

INCA Community Services
empowers the community
so **everyone** has the
opportunity to live in
decency and **dignity**.



2017 ANNUAL REPORT

Helping People. Changing Lives.

Our Programs & Services

TABLE OF CONTENTS

HEAD START | PAGE 8

JAMM TRANSIT | PAGE 9

RAVE | PAGE 10

**HOUSING/EMERGENCY
ASSISTANCE** | PAGE 11

**FOOD/CLOTHING
BANK** | PAGE 12

**MEDICAL LENDING
CLOSET** | PAGE 13

RSVP | PAGE 14

RX FOR OKLAHOMA | PAGE 15

SENIOR HEALTH

INSURANCE | PAGE 16

NAVIGATOR | PAGE 17

VITA | PAGE 18

WEATHERIZATION | PAGE 19

HOLIDAY PROJECTS | PAGE 20

OUR LOCATIONS

JOHNSTON COUNTY

(ADMIN OFFICE)

202 S. CAPITOL

TISHOMINGO, OK 73460

(580) 371-2352

ATOKA COUNTY

371 W. 10TH STREET

ATOKA, OK 74525

(580) 889-5193

MARSHALL COUNTY

18941 S. 8TH STREET

OAKLAND, OK 73446

(580) 795-2372

MURRAY COUNTY

1216 W. 9TH STREET

SULPHUR, OK 73086

580-622-5700



Board of Directors

JOHNSTON COUNTY

Roy Wayne Blevins

VICE CHAIRPERSON (2017)
JOHNSTON CO. COMMISSIONER
SERVED SINCE 2009

Kelly Strouse

MEMBER
BUSINESS OWNER
SERVED SINCE 2016

Latoya Davis

MEMBER
LOCAL BUSINESS
SERVED SINCE 2017

ATOKA COUNTY

Tara Huddleston

CHAIRPERSON (2017)
EDUCATION CONSULTANT
SERVED SINCE 2012

Victor Cook

MEMBER
BUSINESS OWNER
SERVED SINCE 2016

Phillip Culbreath

MEMBER
ATOKA Co. COMMISSIONER
SERVED SINCE 2015

MARSHALL COUNTY

Cathy Awalt

MEMBER
VOLUNTEER
SERVED SINCE 2015

Chris Duroy

MEMBER
MARSHALL Co. COMMISSIONER
SERVED SINCE 2016

Jena Newman

MEMBER
ATTORNEY
SERVED SINCE 2015

MURRAY COUNTY

Mona Ozbirn

MEMBER
LANDMARK BANK DAVIS
SERVED SINCE 2014

Betty Stephens

MEMBER
OK SCHOOL FOR THE DEAF
SERVED SINCE 2009

James Wallace

MEMBER
SULPHUR ELEMENTARY
SERVED 1987-1994, 2006

NON-VOTING MEMBERS

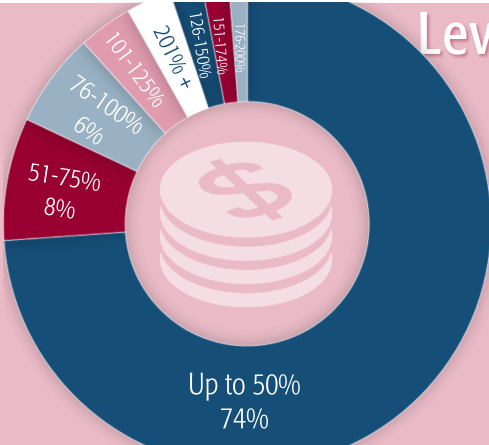
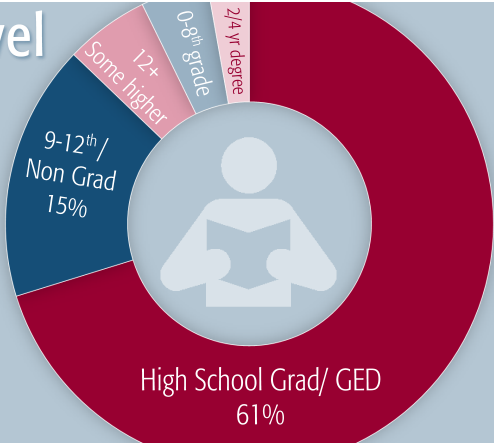
James Thornley — Legal Counsel
Lorinda Chancellor — Early Childhood Consultant
Lowell Wright — Financial Consultant

