



Annual Report

2016



Gateway Community Action provides comprehensive services that affords every citizen the opportunity to develop the ability to be self-sufficient, contributing members of society.



## Executive Director Report



I am honored to serve as the executive director for another successful year. Our strategic business plan is the document we use to communicate the agency's goals and to determine how best to utilize our resources. We are in the second year of our three year plan and have seen 75% of our goals reach fruition. This was made possible by a team focused approach.

Effective marketing and branding has continued to be in the forefront of our long-term planning. For those that have known us for a long time you may notice a change in our logo. The change has been more than a year in the making and with the approval by the board of directors in September, it's being unveiled just in time for our annual report! The logo change is a piece of the marketing goal in our strategic business plan. But, never fear, while our logo has changed, Gateway remains committed to our mission and the belief that together we can make a difference.

We have expanded our transportation services, which in July, began operating out of the Transit Center located in West Liberty. As a result of expansion, citizens throughout Morgan County now have access to public transportation, new jobs were created, and additional dollars are being spent that support the economic health of our community.

Continued growth, while maintaining the fiscal health and programmatic integrity throughout the agency, is at the core of our daily values and activities. We are engaged in an integrated risk management assessment that, when complete, will identify our strengths, for which we will build upon, and areas where we can improve, for which we will develop and implement effective strategies.

The board of directors and employees are to be commended for their commitment to the effective and holistic implementation of the Community Services Block Grant Organizational Standards. It is the collaborative and unselfish spirit for which Gateway operates, that truly embodies the promise of the community action network.

Best Regards,  
*Charlene Engle*

## BOARD MEMBERS

### Target Sector

Brad LeMaster, Chairman  
Norma Patton, Secretary  
Christina Adkins  
Patty Barrett  
Jamie Brunk  
Pam Mattox  
Margaret Ann Miller  
Gail Mills  
Marilyn Smith  
Teresa Wright

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Harry Clark  
Joe Curd  
Wesley Delk  
Judge Wallace Johnson  
Debbie Little  
Patti McClain  
Stanley Messer  
Judge Bobby Rogers  
Judge Rick Stiltner

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Marcelle Doggett  
Margie Gross  
William Shields "Rusty" Hedrick  
Melisa McBrayer-Patrick  
Jennifer Sheets  
Grant Sorrell  
Arthur Walker III  
Mark Ward



## Board Chairman Report

As Chairman of the Gateway Board of Directors, I am excited by the growth and prosperity the agency has enjoyed this year. I am proud to work with dedicated board members that take their responsibilities seriously, showing up at committee

and board meetings prepared and interested in making the best possible decisions for the citizens in each of our five county jurisdiction. We have an excellent group of employees that take pride in their work and are committed to quality. On behalf of the board of directors, thank you to the staff for their dedication, the community for their collaboration, and the clients for the trust they place in our agency. I look forward to another wonderful year!

Sincerely,

***Brad LeMaster***





## ***Meet the Directors***



***Kristy Gamble  
Chief Finance Officer***



***Kristy Lewis  
HR/EEO Director***



***Tristan Daniel  
IT Director***



***Leah Kohr  
Director of Community  
Initiatives***



***Martina Roe  
Head Start Director***



***Rebecca Allen  
CSBG/LIHEAP  
Transportation Director***



***Wendy Crain-Lawson  
WIOA Director***



***Wallace Rose  
Weatherization Director***

# LIHEAP

## Low Income Home Energy Assistance Program



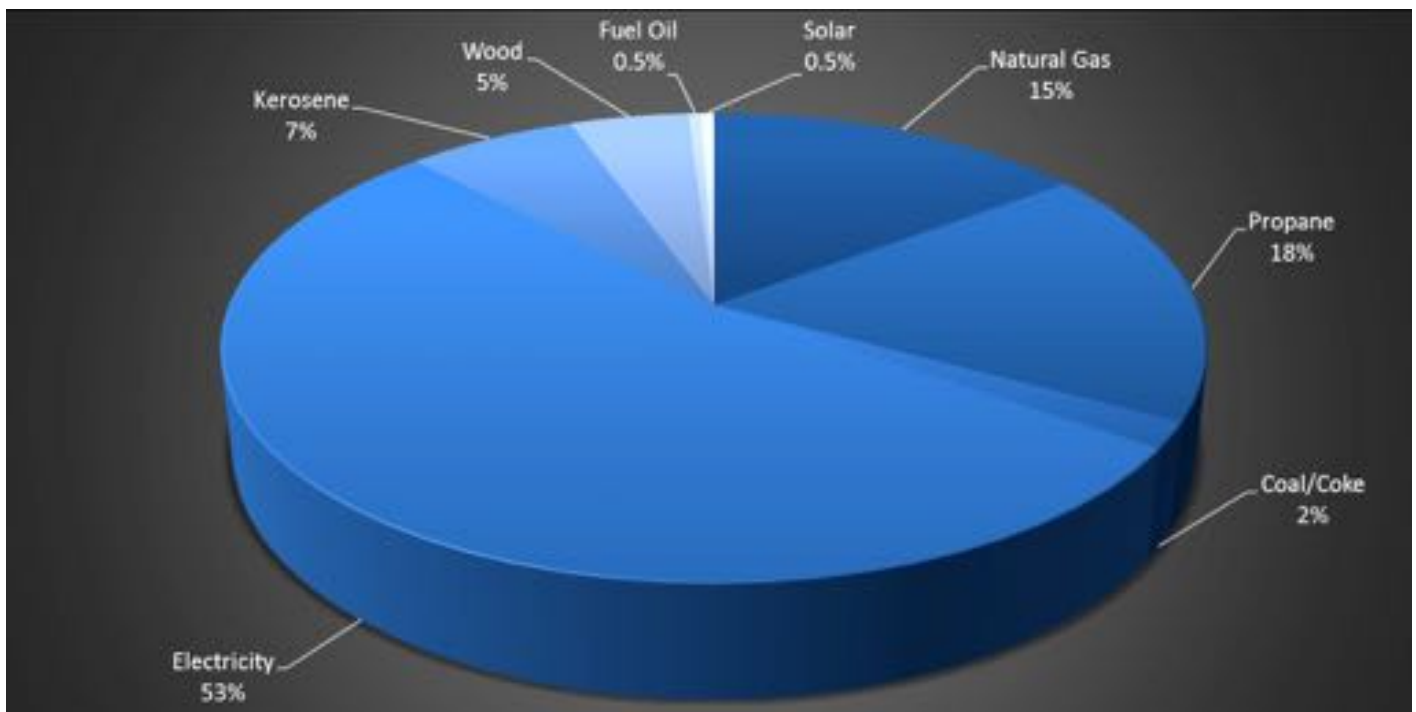
The Kentucky LIHEAP program helps approximately 150,000 Kentucky families pay their heating bills each winter. The U.S. Department for Health and Human Services allocates funding to Kentucky through the Cabinet for Health and Family Services, which contracts with Community Action Agencies across the state to receive LIHEAP applications and provide recipient benefits. The LIHEAP program is federal monies designated for home heating assistance.

