



OFFICE OF HUMAN AFFAIRS

*Proudly providing
support services
for Veteran Families*



ANNUAL REPORT 2015

Maximizing Opportunities: Transforming Lives!

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MESSAGE FROM THE BOARD CHAIR

On behalf of the Office of Human Affairs (OHA) Board of Directors, it is with great pride that we present our Annual Report for 2014-2015. We have had the task of continuing the fight to eradicate poverty in Hampton Roads and we have done well! Through the operation of over 20 programs, OHA works to provide the educational, social and economic development that fosters self-sufficiency and reduces poverty. Here are a few of our highlights this year:

- ★ **84% of high school seniors** who graduated from the Project Discovery College Preparation Program attended college in the fall.
- ★ **200 unemployed** Work Experience/VA Cares clients obtained jobs.
- ★ **More than 100 clients** were able to obtain/maintain safe, affordable housing.

- ★ **1,474 children** under the age of four attended preschool education classes to prepare them for kindergarten.

Our agency has continued its work to put an end to homelessness amongst veterans with its Supportive Services for Veterans Families program. It is great being a part of an agency that is not just talking about homeless veterans, but we are assisting the veterans and their families.

Our agency has been around for 50 years providing opportunities for individuals and families who many times are overlooked. This year will be the last year we as an agency will call ourselves, the Office of Human Affairs. I can proudly say that we are well underway of having a new name that is more identifiable to who we are-community action. Next year at this time, we will have our new name, Hampton

Roads Community Action Program!
I have enjoyed serving as the chairperson of the board as we continue helping people improve their lives.



TINA L. VICK, CHAIR
OHA Board of Directors

OHA PROGRAM BRANDING CHANGES

The Office of Human Affairs (OHA), a Community Action Agency founded in 1965 as the Newport News Office of Economic Opportunity (OEO), is changing our name to **Hampton Roads Community Action Program (HRCAP)**.

Why? The 2012 expansion of OHA's Head Start Program into the Southside cities of Chesapeake, Norfolk and Portsmouth has increased the agency's regional footprint, and inspired the board of directors to select a name more inclusive of our new service area and expanded client base.

What does this mean? We will be developing a new logo to represent this new name change as well as gradually migrate our new name into all of our marketing materials including our website.

With a renewed dedication to serving all of the residents of the Hampton Roads area, HRCAP looks forward to the next 50 years of promoting self-sufficiency and prosperity for all of the citizens of southeastern Virginia.

Newport News Office of
Economic Opportunity
OEO



The Office of
Human Affairs
OHA



Hampton Roads
Community Action Program
HRCAP



*“Since 1965, we have proudly served our community
and we look forward to embracing our expanded role.”*

HEAD START/EARLY HEAD START PROGRAM

HIGHLIGHTS



1,424

Total enrollment for both Southside
and Peninsula cities.

PROGRAM HIGHLIGHTS

CONTINUED

- ★ The enrollment for the Southside cities of Norfolk, Portsmouth and Chesapeake, VA was 915. The enrollment for the Peninsula cities of Newport News and Hampton, VA was 477. The Early Head Start enrollment was 32 infants and toddlers in Southeast Newport News.
- ★ Training was held for staff in the areas of Health, Mental Health, Disabilities, Nutrition, Licensing, Child Abuse and Neglect, OSHA, Safe Transportation including Pedestrian Safety, Civil Rights, Facilities, Maintenance, Monitoring, Active Supervision, Medication Authorization, CPR, First Aid, Leadership, Governance, Credit Counseling, etc.
- ★ The Program was fully enrolled for all cities except Norfolk. The city wide preschool program kept enrollment down for several months. We served children in Portsmouth Center provided by Parks and Recreation starting in March 2015 to eliminate under enrollment. **Newpointe Center in Norfolk was closed** at the end of the program year.
- ★ **Hearing Screenings** were provided at no cost to each enrolled child by Hampton University students and Southside Community Health Services.
- ★ **Vision Screenings** were provided by the Lion's Club for each child and those identified as having a need for further services/glasses received additional help from the Lion's Club.
- ★ Management Team restructuring took place to streamline and improve monitoring of service areas.