Who We Serve

Adult Education Level

76% of adults we served have no post secondary degree or education

2% of adults we served have a 2 or 4 year college degree and education



Level of Family Income

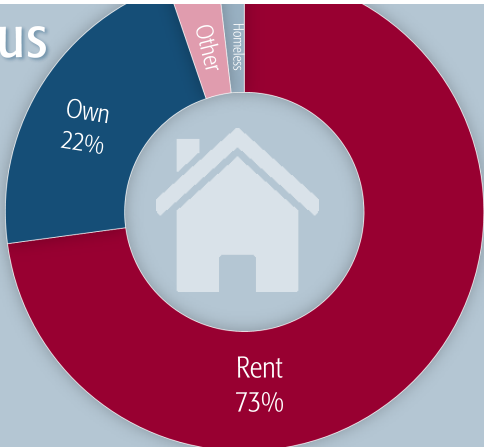
88% of families we served fell at or below 100% of the Federal Poverty Level

74% Nearly 3/4 of the families we served were living in extreme poverty (at or below 50% Federal Poverty Level)

Family Housing Status

78% of families we served do not own a home

5% of families we served reported being homeless or other housing status



INCA Meets Needs

In 2017:

5,373 individuals received **7,761** services.

488 Head Start children participated in pre-school activities that helped develop school readiness skills.

2,370 Low-income individuals received emergency assistance including food and clothing, utility and rental support, emergency shelter, medical services, and emergency transportation.

143,618 Rides Provided. **38,662** Volunteer hours supporting INCA.

508 Seniors & individuals with disabilities maintained an independent living situation as a result of transit services.

75 Individuals with disabilities experienced reduction or elimination of barriers to family stability as a result of our developmental disabilities services.

\$1,400,993 Total received in Federal or State tax credits by low-income households as a result of income tax preparation assistance.

Total Employees

231

Total Revenue

\$7,516,278

AGENCY in NUMBERS

Total Federal Funds **\$3,735,324**

Total State Funds **\$1,256,459**

Total Other Funds **\$2,524,495**

INCA is Invested in Our Community

On June 3, 2017 Johnston County, welcomed two AmeriCorps National Civilian Community Corps (NCCC) teams, 18 members total. The teams were sent for a special weekend blitz to assist in flood recovery of damage incurred on May 19, 2017. The teams consisted of members from across the nation, brought in from their full time projects at other community service projects in Oklahoma. The NCCC teams were joined in their cleanup efforts by Speaker of Oklahoma's House of Representatives Charles McCall, INCA-RSVP Senior Corps members, Johnston County Veterans Group, Red Cross staff and volunteers, and community volunteers. The teams and volunteers worked diligently to clean up flood debris and damages at various areas affected by the storms and flash floods. Collectively, they removed 20 trailers full of flood debris from the city's sole water source Pennington Creek, park area, walking bridge, nature trails, and Camp Bond as well as more than 30 industrial size bags of trash left from flood waters.



On August 21, 2017 Local, state, and federal officials today joined RSVP volunteers and veterans, as well as the community to celebrate the groundbreaking of the Johnston County Veterans Center – a unique visionary resource and service center that honors the commitment of current and future area veterans. A group of 15 RSVP volunteer veterans coordinated a \$600,000 fundraising campaign to fund construction of the brand new veterans center. The ceremony featured many dignitaries and honored guests including Congressman Tom Cole, Oklahoma Speaker of the House Charles

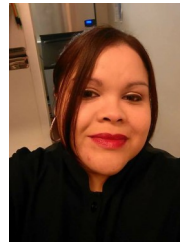


McCall, Senator Frank Simpson, SeniorCorps leaders, as well as local and tribal leaders, and WWII veterans.