Gateway serves clients seeking assistance at each of our local outreach offices. During FY 2015, we completed more than 5,000 applications for the LIHEAP program which is divided into two components, subsidy and crisis.

The subsidy component operates in November and December while the crisis component operates from early January until the middle of March, or until all funds are expended.

Some of our most vulnerable citizens would not be able to meet basic needs if not for LIHEAP services. Unfortunately, without heating assistance, many seniors would be faced with choosing between paying their utility bill and purchasing food or medication. During FY 2015 we assisted 2,800 households with their heating assistance needs.

**LIHEAP client, Misty Casebolt said, “Without the help of Gateway with my electric bill, my electric would have been disconnected and I would not have had the money to get it turned back on. Having Gateway Community Action in our community is a huge help to many families as I know it has been to mine.”**



Residents of our communities use a variety of fuel to heat their homes. The chart above illustrates the breakdown throughout our five county service area.

## CSBG (Community Services Block Grant)

The Federal Community Services Block Grant (CSBG) are flexible dollars used to support activities that lessen poverty in our communities. Outreach staff are located in each of Gateway's five counties ready to assist citizens in need. Under the Gateway umbrella, we operate a variety of programs that range from crisis management to self-sufficiency, all designed as a kaleidoscope of services that speak to the unique and varying needs of each client. When we are unable to provide direct service, we provide referrals and then follow up to see if the client need was met. Last year, we provided 523 referrals to our various community partners and followed up with 483 of those referred. We believe every person we come in contact with should receive exceptional service and it is our responsibility as well as our desire to ensure each need is sufficiently addressed.

During FY 2015, we served 239 households through more than fifteen programs. By leveraging CSBG dollars, we create, coordinate, and deliver programs and services to alleviate poverty, revitalize our communities, and empower low-income families and individuals to become fully self-sufficient. Outreach staff offer case management opportunities that can assist families and individuals as they work toward becoming more stable. Budget counseling, linkages with available resources, and setting goals that are specific and measurable are examples of services we stand ready to provide. Working together to help families achieve their goals makes our communities stronger and enriches the lives of all citizens.



One of the features of community action is our quest to understand client needs. We use surveys as one mechanism for reaching out and inviting input of those receiving

our services. This information drives decisions on how to best utilize CSBG dollars. The results in the chart was collected from clients that were asked to rank the need for services in nine (9) categories from 1 to 9, in order of importance. Using collected data, we are able to locally design an approach that will best meet the needs of our target audience.

**Without a sense of caring, there can be no sense of community. -Anthony J. D'Angelo**

Category of Service	% Reporting
Emergency Services	29.6%
Employment	13.0%
Education	12.1%
Housing	11.7%
Income Management	9.7%
Resources	8.9%
Health	8.8%
Self-Sufficiency	3.6%
Nutrition	2.6%

## Head Start Policy Council Members

### Policy Council Parents

Brenda Evans - Chairperson

James May - Vice Chairperson

Jennifer Shoestock - Secretary

Phyllis Helton

Kelli Thomas

Jessica Gevedon

Carrie King Haney

Whitney Adams

Jackie Jones

### Community Representatives

Wanda Fultz

William Shields "Rusty" Hedrick

Blair McKinney

Dana Elam



## Head Start: A Year in Review!

Choosing the right early childhood setting is a very important decision that can sometimes be overwhelming.

As a parent, you want to ensure that your child is safe and happy in an educational, fun, nurturing environment that will have lasting benefits. Gateway Head Start invests over \$2 million dollars each year to ensure quality services are provided to over 400 children and families within our five county service area. Some of the indicators that measure quality in Head Start include safe, healthy, and clean environments, sound internal controls, services to children most in need, and effective teacher child interactions. This past year, we received three federal monitoring reviews in addition to our annual state licensing, fire marshal and health department on-sight visits. Results from our federal reviews indicate that we:

