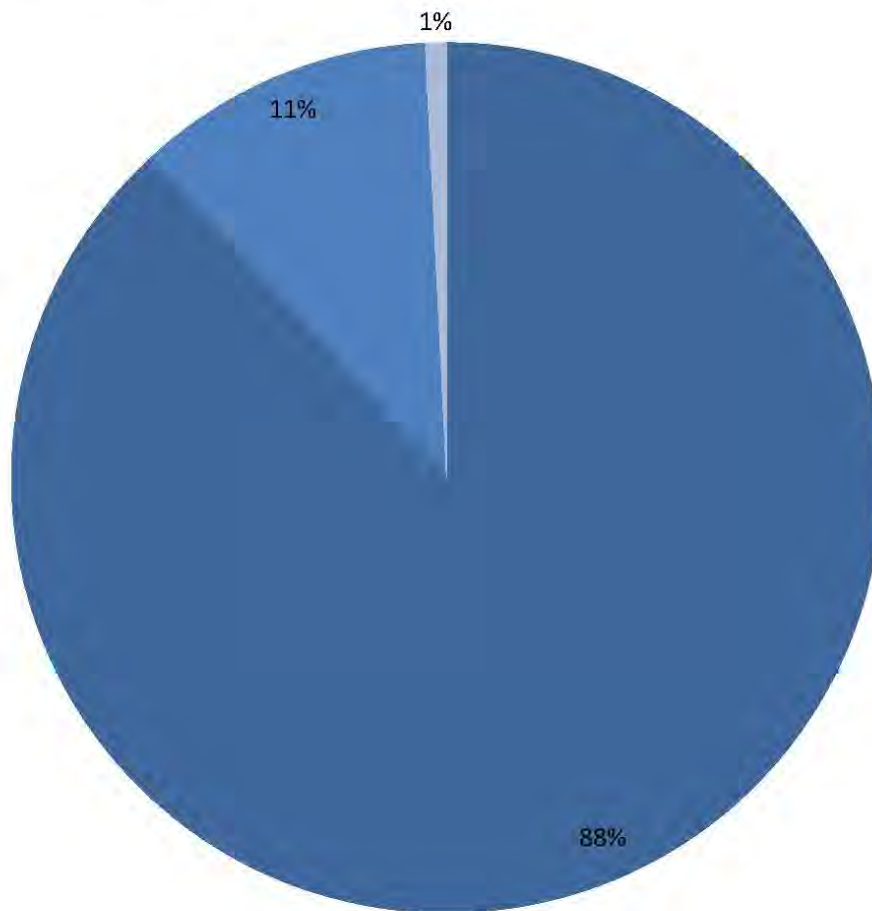
Funding Period Ending 09/30/2018

Total \$7,426,202.00

■ U.S. Department of Health and Human Services \$6,546,585.00

■ U.S. Department of Energy \$821,332.00

■ Other \$58,285.00





Why you should follow NFCAA on Social Media...

www.nfcaa.net

Facebook: @nfcaa

Twitter: @nfcaa_org



COMMUNITY ACTION WORKS IN CLAY COUNTY

Congrats Michael Anderson!

Mr. Anderson obtained his CDL License through a partnership with JTECH. We wish you continued success!

Northeast Florida COMMUNITY ACTION AGENCY




Baker and Nassau County Data Buster students attended a Professional Friday Workshop on "Health and Nutrition" presented by the University of Florida Extension Services in Nassau County. Students learned about healthy eating, how to prepare healthy meals, Food safety, hand sanitation... and prepared their own lunch for the day!

To learn more about the Northeast Florida Community Action Agency, Inc. go to www.nfcaa.org or @nfcaa on Facebook

Northeast Florida COMMUNITY ACTION AGENCY




Northeast Florida COMMUNITY ACTION AGENCY


PUTNAM COUNTY

Financial Well-Being Workshop held Tuesday, May 21, 2019

In partnership with Primerica!



PRACTICE MAKES PERFECT

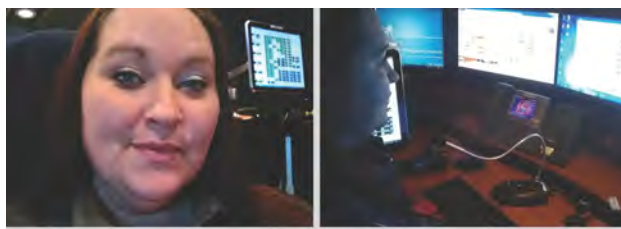


Willie Cooper, Jr.
Parks and Recreation Manager, St. Johns County

Think back to your first few job interviews. Did you know what to expect or say? Interviewing can be a stressful experience for teens looking for their first job. The Data Busters program provides the opportunity to learn about the importance of interviews, etiquette, and also the basic steps and techniques for preparing for and having a successful interview.