OUR MISSION INCA Community Services, Inc. shall operate programs to alleviate the causes of poverty and enhance the public health & welfare by opening to everyone the opportunity to work, have safe and affordable housing, transportation, training & education, and live in decency and dignity.

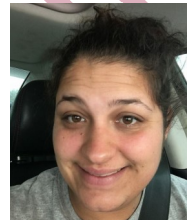
On September 22, 2017 the OKACAA (Oklahoma Association of Community Action Agencies) Annual Awards Banquet took place in Oklahoma City. The Guy Davis Leadership Award, a statewide honor, was presented at the banquet to one of INCA's very own. Erica Pogue, Transit Operations Director, was nominated

by INCA leadership staff with great admiration and pride. It was a honor for INCA to see Erica receive this award not only because of her amazing leadership skills and numerous accomplishments but also because of her hard work, resilience, and ability to inspire all those around her. Her story and journey is an inspiration, every day she continues to grow as a leader, not only in the agency but in the communities INCA serves.



"INCA has helped me more than anyone could know"

"INCA's Clothing Bank helps us, since we cannot afford to buy new clothes."



"When my mom passed away, INCA helped me"

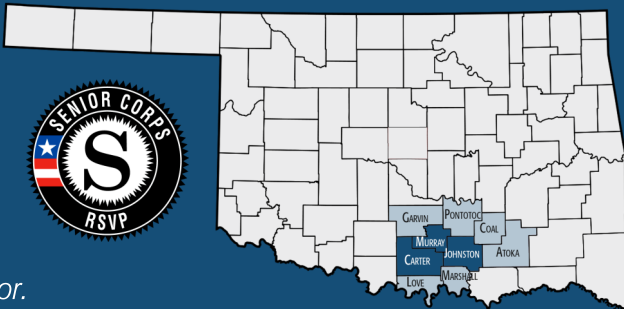
COMMUNITY ACTION PROMISE Community Action changes people's lives, embodies the spirit of hope, improves communities, and makes America a better place to live. We care about the entire community, and we are dedicated to helping people help themselves and each other.

INCA Celebrates New Beginnings

On September 1, 2017 local nonprofit community organizations, civic groups, schools, and faith based organizations in and around INCA's service area gained a new partner to help fulfill their volunteer needs. This date marked the beginning of INCA's RSVP (Retired and Senior Volunteer Program) services in six additional counties: Atoka, Coal, Garvin, Love, Marshall, and Pontotoc. This expansion was in addition to the three counties the program had been serving since 1985. The opportunity to expand to these unserved counties was made after much careful consideration and research. The success and strength of the program, it's accomplishments in the original 3 counties, and the ability to fulfill community need in the region all pointed to the expansion being a great match for INCA. This expansion also marked an increased dedication to fulfilling INCA's mission and continuing to grow and strengthen community connections, partnerships, and resources. INCA-RSVP is excited to have the opportunity to serve more counties in the region and looks forward to many new volunteers and community partners joining their family.

RSVP is a volunteer program that connects persons 55 and older with a passion to serve their community with organizations and projects that help to improve the health, welfare, and overall quality of life. Since 1985 INCA-RSVP has served Carter, Johnston, and Murray Counties in fulfilling critical missions and providing meaningful community involvement that provide significant impact for the volunteers and community alike. INCA-RSVP is part of the Senior Corps network, with programs serving communities nationwide. While serving, RSVP volunteers also improve their own lives, staying active and healthy through service. A growing body of research points to mental and physical health benefits associated with volunteering, including lower mortality rates, increased strength and energy, decreased rates of depression, and fewer physical limitations.

"These are just a few reasons why volunteering is important. Not only does it bring hope and happiness to people and help a community, but it also leads to personal growth. It is an experience that cannot be bought with any amount of money. When a person donates their time, they give hope to someone who needs it. Knowing that you made a positive impact on someone is an emotionally uplifting experience that can never be matched by money or fame," said Wanda Gray, INCA-RSVP Project Director.



INCA is Committed to Ending Hunger

In the summer of 2017 INCA partnered with the Chickasaw Nation to provide over 1,200 free lunches to 1-18 year olds at several community locations throughout Johnston County. INCA's RSVP volunteers helped with serving the meals and providing enrichment programming to the children while JAMM Transit provided rides to the lunch sites.