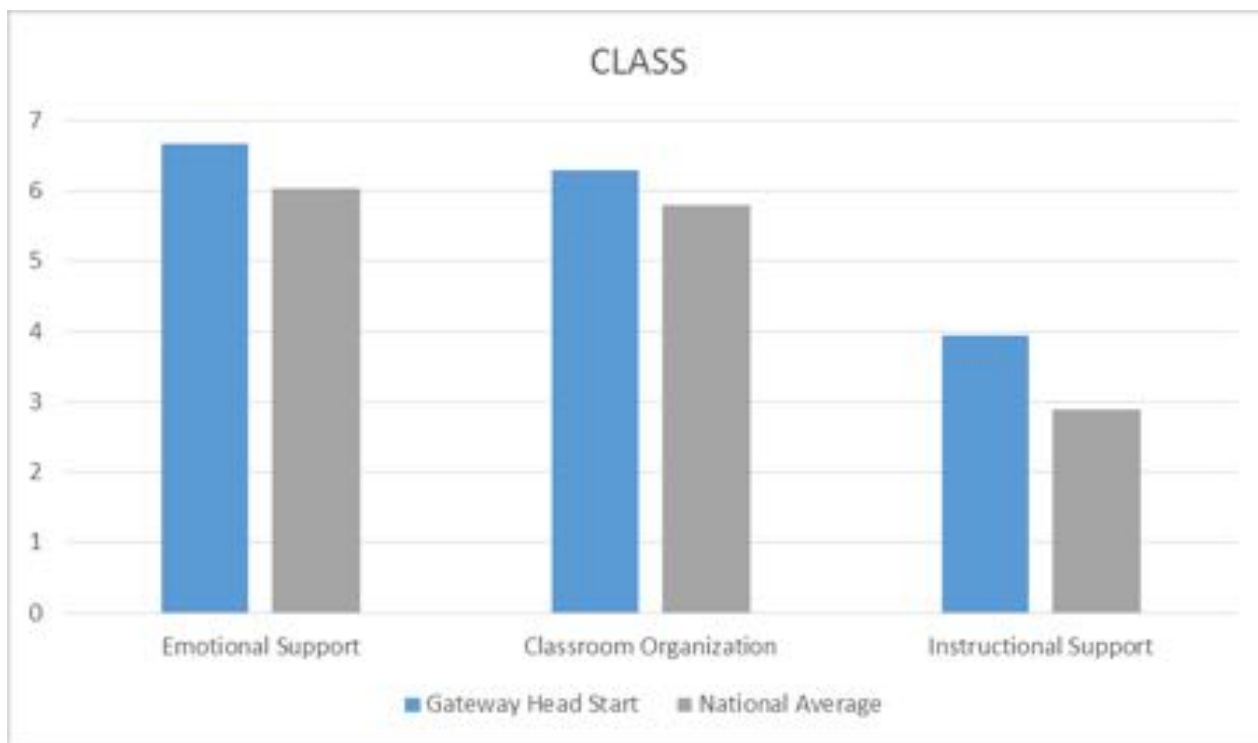
- provide safe, healthy and clean environments
- implement practices to ensure the health and safety of all staff, volunteers, and children
- provide effective internal control and accountability of federal funds
- initiate appropriate family support

These are important indicators that promote future school success.





# Head Start Scores Big!



The Classroom Assessment Scoring System (CLASS®) is an observation instrument that assesses the quality of teacher-child interactions in center-based preschool classrooms. CLASS® includes three domains or categories of teacher-child interactions that support children's learning and development: Emotional Support, Classroom Organization, and Instructional Support. Within each domain are dimensions which capture more specific details about teachers' interactions with children. In FY 2015, the average scores received by Head Start programs across the nation during CLASS® reviews were 6.03 in Emotional Support, 5.80 in Classroom Organization, and 2.88 in Instructional Support. Gateway Head Start CLASS scores were above the national average in all three domains as depicted by the graph.



## Crusade for Children

The \$8,000 contribution from the Crusade for Children foundation received in the past two years, our mentor coach attended formal training/conferences that comes for preschoolers. Training sessions were provided to teaching these strategies, our child outcome data was impressive, with many children showed an increase of 25.9% from fall to spring and social/emotional outcomes showed published goals contained in our five year plan.





## Behind the Wheel

Today's school buses are built with safety in mind! Students are about 50 times more likely to arrive at school safely if they take the bus! We traveled over 120,000 miles this year throughout our five county jurisdiction and put an average of 7500 miles on each bus. To ensure safety remains top pri-

ority, staff participate in pre-employment and random drug/alcohol screenings, receive annual driver registry checks, and are trained in specific medical and security procedures to best ensure all children receive a safe ride. Our fleet receive annual inspections and we conduct a transportation analysis annually. We are appreciative of the opportunity to secure over \$130,000 for the purchase of two 24 passenger buses which will allow us to take some of our older buses off regular routes.

## Support from Swartz Mowing

Setting goals to drive sustainability is part of our everyday practice at Gateway Head Start. A strong part of our program is to ensure every child and family receives the tools and resources to be successful in life. We are excited to announce a new collaborative partnership that supports our mission. Swartz Mowing, located in Olympia, Kentucky, is dedicated to the community and concerned about our most vulnerable children and their families. Swartz Mowing has joined our Head Start family by becoming a lifetime member of the Kentucky Head Start Association. We are proud to partner with dedicated individuals and businesses that support our community at large.

ived last fiscal year helped to support the salary of a Head Start mentor coach. During the to increase knowledge and skills in the areas of improving math and social emotional out-staff that focused on strategies for teaching specific skills to preschoolers. As a result of children making tremendous progress toward their school readiness goals. Math outcomes d a 29% increase from fall to spring. This accomplishment allowed us to exceed our estab-

# Gateway Community Action Transportation Program



Gateway Community Action operates public transportation in Morgan County from the Transit Center located in West Liberty. Gateway Transit provided more than 1,000 rides to the citizens of West Liberty in 2015. Until we expanded our services to include the entire county in July 2015, Morgan County did not have access to public transportation, therefore limiting the mobility of many residents. There are no eligibility requirements tied to our public transportation. Anyone interested in transportation, is welcome to call and make an appointment for pick up and drop off at their desired location.

We operate Monday-Friday from 8:00am-4:30pm. Residents can contact our transportation dispatcher at 743-7015 to schedule a ride. The ability to provide this service to the community is exciting. It has given many citizens the freedom to choose when they make appointments, run errands, or simply visit friends and family.

***"Without Gateway Transit I would have to pay someone to bring me to town and I just can't afford to pay someone that much. Being able to ride the bus helps me save my money so I can buy other things I need."***  
**- Janice Nipper, Passenger**



## Volunteer Income Tax Assistance (VITA)

The Volunteer Income Tax Assistance (VITA) program offers free tax help to people who generally are low-income taxpayers who need assistance in preparing their own tax returns.