St. Johns County youth were given specific dates and times to put into practice the skills they learned with mock job interviews with real managers and executives. To learn more about the Northeast Florida Community Action Agency, Inc. (NFCAA) go to www.nfcaa.org or @nfcaa on Facebook.

Northeast Florida COMMUNITY ACTION AGENCY



Ms. Kern Brown signed up for the Family Self-Sufficiency Program (FSSP) at the Northeast Florida Community Action Agency, Inc. She has been attending the 911 Telecommunicator Program at Clay Adult and Community Education in Orange Park. "She is ahead of the other students in all aspects of the program from shadowing hours to journal reflections. I am proud of her as a student." - Lead Instructor.

Good Luck Ms. Kern Brown! We wish you much success in your chosen new career.



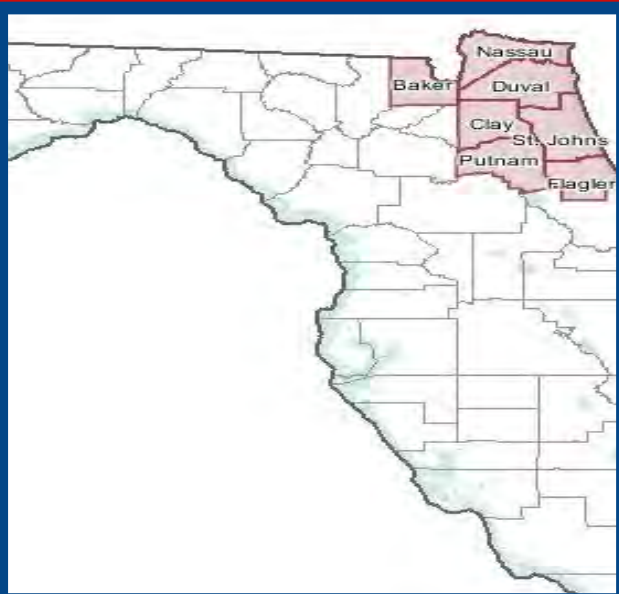

Northeast Florida COMMUNITY ACTION AGENCY

Bringing Tech Engineering to the Classroom

Students have grown up around computers of all shapes, sizes, and purposes. However, the Data Buster students in Nassau County learned that these boxes and screens are more than just a machine to access the Web and play games... they built their own computers.

For more information about the Northeast Florida Community Action Agency, Inc. and the signature Data Busters Program, go to www.nfcaa.org.





Serving Northeast Florida

The Northeast Florida Community Action Agency has a central office in Jacksonville and nine (9) satellite offices located throughout Northeast Florida.

Central Office

4070 Boulevard Center Drive, Building 4500, Suite 200
Jacksonville, Florida 32207
(904) 398-7472



St. Augustine
1300 Duval Street
St. Augustine, FL. 32084
(904) 824-0978

Green Cove Springs
321 Walnut Street
Green Cove Springs, FL. 32043
(904) 529-2200 ext. 333

Bunnell
703 East Moody Boulevard, Suite 4
Bunnell, FL. 32110
(386) 313-2506

Palatka
302 Reid Street
Palatka, FL. 32177
(386) 385-3954

Orange Park
1543 Kingsley Avenue, Suite 10
Orange Park, FL. 32073
(904) 529-4838 ext. 201

Fernandina Beach
1303 Jasmine Street, Suite 100
Fernandina Beach, FL. 32034
(904) 261-0801

Emmett Reed Center
1093 West 6th Street
Jacksonville, FL. 32209
(904) 632-1470

Robert F. Kennedy Center
133 Ionia Street
Jacksonville, FL. 32206
(904) 632-1461

Maccleddy
96 West Lowder Street
Maccleddy, Florida 32063
(904) 259-4481

CHRISTALL AZCARATE
ALTERIAL BAKER
VICKY ELMORE
LINDA JOHNSON
CHRISTINE W. RAYSOR
EMANUIEL ROBERTS
PHYLLIS WARTHEN

Family & Community Service Manager
Family & Community Service Manager
Family & Community Service Manager
Family & Community Service Manager
Family & Community Service Manager
Family & Community Service Manager
Family & Community Service Manager

Putnam County
Clay County
St. Johns County
Duval County
Baker and Nassau County
Flagler County
Duval County



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U.S. POSTAGE
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Jacksonville, FL
Permit #34

4070 Boulevard Center Drive
Building 4500, Suite 200
Jacksonville, FL 32207
(904) 398-7472

ELIMINATING POVERTY. PROMOTING SELF-SUFFICIENCY.



OUR MISSION

Collaborating with community partners to stabilize vulnerable households and empower families in Northeast Florida to achieve self-sufficiency through education, employment and advocacy.