



Community Action Opportunities

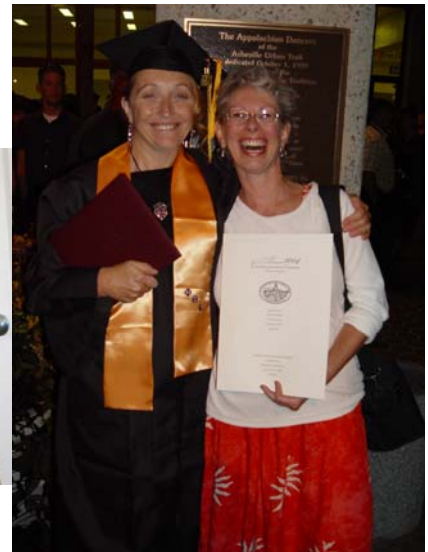
HELPING PEOPLE. CHANGING LIVES.

From July 2007 to June 2008, Community Action Opportunities touched the lives of approximately 4,600 low income individuals living in Madison and Buncombe counties through its Head Start, Life Works and Weatherization services. Approximately 80% of these families have annual income below the federal USDHHS Poverty Guidelines. The remaining 20% have annual income below 150% of poverty. (The poverty guideline for a family of 4 in FY2008 was \$21,200.)



Over **600** of these included children attending our Head Start child and family development program. Parents of these children also worked with staff to set goals for changes to make their lives better.

101 families set goals and activities that would lift them out of poverty. Life Works, a Community Services Block Grant (CSBG) Self-Sufficiency Program, provided a Coach to assist these families to remove barriers to life improvements. These families made significant progress in achieving skills and incomes that would lift them above poverty guidelines.



Housing services were provided to **103** families containing more than 195 residents to make their homes safe and healthy through weatherization services.



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Head Start

2007 - 2008 School Year

Program Information

Head Start Funded Enrollment: 552

Total Staff: 90

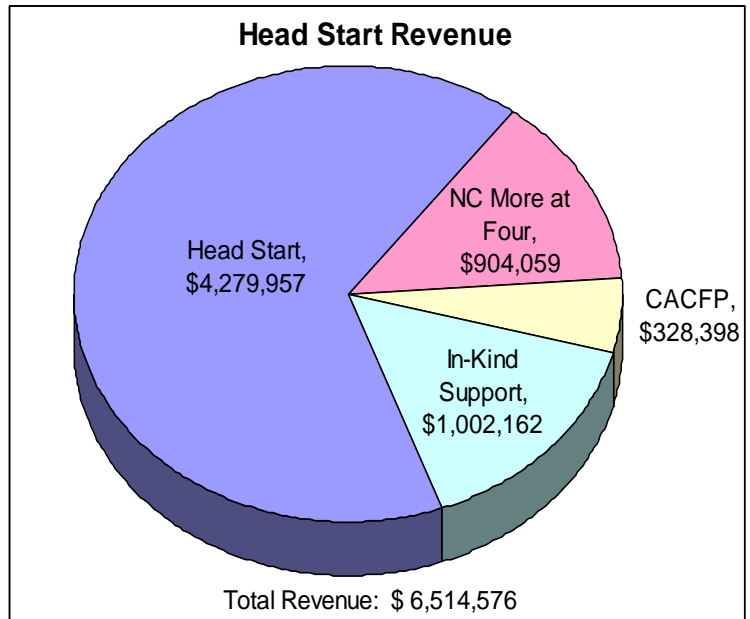
Total Volunteers: 869

Average Teacher Salary: \$28,052

Average Asst. Teacher Salary: \$14,692

Major Collaborators:

- Asheville Housing Authority
- City of Asheville
- Buncombe County School System
- Madison County School System
- Asheville City Public School System
- NC More at Four
- Smart Start



Children and Families Served

Total Children Served: 629

Total Families Served: 593

Gender: Male: 50.6%

Female: 49.4

Race & Ethnicity:	<u>White</u>	<u>Black/African-American</u>	<u>Multi-Racial & Other</u>	<u>Unspecified</u>	<u>Hispanic</u>
	46.6%	21%	32.4%	0.0%	26.7%