FEED THE CHILDREN

The needs of our neighbors around Johnston County and around the corner sometimes seem greater than we can manage. But as Mother Theresa put it, "We can do no great things, just small things with great love." We're thankful for opportunities to work side by side with incredible communities, families and children who dream big dreams for a life beyond poverty, and who are willing to work hard to make those dreams a reality. In December 2017 INCA's RSVP volunteer and the JAMM Transit program worked along side AmeriCorps members to help the Chickasaw Nation and Feed the Children to distribute food and necessities to over 900 families in Johnston County. This collaboration was able to provide the community with a great resource during the holiday season.



Head Start

INCA Head Start is a pre-school program that is dedicated to providing excellence in education for children 3-5 years of age in Atoka, Johnston, Marshall, and Murray Counties in rural Southern Oklahoma. INCA Head Start believes in investing in the future of the families in our rural communities, to empower them with skills and knowledge to meet challenges throughout life.

488 children served
382 improved health & nutrition

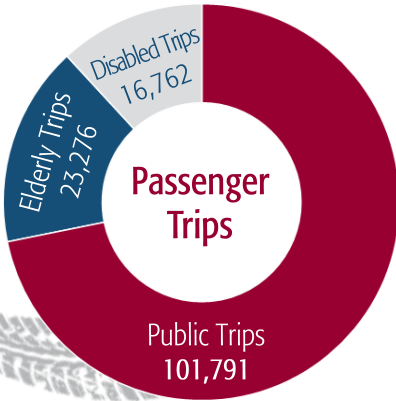


Mission Moment



Anzlee Salmon of Tishomingo is a Head Start inspiration, and the feeling is mutual for her and her family. Her mom was worried about sending her to public school because of the health issues and special needs due to her IPT (idiopathic thrombocytopenic purpura), a blood disorder that keeps her white blood cells extremely low. Because of INCA's head start program Anzlee has been able to be a KID and her mom has been able to ease her mind knowing her baby is safe. Bonus is for her teachers who enjoy having this sweet and sassy little lady in their classroom.

141,829 passenger trips
812,163 revenue miles



48,219
 vehicle operation hours

Mission Moment

"I want to thank each one of you who helped me as I prepared for today, whether you were the one who took my call requesting a driver or took a note to pass on to Katie Jones. Speaking of Katie Jones, you're a trooper, lady! I'm glad you're on my team. Beyond my control at least once, I recall my schedule was changed 3 times in one day. You didn't get rattled you just dug into your reserve and made it happen, thanks! To my drivers, I can't begin to tell you how much I appreciate each of you. Sometimes we rolled out way too early, other days we returned after dark. Yet, I never heard a complaint from any of you. You put my comfort and appointment time first. You are appreciated! I feel there's a team working on my behalf. However, in the 10 months I've been making trips to Tulsa for medical treatment the team now feels more like family. Thank you all! As I go into surgery on Thursday morning at 7:00 a.m. you guys all helped me get there. Again, I appreciate each of you!"

– Very Satisfied Rider, SODA Medical Transportation

JAMM Transit is a rural public transportation system dedicated to providing excellence in transportation through mobility that promotes self sufficiency, independence, and improves the quality of life while stimulating economic development with the provision of safe, reliable, affordable and accessible transportation services for the public.

Mission Moment

When faced with potential loss of

services due to impending state funding cuts,, this RAVE client reached out with deep concern:

"This is a bad thing! No one to take care of us and no one to take care of me?

What I do if I don't have groceries? How do I go to the store?

Who will pay my bills? Can't have own room? People in group

home steal my money, music tapes, and my stuff. What about doctor? How do I get to Dr. Harrison? He takes care of me. My heart sometimes skips a beat and sometime run away. Who helps me do laundry and change sheets on my bed? Who's going to do that for me?

I am in real trouble...What I do? Who will go buy clothes for me? Help me make supper and help me for nighttime, until I go to bed? My friends can't come see me. I won't get to keep my place and will have to live with someone. Would I know them or strangers. " – T. Craig Allen, RAVE client



**Residential
And
Vocational
Excellence**

RAVE provides Residential and Vocational Excellence opportunities to individuals with developmental disabilities.