During the 2016 tax season, at one of our Northern Kentucky Asset Building Coalition (NKABC) relationship issues. We were able to file all year's returns for her and she was able to receive over \$1,000. She still have enough money to set up an independent household. She almost cried when she found out.

This is a nice service that save the taxpayer money. Many clients come back year after year to

# kynect

In the fall of 2015, Mrs. Angel contacted a Gateway Community Action kynector In Person Assister to inquire about eligibility for her niece through the kynect program. She had recently been awarded custody.

Mrs. Angel knew she could add the niece to her insurance plan but it was going to be very expensive and difficult to manage financially. Through a discussion with Mrs. Angel, the kynector ascertained information that her niece had previously been in foster care which was a qualifying factor, making her niece eligible for free insurance. What a financial relief for the family!

Gateway staff were thrilled Mrs. Angel had taken the initiative to contact our kynect office. It is satisfying to see families avoid unnecessary financial burdens associated with insurance premiums while still having access to quality healthcare.

This is the third year for the kynect program. kynectors have completed approximately 1,750 applications for insurance since the program began in fall 2013. Region 7 (Bath, Meniffee, Morgan, & Rowan Counties) met required monthly application requirements in each month of the three year contract.



generally make \$53,000 or less, persons with disabilities, the elderly, and limited English speaking

) tax sites a taxpayer had not filed for 4 years (2012, 2013, 2014, 2015), due to medical and re-  
er \$16,000 in refunds which allow her to pay off school debt so she could return to college, and  
d out her expected totals and was so grateful for the help and ease of the process.

have their returns prepared through the VITA program.



**“Being a great father is like shaving. No matter how good you shaved today, you have to do it again tomorrow.”**

**– Reed Markham**

## New Pathways for Fathers and

As the American family changes, fatherhood is changing. Fathers are taking a more active role in caring for them and homes in recent decades. At the same time, more and more children live in one of every three children in America lives in a home where the father is absent. Ninety-one percent of American parents agree that this is a crisis. According to the National Fatherhood Initiative, there is a father factor tied to many of our nation's worst social problems.



In September 2015, Gateway Community Action received grant funding for the New Pathways for Fathers and Families Program by the United States Department of Health and Human Services, Administration for Children and Families. Gateway was only 1 of 55 agencies awarded this grant, and only 1 of 5 previous grantees to be funded again. This five year grant is designed to strengthen positive father-child relationships and marriage as well as provide individualized case management and support for the needs of eligible fathers. There are no income or education guidelines and all services are available to incarcerated dads. The program is intended to help men become involved fathers. In addition, single fathers raising children are welcome in the program. Per the grant requirement, services did not begin until at least 200 participants in this first year. That goal will increase to 400 participants in the second year. Participants can connect with their children.

*One stepmother stated; While her husband is a good father to his young sons, at the most aspect of their lives other than sports. She encouraged him to take the boys to do so. After the movie, she said that the younger boy indicated that he enjoyed the movie. They spent the next hour or so discussing the meaning behind the movie, and she heard them communicating on a deeper level for the first time in recent memory. She said she and she couldn't be happier. It gives her hope that the family can build on these experiences and pursue together.*



# Families Program

ing in important and sometimes surprising ways. Today, fathers who live with their children helping out around the house. Stay-at-home and single fathers have grown significantly in children are growing up without a father in the home. The U.S. Census Bureau reports that where the biological father is absent. That's 24.7 million children in the United States in a



ld engagement, improve employment and economic mobility opportunities, and improve access to community resources to address the social, emotional, and economic stability as well as materials are free. The program is not just for single dads, young dads, or incarcerated fathers, although the program is focused on fathers, mothers, grandparents or other guardians beginning until July 1, 2016. The Gateway team was prepared and ready to go and intends to continue in years 2-5. One of the best parts of the program is offering special events where dads

ages 8 and 11, he struggles to connect with them in response to the 'Flicks With Fathers' event, and he agreed to watch the movie but did not fully understand it. His father stated that it nearly brought tears to her eyes to see them. They found a topic other than sports to discuss, and they made deeper connections by exploring more activities to



# Weatheriza

The Weatherization Assistance Program (WAP) was created under Title IV of the Energy Conservation Act of 1976. The goal of the Weatherization program is to install energy efficiency measures such as insulation and air sealing to reduce energy costs and lower the household's utility costs. The Weatherization program also provides other measures such as smoke alarms and carbon monoxide detectors. With rising energy costs and declining incomes, families struggle to pay their utility bills. In the years, Gateway Community Action has been able to help many families through this program.

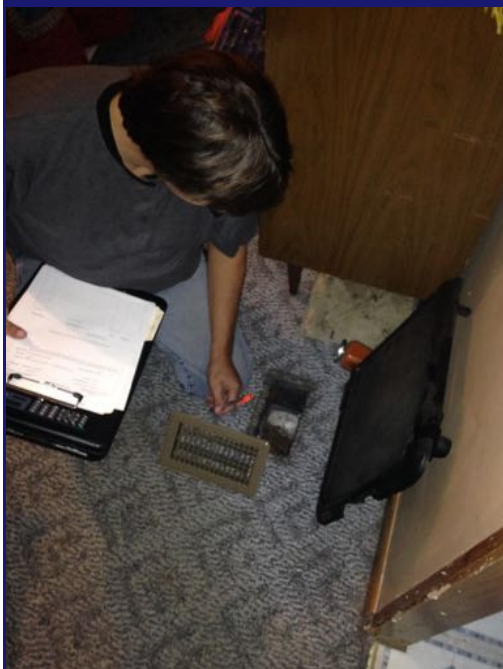


the porch area that had been closed in. At least a dozen tubes of caulking was used and trim was replaced. Doors and windows were weather stripped and sheet rock was replaced or repaired in some areas.