Primary Language:	<u>English</u>	<u>Spanish</u>	<u>Other</u>
	73.0%	25.4%	1.6%

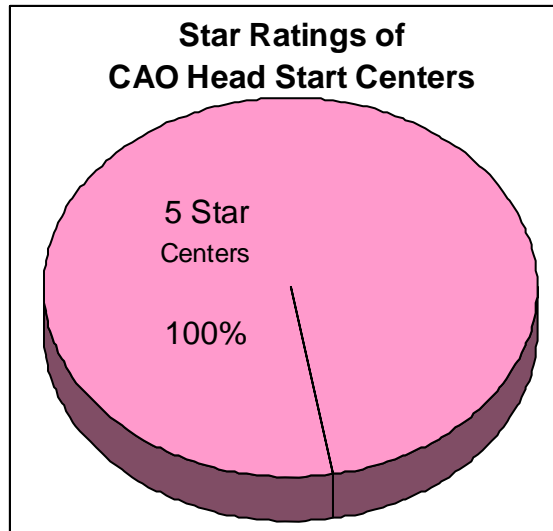
Age:	<u>3 - 4 years old</u>	<u>4 - 5 years old</u>
	41.7%	53.3%

Annual Percentage Average Daily Attendance: 84.22%

Serving Children in High-Quality Classrooms

North Carolina Division of Child Development Star Rating

- Of the 20 center locations at the beginning of the 2007–2008 school year, all 20 had a 5-star license. Five stars is the highest rated license in North Carolina.



CAO Education Assistance Benefit

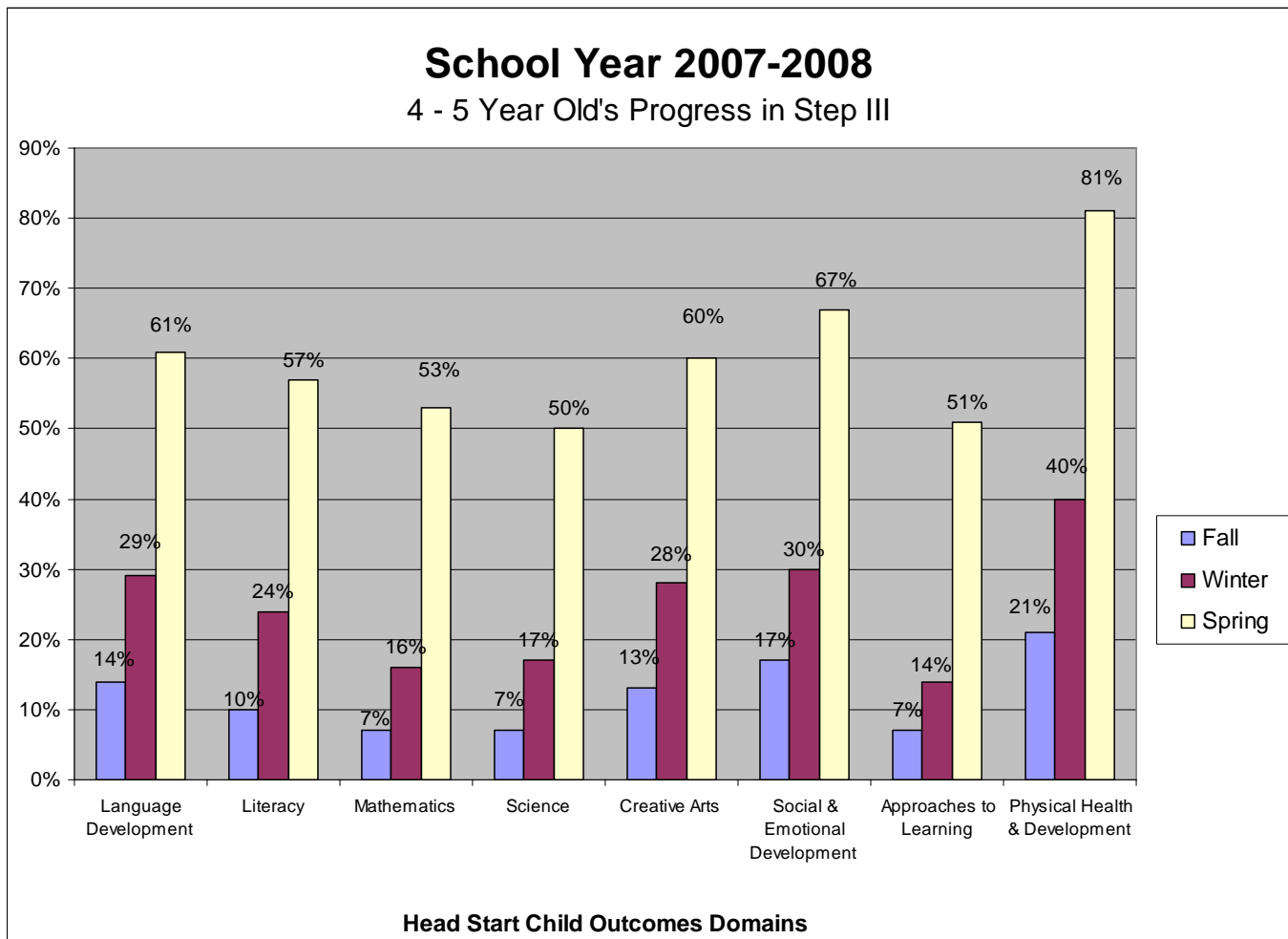
- 90% of Teachers had Bachelors or Associates degrees.
- 93% of Assistant Teachers had North Carolina Early Childhood Credentials.
- Seven Teachers have earned the North Carolina Birth-Kindergarten Teacher License
- Of the seven, four have earned their license through the NC Department of Public Instruction - Office of School Readiness.
- Provided educational benefits for over 55 staff members to pursue higher education degrees or credentials.