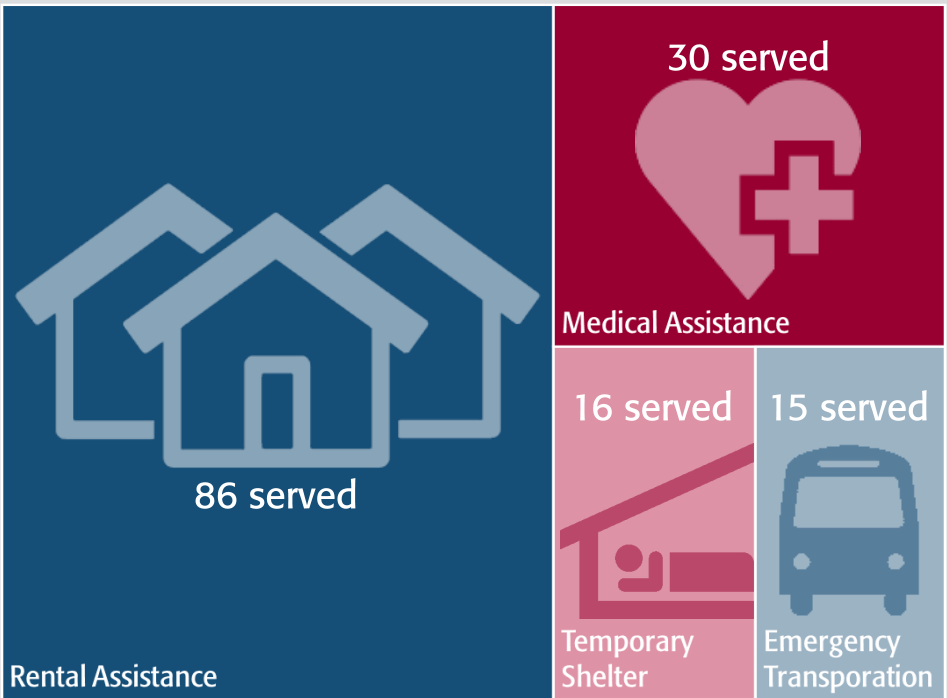
RESIDENTIAL SERVICES: Habilitation Training Specialist | Daily Living Support | Agency Companion | Respite Services

VOCATIONAL SERVICES: Workshop Slots | Job Coaching

Housing/ESG

Housing is an essential need for every individual, INCA offers resources to help fill the gap between finding and maintaining safe, decent housing and being able to afford it by offering housing counseling, advocacy, weatherization, energy education, affordable rental housing and homeless assistance.

The Emergency Solutions Grant (ESG) Program is a component of the state's efforts to alleviate homelessness in Oklahoma. The ESG program provides the foundation for homeless people to move toward & maintain independence.



2,370 served with
emergency
assistance services



Food/Clothing Bank

INCA's food pantries are located in each of our county offices and distribute emergency food to households who are in need of food assistance. Our food pantries help to increase access to food for the hungry, and decrease the overall food insecurity rate of our community. Supported by public, grants, and private donations.

INCA's clothing banks help provide clothing to individuals unable to purchase needed garments due to financial strain. They offer clothing in good condition at no cost to anyone who has a need. Financial strain can be temporary and caused by events such as unemployment, increase in bills, medical, back to school expenses or to meet need in times of crisis due to loss by fire or other emergency situation.

830 people feed & **1,227** people clothed



Mission Moment

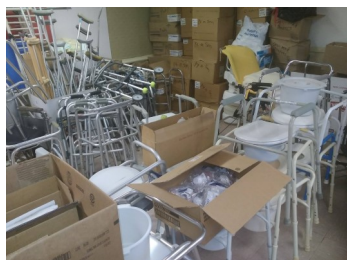


"INCA's Clothing Bank helps us, since we cannot afford to buy new clothes."