When the insulation and air sealing work was done it was determined that the goal had actually been exceeded. The home was being heated by a propane stove. The Weatherization program does not allow for ventless gas heaters. A heating technician installed a new direct vent propane stove. The Heat Technician also installed three new smoke detectors.

As a result of Gateway Community Action's Weatherization program, the home is now more energy efficient and has a new and safe source of heat. The home is now airtight.

This program year, Gateway Community Action has been able to help many families through this program. The total household occupants, the majority being elderly and/or disabled.





# ation

conservation and Production Act of 1976. The purpose of air sealing to reduce a home's energy consumption. The Weatherization program can also provide Health and Safety inspectors to ensure the well-being of the household. The program helps homeowners struggle to meet their utility cost responsibilities. Over the years, the program has assisted thousands of homeowners and tenants meet their responsibility through the Weatherization Assistance Program.



One such homeowner recently receiving assistance from the Weatherization program is a 70 year old woman from Menifee County. She enthusiastically expressed her approval of the Weatherization program and what a difference the work has made on her home. On initial inspection, our Dwelling Units Evaluator found many issues and formulated a plan to improve the energy efficiency of the home. The home was in dire need of attic and floor insulation. There was significant air infiltration causing a loss of valuable heat and wasted energy. The home had a porch that had been closed in to create closet space but lacked the appropriate siding to prevent outside air and moisture from entering the home. Our crew members blew cellulose insulation into the attic and increased the insulation value to an R-38. The floor lacked any insulation so fiberglass batt insulation was installed to R-19. A vapor barrier was installed on the ground as a vapor barrier as well. Air infiltration issues were addressed by installing siding to the exterior walls. A door was installed to close the gap where the walls and ceiling met in some areas.

Determined by use of our blower door that the air infiltration was addressed by way of a ventless propane heater. The rules of the program require a sole source of heating so our Heating Technician also installed a bathroom exhaust fan to address ventilation. The home also received a carbon monoxide monitor and a smoke detector.

Through the program, this Menifee County resident's home is much more comfortable. A reduction in utility costs can be expected immediately.

The program is able to provide WAP services to 41 residential units and 79 units for the disabled.





Gateway Community Actions, Kentucky help many different groups of job seekers (program), programs range from Youth (High School Seniors) to Dislocated Workers. Programs we currently have available are Adult and Dislocated Worker Funds. Being able to provide such quality programs in our area are laid off, have minimal skills, and work one on one with job seekers to find employment. Job Clubs, job search, resume writing, and interview skills are considered when assisting a job seeker.

client as well as the community and local economy.

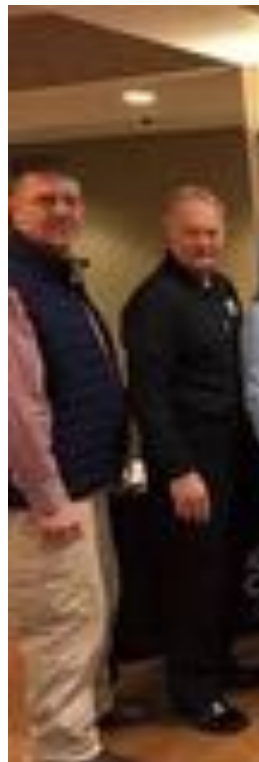
Since July 2015, Career Advisors have assisted over 250 job seekers with job search and assisted 75 job seekers in obtaining employment.

**Adult and Dislocated Worker Funds –** The Workforce Innovation and Opportunity program year, we have served ten (10) customers from these funds for paid training in CDL, Welding, Lineman and Medical Technology. Supportive services are provided. We also assisted eight (8) Incumbent Workers from Appalachian Regional Hospital in Berea, KY.

**Youth Funds –** In School Youth (High School Seniors) and Out of School Youth (ages 18-24) can be served with funds for Work Experience which assists them in gaining employment, building references, learning skills, and building a resume. Local businesses also benefit from this service as they receive free labor. Training is also available for Out of School Youth and six (6) were assisted this year with CNA. High School seniors receive resume training and basic job search workshops from Career Advisors at Menifee and Morgan County High Schools.

**Hiring Our Miners Everyday (HOME) –** Assisting dislocated coal miners and their families is funded by a National Emergency Grant (NEG) and has helped over 2,600 former coal miners regain employment. Assistance is available for tuition, travel, and monthly needs based payments. We have been able to serve five (5) laid off coal miners during the program year with training in machinist, business, and automotive tech.

**Community Impact (CI) -** This program is for Eastern Kentucky residents who have lost their jobs in non-coal businesses. We have assisted two (2) customers with these funds in the program year with training in Lineman and three (3) CDL.



**We had  
the Hampton  
30 employ**



Our Career Center JobSight is excited to have such a variety of funds available to our clients. Funded through EKCEP (Eastern Kentucky Concentrated Employment Program) for High School Seniors to various adult programs (ages 18 and older). The programs listed below with the number of clients served during the 15-16 program year. Programs which truly help the community is especially needed as many people in need of skills, or simply need to obtain their GED to find employment. Our career advisors not only find employment, but to find employment that meets their skill set and income needs. TeleworksUSA, short-term/long-term training, and many other factors are considered for the job seeker. To help someone obtain employment is a great accomplishment for the

center. We provide job search, resumes, career guidance, referrals to training and much more. We have

The Kentucky Career Center Act (WIOA) receives Adult and Dislocated Worker funds each year. During the year, training is provided in the following areas Certified Nursing Assistant (CAN), Commercial Drivers License (CDL), and more. There are also available to purchase needs for training that the customer may need. We also provide assistance for those with an Associate Degree to a Bachelor's Degree (ARH) to further their education from an Associate Degree to a Bachelor's Degree.