<u>Term</u>	<u>Staff</u>	<u>Credit Hours</u>	<u>Cost</u>
Fall, 2007	55	221	\$18,509
Spring, 2008	46	257	\$26,276
Summer, 2008	31	139	\$7,285
		617 total	\$52,070 total

Utilizing Child Outcomes to Improve Program Performance

We assess children's progress throughout the year and report our findings three times. We use the internet-based program *Creative Curriculum Developmental Continuum*. The Continuum measures four levels of progressive development. Forerunner, Step I, Step II, and Step III, with the third step being the highest level on the scale for children ages three to five.

The graph below shows progress towards Step III in the eight Head Start domains for the four to five year olds who remained in our program for the entire school year.





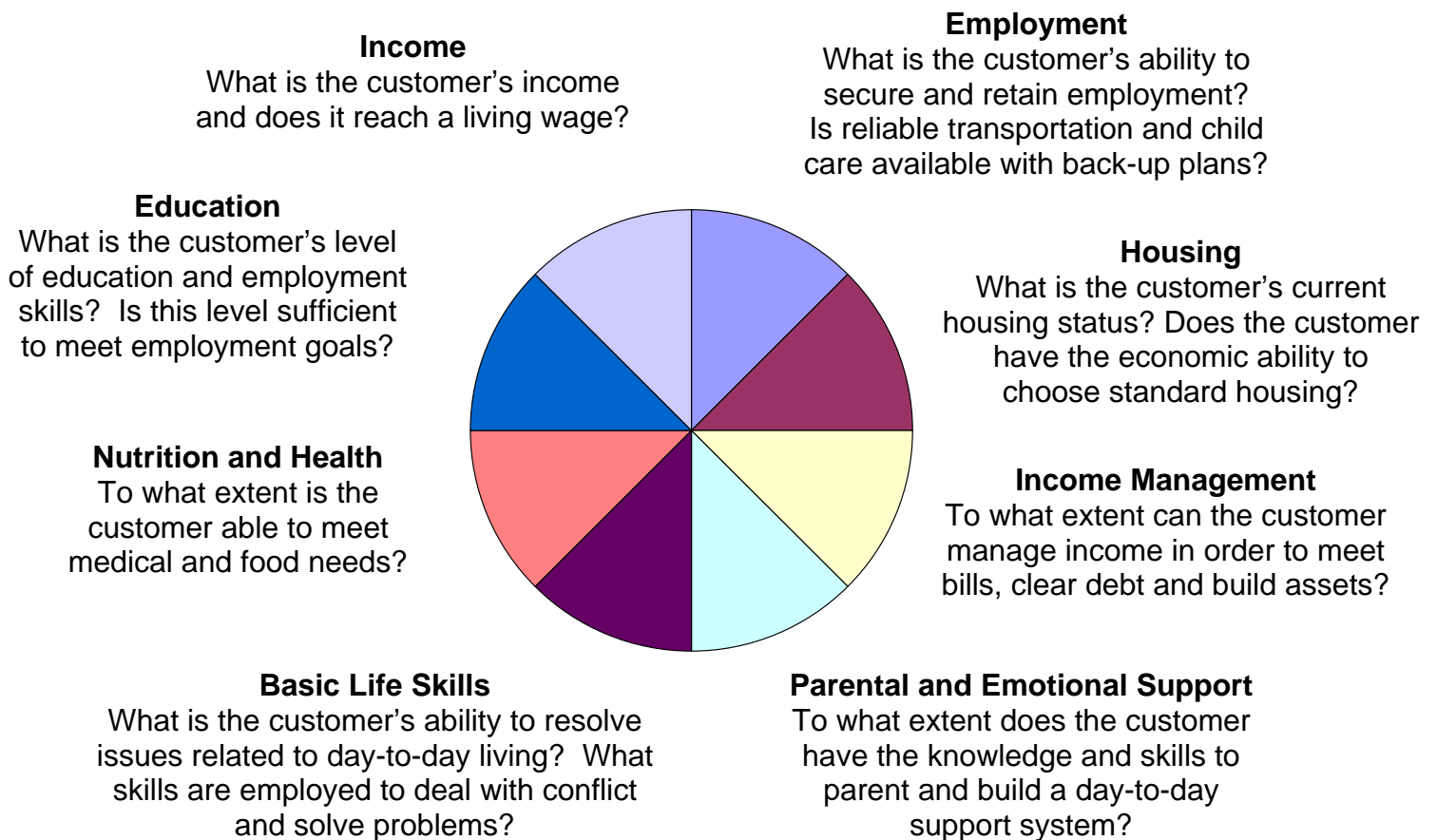
Life Works Self-Sufficiency Program

Life Works provides comprehensive case management services to eligible families living on limited incomes in Buncombe and Madison Counties in Western North Carolina. One hundred one (101) families enrolled in Life Works between July 2007 and June 2008. A common goal of these families was to utilize the case management services of a Life Coach to develop and carry out a plan to change their lives and move toward self-sufficiency. Customers enrolled in Life Works were assessed in 8 dimensions shown on the pie chart below, “Life Works, a Holistic Approach to Self-Sufficiency.”

Following the initial assessment, a ten point rating scale was used to identify each customer’s current strengths and weaknesses in which the lowest point was “in crisis” and the highest point was “thriving.” An assessment survey instrument was also used with each family to determine that entry rating.