Medical Lending Closet



30
families
served



INCA has an assortment of medical equipment, including wheelchairs, hospital beds, shower chairs, lift chairs, walkers, crutches, canes, etc. Other items in the lending closet are an assortment blood pressure cuffs, adult briefs, bedding, leg and arm braces, and many other items. The large assortment is housed in the Atoka Office.

The only criteria needed for this service is for someone to have a need. No income requirements or referrals needed. Each person who borrows equipment must sign a disclaimer to not hold INCA liable if they are injured using the equipment. The equipment is loaned on the honor system so when the item(s) is no longer needed, it is returned so we can loan it out again to someone else in need.



Mission Moment



A publication written by Johnston County resident, Tiara Blue that recalled the humiliation of going through school with under-arm sweat marks and odor, caught the attention of RSVP and a California business, Thompson Tee, who both saw the opportunity to join forces for good. The “Don’t Sweat It” project was born as local donations along with 1,000 sticks of deodorant from Thompson Tee came in. Hygiene kits included deodorant, soap, shampoo, and conditioner. Volunteers meet in August to assemble all the kits, and later that month distributed to local schools.



38,662

 volunteer hours

\$916,433

 volunteer contribution value

RSVP is a volunteer program for people 55 and over. RSVP serves as a bridge between organizations in need of volunteers and individuals seeking to help and stay active. RSVP partners with many local organizations to help improve our communities in Atoka, Carter, Coal, Garvin, Johnston, Love, Marshall, Murray, and Pontotoc Counties.

“RSVP is an invitation to serve.”

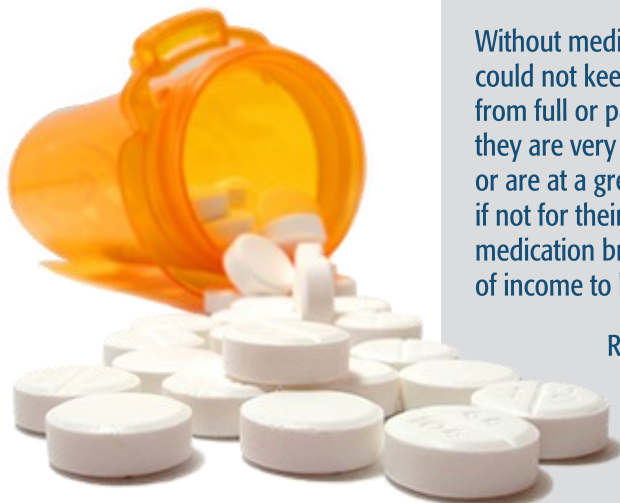
RX for Oklahoma

RX for Oklahoma is a prescription assistance program designed to help Oklahoma residents, regardless of age, who are uninsured or underinsured.

\$209,595
saved on prescriptions

118 clients
served

785 prescriptions
filled



Through 2017, the RX for Oklahoma Program has been essential in helping several individuals remain actively employed in the workforce.

Several enrolled clients receive FREE, from the pharmaceutical company expensive cardiovascular medications, diabetes medications, COPD medications, and many other medications for several conditions. The RX for Oklahoma prescription assistance program helps individuals be productive and capable of their own daily activities to maintain their regular work schedules.

Without medication these individuals could not keep living or earning wages from full or part time employment and they are very grateful. Several have been or are at a great risk to become homeless if not for their improved health the result medication brings sustaining a sole source of income to life.

RX enrolled clients, working, and unemployed keep heart, they are positive and remain hopeful that taking their medication they will overcome health conditions and thrive.