- ★ Collaboration Classrooms were operated in Hampton and Newport News, with a Head Start Teacher, Teacher Assistant and a Special Education Team from each school system in place for onsite services to 8 Children with Disabilities.
- ★ The **Annual Volunteer Luncheon** was held in June 2015 and over 150 volunteers offered their time and talent to the Head Start and Early Head Start program this year. We also honored a host of Community Partners at the Luncheon.
- ★ The **Lion's Club** provided a large box of books for each classroom and each child took a book home to keep.
- ★ Children with Disabilities were served in all five cities, LEA Agreements were in place to ensure the services.

100%

All students enrolled received medical and dental exams.



HOUSING SERVICES PROGRAM

HIGHLIGHTS

The March Money Madness Lunch and Learn Workshop gave local residents and agency clients a look at budgeting and credit issues that impact their finances and futures.

- ★ The Housing Services Department provided a total of five hundred thirty-one (531) referrals for housing issues to various community agencies and programs. Housing staff individually counseled fifty three (53) households with the intake of landlord tenant complaints, inquiries on fair housing and discrimination issues. Individuals seeking counseling came from all walks of life; some were homeless, residing in transitional housing, public housing and private housing. Landlord tenant complaints were mostly resolved by referrals to Codes and Compliance, Legal Aide and/or via extensive Housing Counseling Services by OHA's dedicated Housing Staff. A majority of the clients who were delinquent on their rent and utilities were linked to the Office of Human Affairs' Emergency Assistance Program, where they received financial assistance.

PROGRAM HIGHLIGHTS

CONTINUED

The Office of Human Affairs is a HUD approved Housing Counseling Agency with a Certified Comprehensive Housing Counselor.

- ★ Provided pre-purchase, mortgage default and financial management counseling services to approximately one-hundred and three (103) households. These services aided individuals to become first time homeowners, to maintain loans on homes that they worked hard to obtain and to understand the use of credit and implement effective budgeting plans in order to reach financial goals.
- ★ Staff and the members of the Newport News Human Rights Commission safeguarded the citizens of Newport News from unlawful discrimination because of race, color, religion, national origin, sex, age, marital status and/or disability. A total of twenty-seven (27) potential Human Right's complaints were assessed by the Housing Services Department. All discrimination complaints were reviewed and successfully resolved by a combination of services from both the Housing Services Staff and investigations by the Commission.
- ★ Developed and coordinated a variety of educational curriculums aimed at assisting attendees to reach goals of self-sufficiency, homeownership and improving their well-being. A total of forty-five (45) households were educated in areas of Renter's Rights, Fair Housing, Predatory Lending, Understanding Credit and Managing Finances.
- ★ Provided routine Homeownership Education Classes for a total of six (6) hours per class. Seven (7) Homeownership Education Classes were conducted; each geared at making homeownership a possible reality for first time buyers. Forty-five (45) clients received pre-purchase counseling and Completion Certificates. Volunteers gave ninety (90) volunteer hours to aid the clients of OHA.



103

Pre-purchase, mortgage default and financial management counseling services provided to area householders.

CHILDREN'S SERVICES PROGRAM



14,732

Transportation services provided to program children in 2015.

Four-Year-Old Pre-K Initiative Program

- ★ The Pre-K Initiative Program served 51 four year old children at Aberdeen Elementary School.
- ★ A total of 7,007 breakfasts, 6,829 lunches, and 7,164 snacks were served to the children, totaling 21,000 meals.
- ★ Each child enrolled received nine books (one book a month) to take home for their participation in the Mayor's Book Club.
- ★ Hampton University provided speech, language, and hearing screenings to the children.
- ★ Staff received training which ranged from a minimum of 38.75 clock hours to a maximum of 54 clock hours which surpassed the state licensing requirement of a minimum of 16 clock hours and the QRIS requirement of 32 clock hours.



The Four-Year-Old
Initiative teaching staff.

PROGRAM HIGHLIGHTS CONTINUED

Project Discovery

- ★ A total of 195 attended the Project Discovery Student Awards Ceremony was held on May 14, 2015 at the Downing Gross Cultural Arts Center in Newport News. Simone Douglas-Shepard, the Project Discovery Student Ambassador, served as the Mistress of Ceremony and kept everyone abreast to what was forthcoming. The Awards Ceremony honored each student for his or her participation/ completion during the 2014-2015 school year. There were also winners from four other categories: Student of the Year, OHA Project Discovery / United Way Academic Scholarship, Sylvan Learning Center's SAT Prep Course Scholarship and OHA Project Discovery Technology Scholarship.