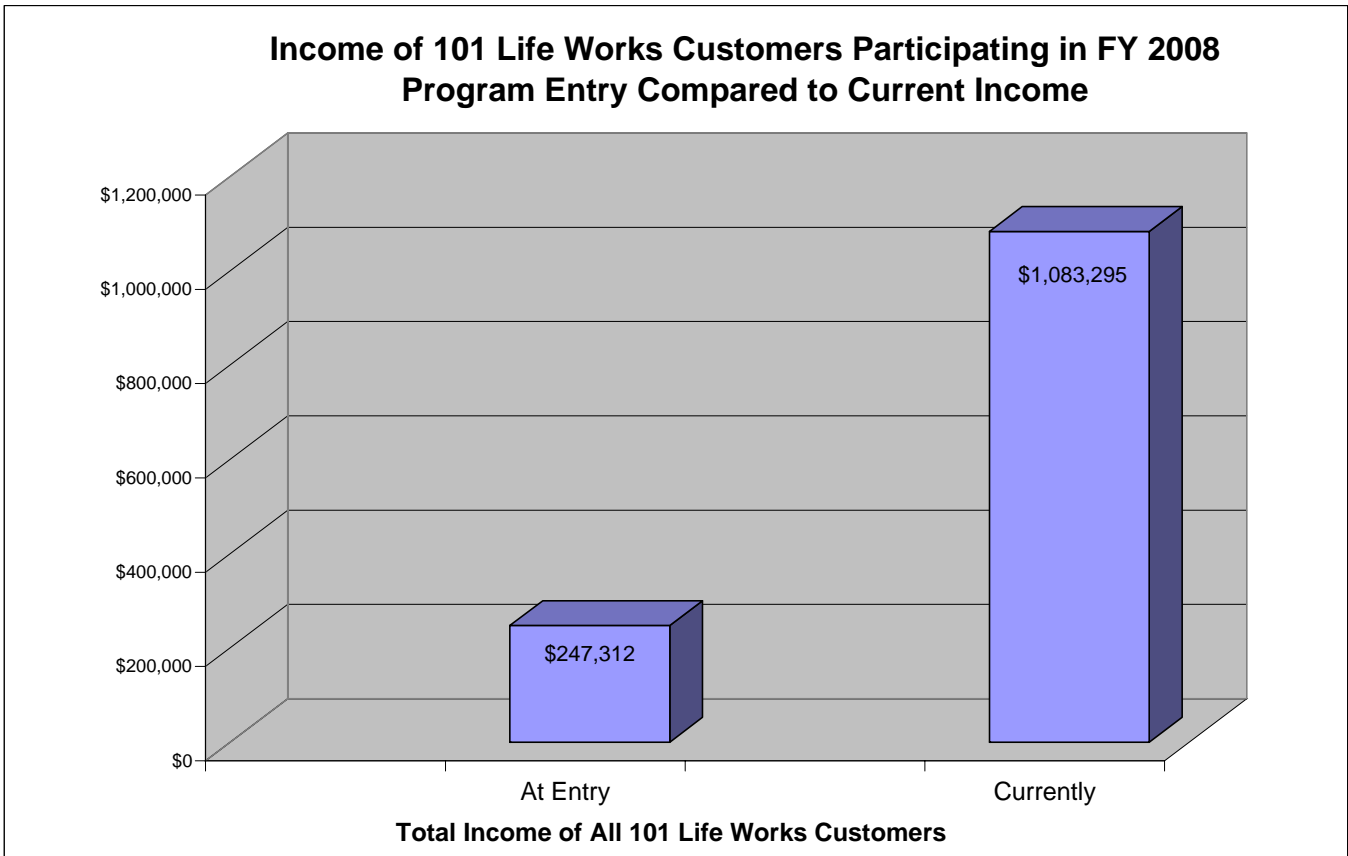
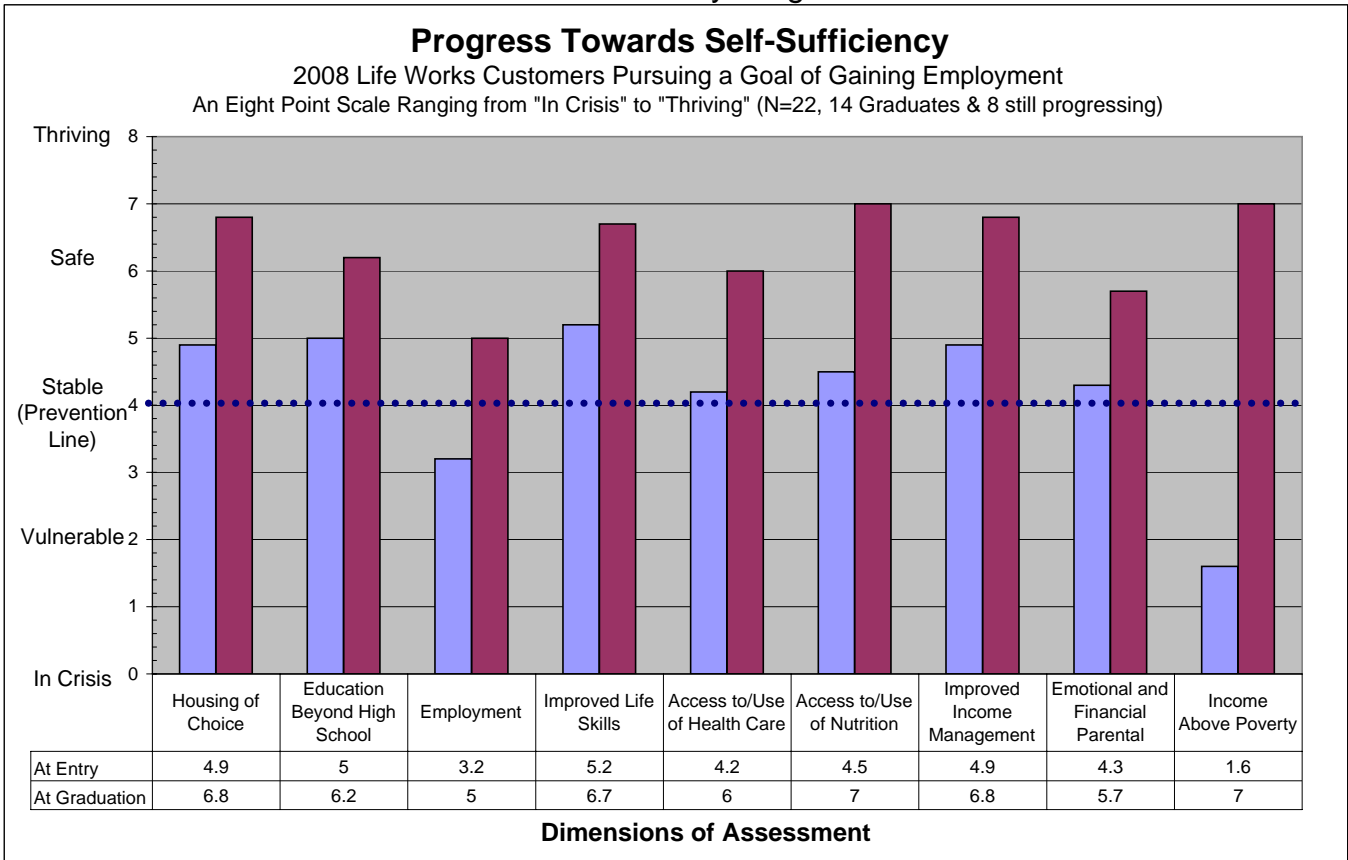
Working with a Life Coach, each customer develops a plan of action to address the dimensions that block progress towards self-sufficiency. Twenty-two (22) families successfully completed Life Works, achieving many of their goals and increasing their family income.