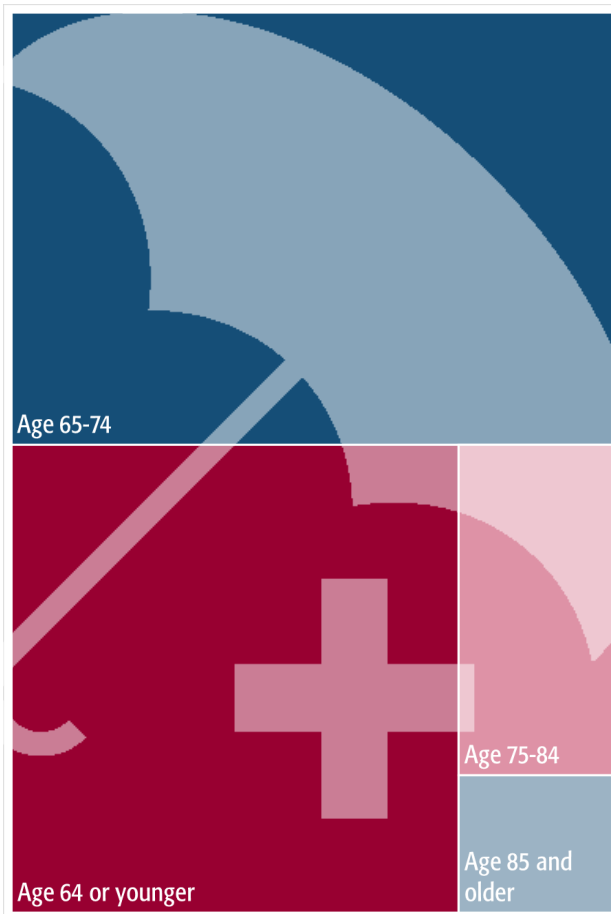
They are alive and thankful to be enrolled in the RX for Oklahoma program INCA offers.

Senior Health Insurance

Our Medicare Assistance Program is comprised of two divisions: SHIP (Senior Health Insurance Counseling Program) and SMP (Seniors Medicare/Medicaid Fraud, Abuse and Waste Reduction Program)

The **SHIP Program** is a free health benefits counseling service for Medicare beneficiaries and their families or caregivers. SHIP's mission is to educate, advocate, counsel, and empower people to make informed healthcare benefit decisions. SHIP is an independent program funded by Federal agencies and is not affiliated with the insurance industry.

The **SMP Program** help senior Oklahomans learn how to protect themselves from health care fraud and monitor what Medicare/Medicaid has paid on a beneficiary's behalf. SMP provides materials outlining how to read a Medicare Summary Notice and how to detect and report discrepancies.



127 people assisted

2017 Open enrollment prices were less than previous years for most assisted

Medicare members on average were eligible to save money in 2017

The Silver plan offered cost savings and was a the most popular plan in 2017

2017 was good year for lower costs on most medications

Some individuals were able to utilize savings on their prescription coverage to enroll in an affordable Medigap plan which covers the 20% that Medicare A & B do not cover

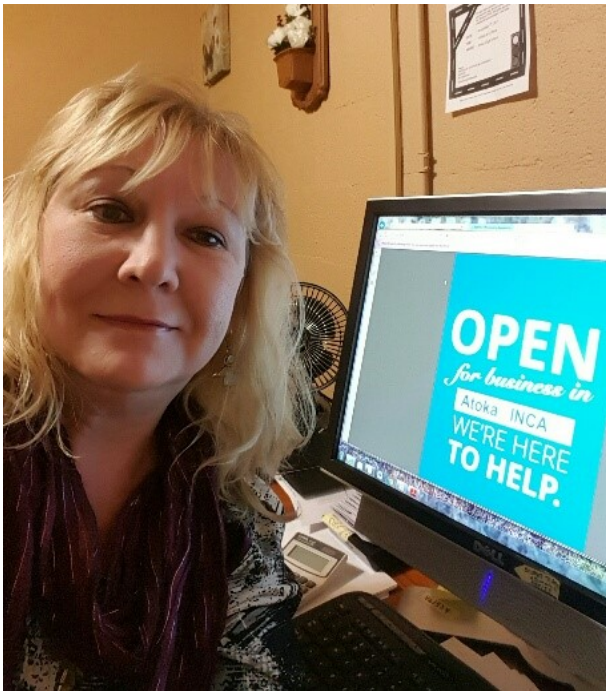


Health Insurance is a luxury; our Navigators heard this phrase many times.

Luxury definition (the state of great comfort and extravagant living) Did that phrase bring to your mind a thought of health Insurance?

Well, many Individuals who have been helped with the Affordable Health Care Act Insurance respond with a **great relief and a sense of comfort** once they obtain coverage for themselves and family members.

