

# 2018 IMPACT REPORT



Helping People.  
Changing Lives.

# INCA

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# PROMISE & MISSION



## 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 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.**



# BOARD OF DIRECTORS



## JOHNSTON COUNTY

Roy Wayne Blevins  
Vice Chairperson (2018)  
Johnston Co. Commissioner(2018)  
Served since 2009

Latoya Davis - Member  
Local Business  
Served since 2017

Oma Del Burns - Member  
Business Owner  
Served since 2018

## 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(2018)  
Served since 2015

## MARSHALL COUNTY

Cathy Awalt - Member  
Volunteer (2018)  
Served since 2015

Chris Duroy - Member  
Marshall Co. Commissioner  
Served since 2016

Jena Newman - Member  
Attorney  
Served since 2015

## MURRAY COUNTY

Betty Stephens - Member  
OK School for the Deaf  
Served since 2009

Wes Harden - Member  
Local Business  
Served since 2018

Marvin Wallace - Member  
Volunteer  
Served since 2018

## NON VOTING MEMBERS

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

# BY THE OUTCOMES



TOTAL INDIVIDUALS SERVED

5,284

TOTAL HOUSEHOLDS SERVED

4,323

EDUCATION & COGNITIVE  
DEVELOPMENT

1,893

INCOME & ASSET  
BUILDING

1,231

HOUSING

338

HEALTH & SOCIAL  
DEVELOPMENT

4,961

CIVIC ENGAGEMENT &  
COMMUNITY INVOLVEMENT

1,472

OUTCOMES ACROSS  
MULTIPLE DOMAINS

4,772



# A NEW ADDITION

## **INCA PROVIDES EARLY HEAD START FOR LOCAL FAMILIES**

In 2017 INCA received approval for a Change of Scope Conversion to their Head Start Continuation Grant. INCA decided to pursue the Change of Scope Conversion after conducting a community needs analysis and noting early child care was lacking and great need identified for all 4 counties INCA serves. This approval allowed INCA to provide much needed Early Head Start services for families with younger children. Early Head Start (EHS) programs serve infants and toddlers under the age of 3 and pregnant women. EHS programs provide intensive comprehensive child development and family support services to low-income infants and toddlers and their families, and to pregnant women and their families. In February 2018 INCA Head Start added Early Head Start to its programs and began serving local families. The new Early Head Start classrooms opened in Tishomingo and Sulphur (16 total, 8 in each) for infants, toddlers, and pregnant women. Lack of resources such as affordable childcare services create barriers to employment, self-sufficiency, and independence. INCA believes in removing these barriers to help improve the overall quality of life for the community.

# A NEW BEGINNING



"I needed to get back on my feet, so I was told to go to INCA. I was leary of everything because I had nothing...I did have a job, but no vehicle or money saved up...I had nothing, my family had grown distant. I was very uncomfortable at first, but once Wanda told me she had been where I was, that she understood, and there was no shame in needing help, it made it a lot easier. She told me INCA can help. She told me to find a place to rent and we could go from there. I found a place, and they were leary because of my past, but they decided to take a chance on me. Wanda told me INCA would help by paying the deposit, first months rent, and all the utilities to make it possible for me to get the place.

I was a 20 year veteran drug addict, I've done a lot of things wrong in my life, and here I was where people were willing to open new doors for me, to take a chance on me so I could start my life over...that's what I wanted. It was less than a week I had a house, and things started falling in place, starting meeting people around town, doing volunteer work, making amends, and going to church. Life has been a blessing ever since. I have a home, two vehicles, a great job, awesome church family, and a relationships with my daughters that's getting better.

Now I've started to give back, I started two different recovery meetings with good attendance. INCA opened a door that I didn't think was going to be easy to open. They believed in me. Because of INCA I am where I am today."

**BUDDY LATHAM, INCA CUSTOMER**



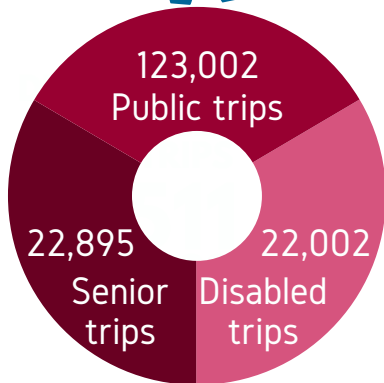
# HEAD START EARLY HEAD START



INCA Head Start (3 to 5 years) and Early Head Start (0 to 3 years) is an early childhood program dedicated to providing excellence in education and service for children in Atoka, Johnston, Marshall, and Murray Counties in rural Southern Oklahoma. INCA 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.



# JAMM TRANSIT



## MISSION MOMENT

A SODA rider in Atoka was on the verge of losing her leg after she had surgery on it in July. Her initial surgery did not help her leg as planned and JAMM was able to provide her transportation to her doctor in Tulsa. Within 3 weeks of taking her to Tulsa several times, she had not one but two more surgery to help save her leg. She then spent 1 month, after her third surgery in rehab. She is now able to walk without her walker. JAMM was and still is her only form of 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.