Life Works, a Holistic Approach to Self-Sufficiency



Life Works

Self-Sufficiency Program



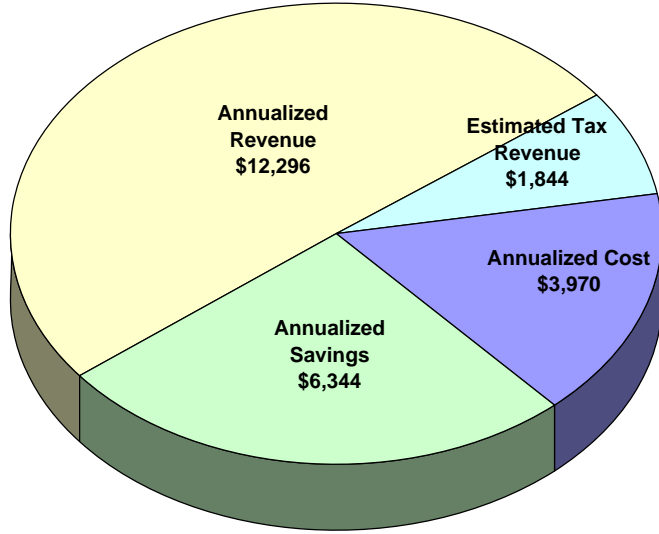
Life Works is a three-year self-sufficiency program funded through Community Services Block Grant (CSBG)