84%

Project Discovery Program
graduating seniors attended
post-secondary institutions



COMMUNITY SERVICES AND DEVELOPMENT PROGRAM

HIGHLIGHTS

Clean Comfort hosted a Holiday Luncheon for its homeless clients. A delicious meal was prepared and served by Zion Prospect Baptist Church. Members of HOCT were also on hand distributing coats, gift bags and other items for the clients. Over **250 homeless** attended the event.



\$266,520

Awarded to continue
SSVF Program
which assisted 146
Veteran households.

www.ohainc.org ♦ 11

PROGRAM HIGHLIGHTS CONTINUED

- ★ OHA's **Support Services for Veteran Families (SSVF)** Program surpassed its goal of assisting 85 veteran households, assisting 146 veteran households during its second year of operation.
- ★ The Summer Lunch Program served over 79,000 meals from June 18 to August 15, 2014; approximately 1,887 meals served per day.
- ★ Over **2,800 lunches** were served to seniors participating in OHA's Senior Services Program.
- ★ **VA CARES** participant enrollment increased by 50%, and held its first graduation with 10 returning citizens completing program graduation requirements.
- ★ **Clean Comfort** provided a total of over 2,200 services to over 750 homeless people. Services provided include: clothes, feedings, toiletries, haircuts, transportation, referrals to other services such as health, shelter, legal aid, employment), aids testing, showers, laundry, phone, personal hygiene, health screenings, and special functions.
- ★ The **Work Experience Program** served 406 clients. 70 percent of the clients served were placed in volunteer



VA Cares Transition Specialist Guest
Speaker Monique Ricks at Friends of Guest House Benefit Event

employment positions. There were 359 clients active in the program, and of those clients 30 percent obtained unsubsidized employment. In addition, 6 new worksites were developed.

- ★ **Emergency Services** received over 4,300 phone calls from people seeking assistance with rent, utilities, food, and clothing which is approximately 365 plus calls per month. Emergency Services assisted 582 families with food from the food pantry, 151 children with clothes from the Children's Clothes Closet.

Distributed 100 turkeys to families in need for Thanksgiving and for Christmas.



OTHER AGENCY PROGRAM HIGHLIGHTS

GED Program

The Office of Human Affairs partnered with **Monet's Adult Learning Center** to offer GED Instruction and Career Pathway Programs to persons ages 18 and older, preparing them to take the Official GED Examination and to acquire basic knowledge and skills needed to obtain meaningful employment. As they were enrolled in the program, students were assessed to determine appropriate placement. They were taught strategies in preparation for testing, and received mentoring as well as practice exercises and tests. A total of twenty-nine (29) adults graduated with their GED diploma.

VITA Free Tax Preparation and EITC Initiative

OHA serves as the champion of the **Families Achieving Community Economic Stability (FACES) Coalition**, which provided free tax preparation services to low-income individuals on the Peninsula. OHA oversees funds that provide program marketing and needed supplies for FACES Volunteer Income Tax Assistance (VITA) sites.