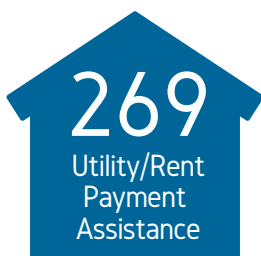
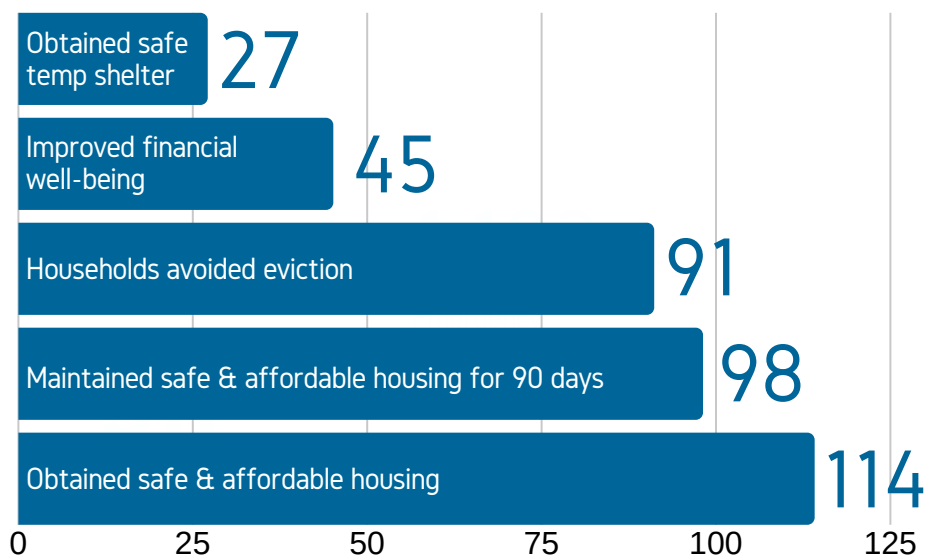
RAVE provides Residential and Vocational Excellence opportunities to individuals with developmental disabilities.

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.



# 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.



# MEDICAL LENDING CLOSET



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** INCA-RSVP hosted a S.T.O.P. Medication Take Back Day on National Drug Take Back Day, October 25, 2018 to provide local community with a safe way to dispose of prescription medications. Over 50 pounds of medications were collected. Local law enforcement, United Way staff, RSVP volunteer, Congressman Tom Cole, and CNCS CEO Barbara Stewart participated.



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

~~\$214,668~~

Prescription Drug  
Savings

~~135~~

Clients  
Served

## MISSION MOMENT

After 5 years of using Medicare to assist with for health care costs a senior customer encountered a shock when trying to receive a new medication. The customer was prescribed a \$1,200 a month medication with no financial way to purchase the medication. Through INCA's RX for Oklahoma assistance the customer and their physician completed the application for Johnston and Johnston medication assistance. Within a week the pharmaceutical card came in and the customer was able to walk into their local pharmacy and pick up the medication FREE of charge, and will be able to continue doing so for the entire 2019 year.



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

# SENIOR HEALTH INSURANCE



## MISSION MOMENT

"INCA's assistance makes the transition from regular insurance to Medicare less stressful. Deb is very helpful and knowledgeable."

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.

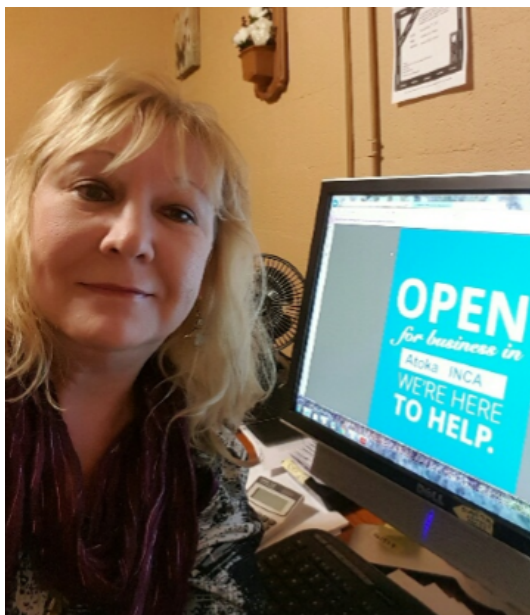


# NAVIGATOR

## MISSION MOMENT

Insured residents re-enrolling as well as individuals & families enrolling for the first time were extremely pleased with INCA's education and efficient enrollment assistance. During open enrollment so many customers were grateful for the assistance, the reasonable cost for family coverage.

One client was so happy for INCA's Navigator assistance, she came in after using the online application process very confused. INCA assisted her trying and after less than 30 minutes she was fully covered with a premium of \$0 and a deductible of \$50 and Co-Pay \$1000 her cost for medicine was \$0 for generic prescriptions \$15 doctor visits \$35 to see a specialist. On average during peak open enrollment most applications were completed in less than an hour.



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.





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

## 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.

8

Households  
improved energy efficiency

8

Households  
improved health & safety



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.



# 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.

# MORE THAN SERVICES



# CONTACT INCA



## 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

## DEPARTMENT CONTACTS

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[www.incacaa.org](http://www.incacaa.org)