*Every successful individual knows that his or her achievement depends on a community of persons working together. ~ Paul Ryan*

We had a very successful job fair in Morehead at the Morehead Inn in February 2016 with approximately 100 employers attending and over 100 job seekers.



## Morgan Countian Avery Elliott Gets Back on His Feet With Help from Local Job Club



*"You can get down on yourself when you don't have a job or money to buy your grandkids something for Christmas," Morgan Countian Avery Elliott says as tears glisten in his eyes. "I never thought about getting in that kind of shape."*

Like many others in Eastern Kentucky, unemployment left Elliott facing one of the hardest times in his life. After a medical condition left him unable to continue working at his long-time job, he was

forced to depend on a stifled income as he began healing both his body and his life.

In December 2013, Elliott was working as a deliveryman for a national medical supply company that specialized in delivering oxygen to patients in need. At the same time, the 65-year-old was battling an ailment that left him in excruciating pain every time he would walk to make a delivery.

*"I ended up having to quit on December 31, 2013. Then I had my surgery later,"* Elliott explains as he sits in the conference room of the Gateway Community Action office, located in the Enterprise Center.

While the surgery helped Elliott rid himself of his pain, it brought on a different kind of ache when rehabilitation and a lack of his former income forced him to further change how he lived his life.

*"I got pretty down on myself,"* Elliott says, adding that his life went from working and being in his garden to spending the majority of his time indoors and on his couch.

After a lengthy rehabilitation process, Elliott took the first chance he could get, to take the right steps toward gaining employment. That included a trip to Gateway Community Action's Career Center JobSight office.

Gateway provides Workforce Innovation and Opportunity Act (WIOA) services in Morgan and Menifee counties under contract with the Eastern Kentucky Concentrated Employment

Program, Inc., (EKCEP). EKCEP administers WIOA programs in 23 mountain counties and also manages the Kentucky Career Center (KCC) JobSight network of workforce centers, which provide access to more than a dozen programs and services for job seekers and employers under one roof.

Gateway's KCC JobSight Career Advisor met with Elliott in the fall of 2015, and invited him to attend a local Job Club meeting, which is a small group of jobseekers that meet to share leads, networking opportunities, and develop skills such as interviewing and résumé building. EKCEP and its Kentucky Career Center JobSight workforce network, in collaboration with Community Action Partnership and the Kentucky Office of Employment and Training, sponsor the program.

*"I didn't fool with a computer much, and the Career Advisor helped me on that,"* Elliott adds, laughing. *"The good part about the Career Center, they know about these job openings probably about two weeks before the public does, and that gives us an advantage, too, and that's a good thing."* It was that advanced knowledge that helped Elliott get his application into a local medical supply delivery company a week before a job fair the company was set to attend .

*"I had job offers, but I would have had to do a lot of walking and stuff,"* he explains, adding that nothing turned out to be as good as the job he ended up interviewing for and accepting with the local medical supply company.

Almost exactly two years after the life-changing day when he was forced to quit his job, Elliott started his new job in December 2015.

*"There was a lot of training, and they paid me for my training, and they've been good to me. It's a real good place to work,"* he says.

Had he not come to Gateway and received the help, Elliott admits he's not sure where he would be in life.

*"I was all the way down on the bottom. I was down, and Gateway helped me up and out of it, and I'm thankful for that,"* he says.





The best reward for a job well done is the smile you see on a client's face when you can offer them help. There is nothing more satisfying than telling someone who is about to lose their home that they can stay; telling someone living in their car that you can help with rent; or preparing first time home buyers fulfill their dream of home ownership. Gateway Community Action provides several services that help our clients survive and succeed in the area of housing.

The Unemployment Bridge Program (UBP) is a federally funded mortgage assistance program. The initial program ended with the last applications being taken January 31, 2016. In February 2016, the U.S. Treasury approved additional state funding for the Hardest Hit Program administered by Kentucky Housing Corporation and in April the U.S. Department of the Treasury announced it had awarded the state of Kentucky an additional \$27.9 million for this program. With the additional funding in tact, UBP reopened on May 16, 2016 and Gateway Community Action was back in business offering mortgage assistance. The initial terms for assistance were \$30,000 or 18 months of mortgage assistance, whichever occurs first. The new Program terms are \$15,000 or 12 months of assistance, whichever occurs first. Eligibility requirements and all other terms and conditions are the same. We are currently receiving at least five (5) new cases per week. This additional funding should sustain the program for another two years.

For year 2015-2016, approximately 56% of all UBP applications processed through Gateway Community Action were approved for funding. The additional 44% either did not qualify for the program or their case expired due to lack of/or non-timely client response for missing documentation.

***"Thank you Gateway and Kentucky Housing for t***

***"I am writing on behalf of the UBP program and how it helped our family from los  
due to the company closing. Due to this there was no way that my husband and I  
facing having our home foreclosed on and didn't know what would happen if this  
munity Action we were on our way to getting to stay in our home. Tiffany walked us  
were with being approved. Finally in November we signed the documents that wo  
way for helping us to keep o***





*his program! It has been a blessing for us.” - Karen*

*ing our home. In July 2015 I was given a week’s notice that my job would be ending  
would be able to make our mortgage and home equity payments monthly. We were  
occurred. After contacting the program and being put in touch with Gateway Com-  
s through every step of the process and kept us up to date on the status of where we  
uld allow us to keep our home. We are so grateful for the UBP program and for Gate-  
our home.” – Paula and James*



HOME Tenant Based  
Rental Assistance

Tenant Based Rental Assistance (TBRA) funds for the Gateway Community Action was 1 of 15 organizations in funding from Kentucky Housing Corporation for the next year was awarded through 2018. The need is very high in our waiting list of over 100. When we are unable to help, we refer them through the Section 8 process.