Several Individuals have never been insurable due to having a pre-existing condition. Individuals have had their surgery cancelled due to no insurance coverage. Individuals have lived with prolonged health conditions due to unaffordable Insurance plans. The above mentioned circumstances are true and circumstance for which the Marketplace Health Insurance plans have eliminated.



99 people assisted



Health Insurance
Marketplace

Navigators provide accurate and impartial assistance to consumers shopping for coverage in the Health Insurance Marketplace, including consumers who are not familiar with health insurance, have limited English proficiency, or are living with a disability.



603 tax returns
filed

\$1,400,993

received in tax refunds



Volunteer Income Tax Assistance (VITA) offers free tax help to people with limited incomes. Volunteers sponsored by INCA Community Services, Inc. receive training to prepare basic tax returns.

Weatherization

Weatherization Assistance provides a wide variety of cost-saving energy efficiency measures. INCA's Weatherization specific services include, attic insulation, caulking, weather stripping, air sealing, head and cooling adjustments, and replacement of doors and windows, all services are designed to stop air infiltration throughout the home.

Benefits:

- ✓ Enabled families to permanently reduce energy bills by making their homes more energy efficient.
- ✓ By reducing energy bills, funds are liberated for more pressing family needs.
- ✓ On average, reduces heating bills by 31%, and overall energy bill by \$358 per year.

14 homes weatherized



BEFORE & AFTER

Holiday Projects

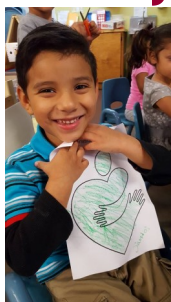
INCA takes an active role in helping those in need during the holiday season. They participate in Toys for Tots toy collection, manage the Atoka County Little Angel Tree, and host many local food drives to give everyone the chance to enjoy the holiday season.

1,112 children's gifts & **534** holiday food baskets



The holidays are supposed to be the most wonderful time of the year, but for many it can be depressing, stressful, or simply not a priority due to more pressing problems or issues they are facing. INCA's goal each year is to bring Christmas joy to as many children in need as possible in the four counties we serve. Through our Toys for Tots campaigns in each county and Salvation Army drives in Atoka and Johnston Counties, the Atoka County Little Angel Tree, and community holiday food collections, we work diligently through the season to ensure the holidays can be bright for more local children and families. In Atoka **380 kids** received gifts and **179 families** received holiday food baskets, in Johnston County **74 kids** received gifts, in Marshall County **300 kids** received gifts and **205 families** received holiday food baskets, and in Murray County **358 kids** received gifts and **150 families** received holiday food baskets.

More than just services



Helping People. Changing Lives.

Leadership Staff | Department Contacts

HEAD START

EARLY HEAD START

Kathy Castleberry

k.castleberry@incacaa.org

JAMM TRANSIT

Erica Pogue

e.pogue@incacaa.org

RAVE DDSD

Kristy Mobbs

k.mobbs@incacaa.org

RSVP

Wanda Gray

w.gray@incacaa.org

RX FOR OKLAHOMA

MEDICARE ASSISTANCE

NAVIGATOR

Deborah Perkins

d.perkins@incacaa.org

ESG

VITA

WEATHERIZATION

Jana Thompson

j.thompson@incacaa.org

FOOD /CLOTHING BANK

MEDICAL LENDING CLOSET

HOLIDAY PROJECTS

Contact Local County Office

inca@incacaa.org

EXECUTIVE DIRECTOR

LaQuita Thornley

l.thornley@incacaa.org

HUMAN RESOURCES

Brenna Moore

b.moore@incacaa.org

BOOKKEEPING

JoAnn Barnes

j.barnes@incacaa.org

COMMUNICATION

DEVELOPMENT

CAPACITY BUILDING

Amber Freeman

a.freeman@incacaa.org

Helping People.
Changing Lives.

INCA Community Services, Inc.

An Oklahoma Community Action Agency



VISIT US ON THE WEB!

INCACAA.ORG

FACEBOOK.COM/INCACOMMUNITYSERVICES