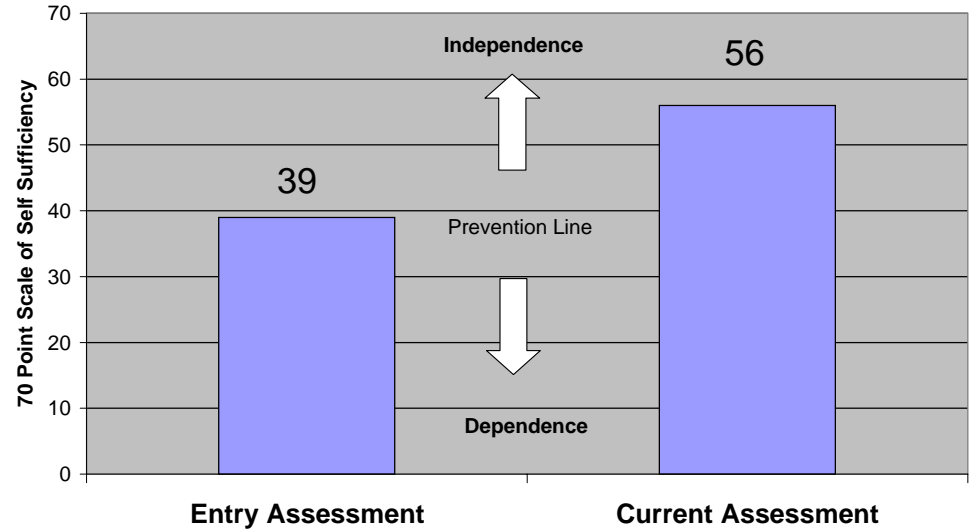
Abby's Success in Lifeworks

An example from a Lifeworks customer

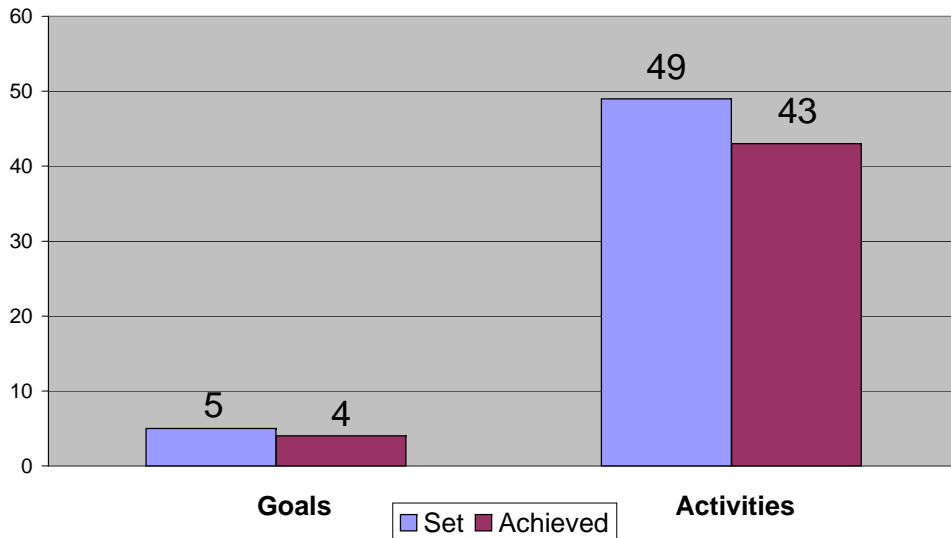
First Year Return on Investment for Abby
\$6.54 was returned for every \$1.00 Invested