FY2014 VITA FREE TAX PREPARATION RESULTS

Tax Refunds Back Into The Community **\$3,276,512**

Earned Income Tax Credit (EITC) dollars **\$1,045,453**

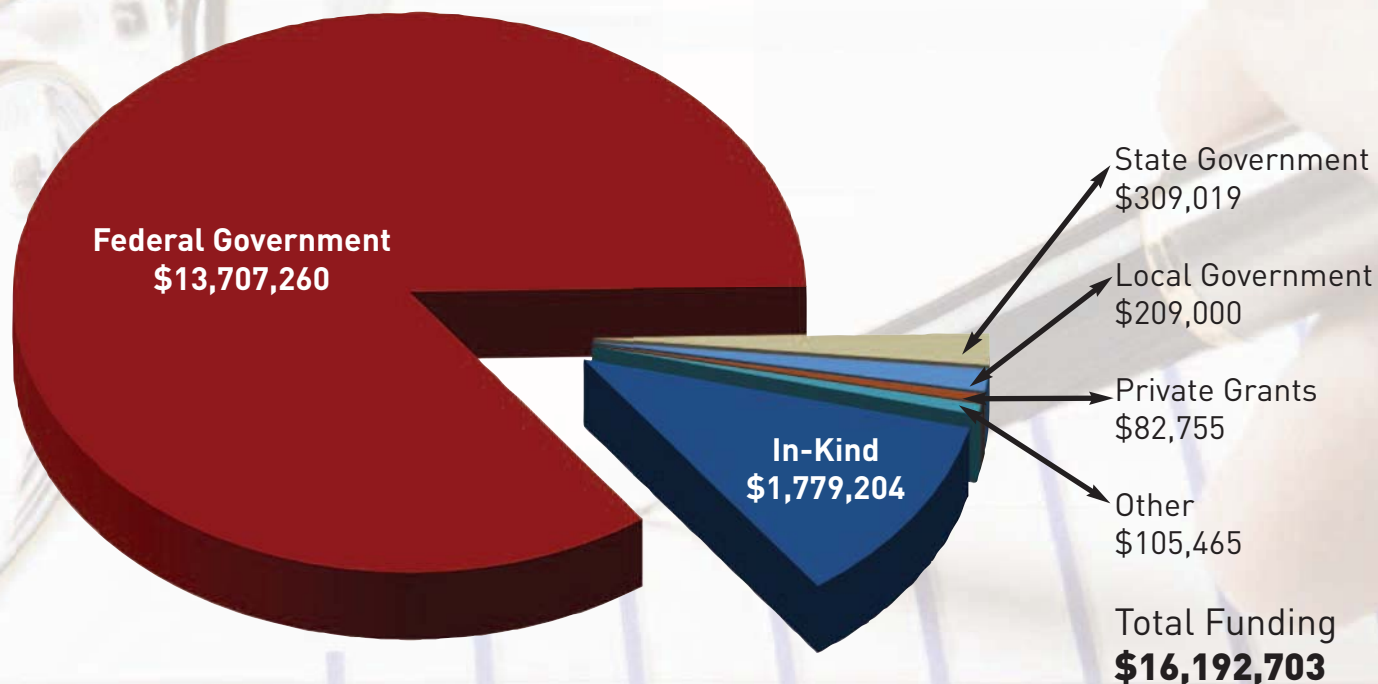


29 GED diploma graduates

“The most inspiring quality about OHA is the constant theme of teaching people to be self-sufficient...eliminating poverty by improving self-worth and usable skills.”

FINANCIAL STATEMENT

FY 2014-2015
Agency Funding
Sources



Assets	
Cash	\$782,512
Investments & Prepaid Expenses	\$503,389
Grants	\$990,959
Total Current Assets	\$2,276,860

Fixed Assets	
Equipment	\$877,779
Automotive Equipment	\$1,875,875
Real Estate	\$804,316
Total Fixed Assets	\$3,557,970

Liabilities & Net Assets	
Accounts Payable	\$211,842
Accrued Salaries & Annual Leave	\$509,061
Total Current Liabilities	\$720,903
Fixed Asset Valuation Allowance	\$3,557,970
Total Liabilities	\$4,278,873
Unrestricted Net Assets	\$1,555,959
Total Liabilities and Net Assets	\$5,834,832

2015 SUPPORTERS

We are pleased to recognize the following sponsors and supporters. We sincerely thank you for your generous support. Without you, many of our programs would not be sustainable.

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DIAMOND: Wells Fargo

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*“Many thanks from our
dedicated board and staff.”*

2014-2015 BOARD OF DIRECTORS

*We are proud to
be a part of an
agency that
inspires people
to transform their
lives through
education, jobs
and job training.*

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Main Office

Downing Gross Cultural Arts Center ■ 2410 Wickham Avenue ■ P.O. Box 37 ■ Newport News, Virginia 23607 ■ Phone: (757) 247-0379 ■ FAX: (757) 247-6527

MISSION

*To plan, develop, implement
and evaluate programs that foster
self-sufficiency through educational, social, and economic development.*

VISION

*A strong vibrant community where
all citizens are self-sufficient and empowered.*

VALUES

*Community Action Agencies improve people's lives, embody
the spirit of hope, improve communities and make America
a better place to live. We care about the entire community
and we are dedicated to helping people help themselves
and each other.*



We Must Continue
to Wage the War
on Poverty!

www.ohainc.org