With the original funding we served 40 families with rental help with utilities. When clients enter the program they receive the new funding we were able to extend those families no more. In addition we were able to add four (4) more families who are homeless. According to the Kentucky Interagency Council

comes in 42nd in the state-by-state homeless report, which means only a few states face

Single moms are our biggest client base. Seeing their excitement, and that of their children in a stable living environment is comforting. Their courage and gratitude are contagious.

Although there is no more TBRA funds available, we will continue to look for other sources to meet the big need for assisting clients with rental deposits and first month's rent.

## Home Counseling Services

Gateway Community Action has increased our home counseling services. This includes pre-purchase and pre-purchase counseling for home buyers. This counseling prepares clients and creates with them a strong financial plan that will help them not only maintain ownership but a budget that encompasses all monthly expenses including those unplanned maintenance issues.

Gateway request that all rental assistance clients attend at least one session. This training includes important information on rights and responsibilities of the tenant, budgeting for current and future living expenses in order to move toward self-sufficiency.

Moving forward the government may require pre-purchase counseling for all potential home buyers they will be approved for a home loan. We are planning to partner with local financial institutions, individual, as well as, group home buying classes.

*Gateway Community Action provides much more than service. We build relationships.*

current program were exhausted in June. The state of Kentucky who received new funding for two (2) years. The amount of \$171,600 for communities. We currently have a waitlist for clients to other agencies and walk with

rental assistance, many who also received assistance for 24 months. With funding not at the 24 month mark to their full term. Due to the program, two (2) of which were on the Council on Homelessness (KICH), Kentucky's problems more severe.

children, when they move into a safe, stable

sources of funding. We have identified a

*"I am currently out of work and my husband is on disability. We depend on the TBRA program a great deal. Currently it takes all that we have to live and more. Thank you and God bless."*

– Brandi

*"The new funding for TBRA is wonderful, not just for us but also for everyone who depends on this program in various ways. Thank you for all your help. This program is such a blessing to me and to my sons. Thank you so much for your kindness. I truly cannot verbalize to you just how profound our gratitude is for the help you give. My sons and I would have been homeless for this entire year if not for TBRA and the wonderful work that you and your team do every day. Thank you for all that you have done and all that you continue to do in your work with this program."*

- Leslie

These services include credit counseling, assistance for the loan process and on-time mortgage payments, and emergency situations and

of rental counseling. This includes assistance for renter, building credit, and efficiency.

potential homeowners before they approach financial institutions to offer

relationships and offer hope.





## Human Resource Management – What a Rewarding Year!

It has been a busy and exciting year for the HR Department. Over the past year, we have identified, enhanced, and established processes to increase employee productivity and improve the overall functionality of our system of personnel management. The agency's HR mission remains constant, always focused on meeting both the organization and employee needs for successful staff recruitment and selection, providing current and relevant employee policies and procedures, ensuring legal and ethical practices, offering high quality, individualized performance management, and conducting training and onboarding activities in such a manner that promotes continued growth and success for all stakeholders.

As a result of our goal oriented approach we have achieved measurable outcomes that will provide long-term benefits for the agency. We are proud to share in this report the fruits of our labor that led us to the fruition of many goals:

- The HR Director now holds a SHRM HR Generalist Certificate and a 30 hour OSHA Certification.
- Completed 52 job description and performance evaluation revisions– aligning performance review with key competencies embedded in the revised job description to create a holistic performance management approach.
- On-boarded 33 new staff, thus, increasing the agencies talent pool.
- Developed an agency wide drug & alcohol free workplace program guide aligning agency expectations with program & DOT expectations for increased consistency.