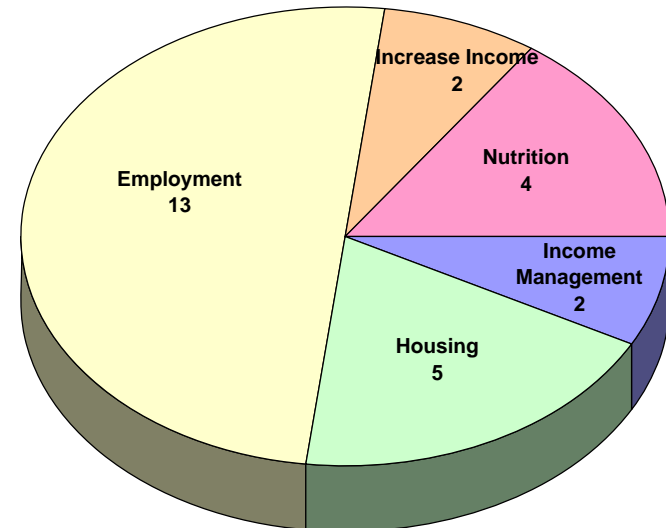
Abby's Progress Toward Self-Sufficiency



Action Plan Goals and Activities for Abby

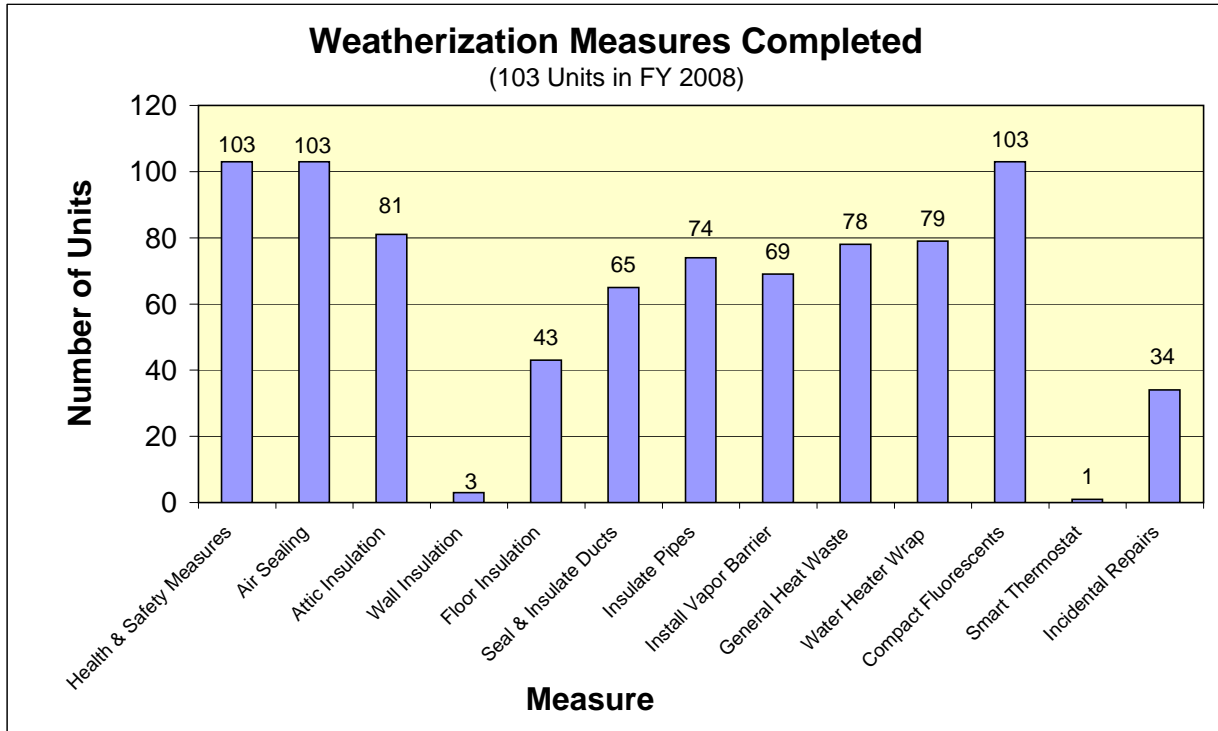


Services Abby Received in Life Works
(N = 26)



Life Works is a three-year self-sufficiency program funded through Community Services Block Grant (CSBG)

Weatherization Program



Weatherization improves the safety & energy efficiency of homes



Before & after blower door tests quantify energy savings



Dense packing exterior walls maximizes R-value & reduces air infiltration



Adding cellulose insulation results in high energy savings

The Weatherization Program is funded through the Department of Energy, the Department of Health & Human Services and the LIHEAP Block Grant.



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Values, Mission, Vision

Values

We use four principles: **Teamwork, Communication, Quality, and Respect**, to guide our plans, decisions, and activities.

- **TEAMWORK** is a dynamic process that requires all **members** to **participate responsibly**, focus on tasks, solve problems, and produce outcomes that the team **accepts and supports**.
- **COMMUNICATION** is a dynamic process that requires us to demonstrate a **spirit of openness** as we **listen responsibly** and share **relevant information** in a **timely and accurate** manner, so we can plan, solve problems, and meet the **organizations' needs**.
- **QUALITY** means that we are **professional** and **accountable**, **exceed standards**, provide **excellent service**, and **strive to satisfy** customers.
- **RESPECT** for others and ourselves means that we understand and honor **boundaries**, **value diversity**, communicate in a direct and non-judgmental fashion, are honest, thoughtful, empathetic and demonstrate support and appreciation.

Mission

We help people who live on limited incomes transform their lives. Our dedicated, diverse staff and exceptional leadership:

- deliver comprehensive, high quality services,
- build and support strong partnerships, and
- mobilize community action to create positive change.

Vision

We are a customer-focused, results-oriented organization, recognized as a catalyst of positive individual, family and community change.

Adopted: June 15, 2004