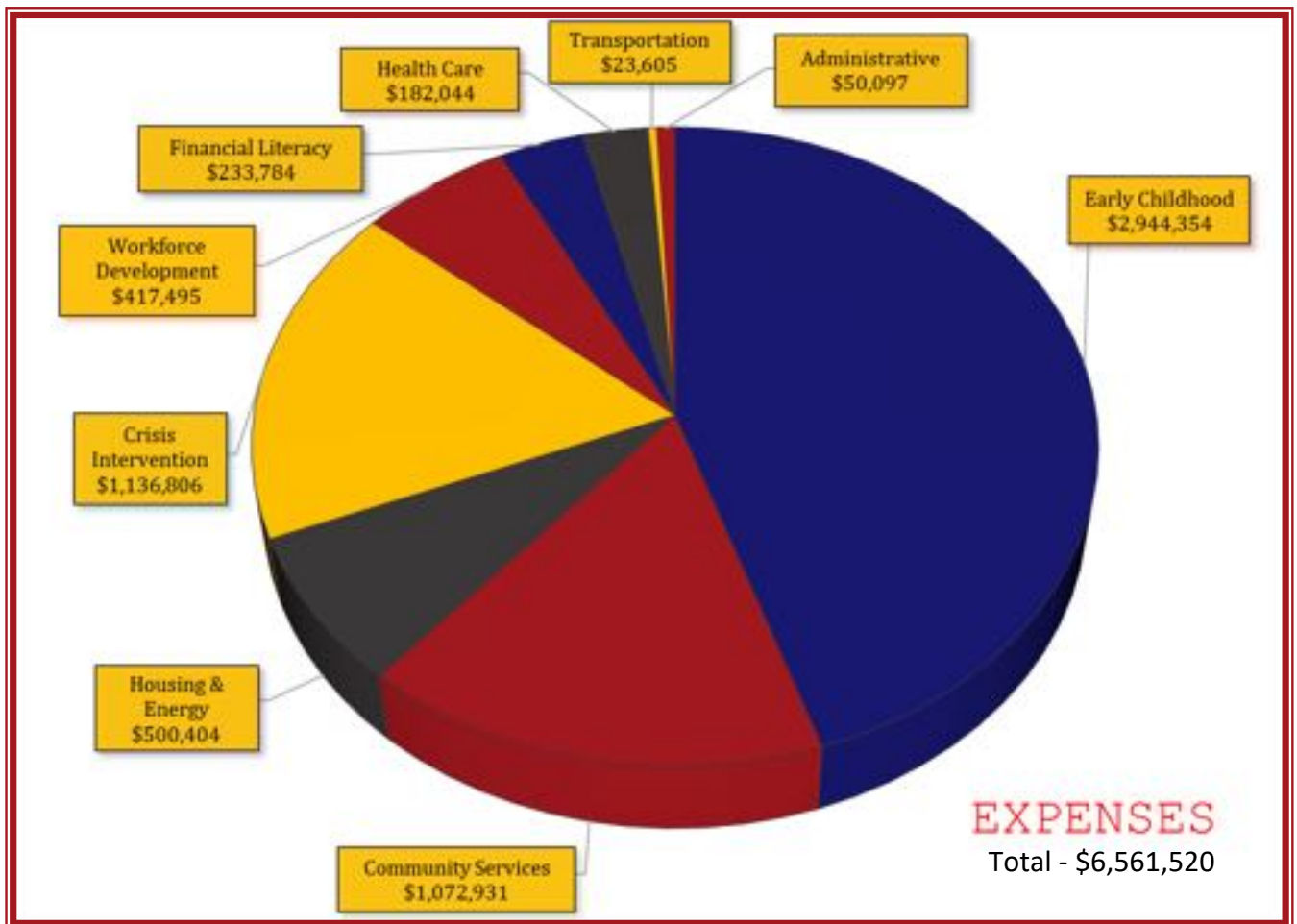
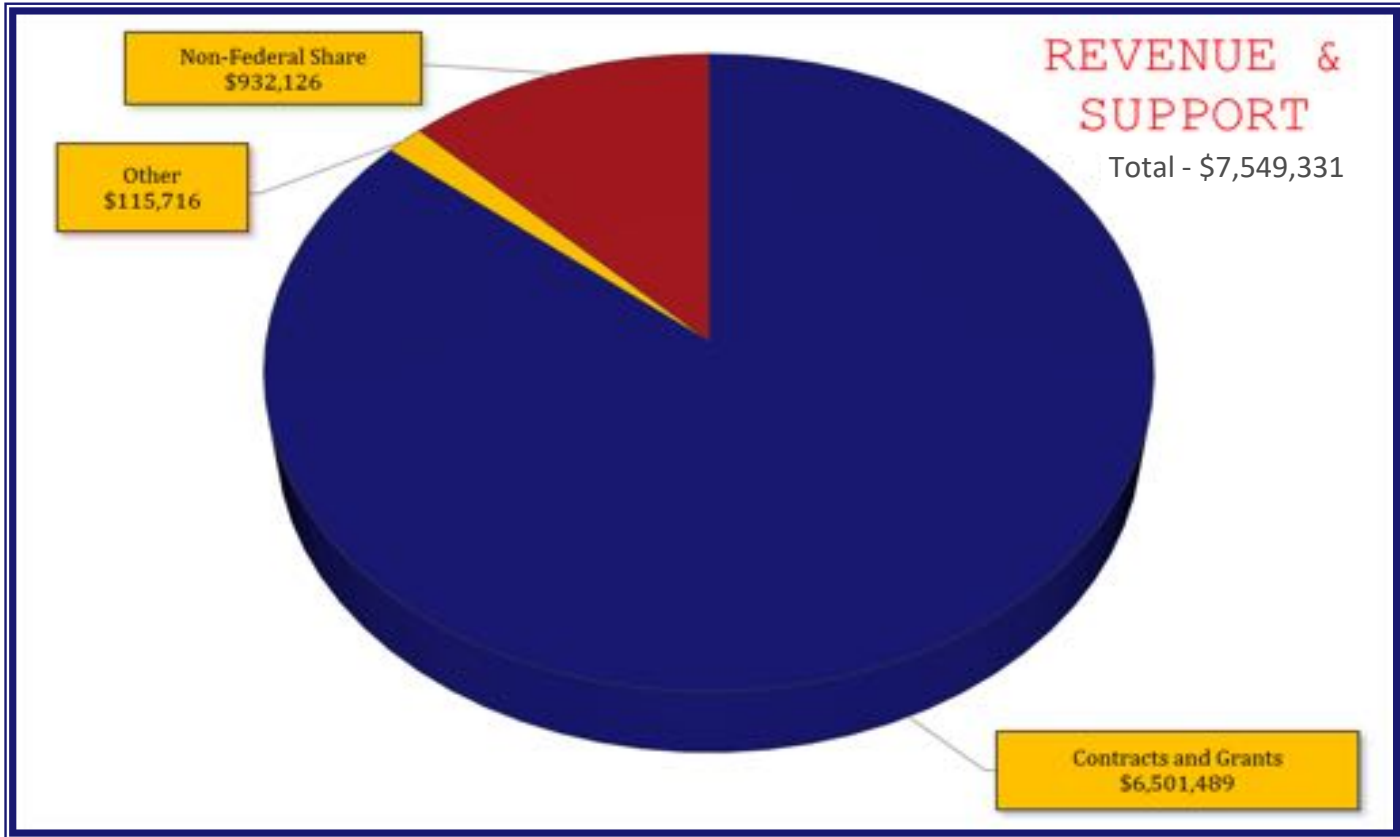
Supervisors participated in performance management training to assist in the completion and delivery of the performance appraisals for their staff. The HR Department has continued to work diligently to enhance the agencies onboarding procedures, ensuring the process is fluid and meets the needs of each individual program. Annual agency training was offered a variety of topics including Ethics and Diversity, OSHA Safety, Drug-Free Workplace, and Sexual and Unlawful Harassment. These trainings are an important part of employee development.

As evidenced in our work this year, Gateway values each employee and their unique contribution to the ongoing success of the agency. We understand the importance of ethical and legal employee practices in promoting a climate of trust and building an atmosphere of team comradery. Being good stewards of personnel management is always a priority.





# Accounting Department 2015 Financials



# A Look





# Back at 2015...





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