



FROM THE EXECUTIVE DIRECTOR AND BOARD CHAIRPERSON

Dear Friends and Supporters:

What an incredible and challenging year! As the demand for many familiar services continued to increase, new needs emerged in a less than robust economy. Fortunately, we were blessed with partners, volunteers, and resources to meet these new and growing challenges.

Funds from the American Reinvestment and Recovery Act (ARRA) provided expansion of existing services and opportunity to develop new services. Much of the growth was attributed to meeting the needs of many people who had never sought assistance in the past. At the same time, new jobs were created by growth in these specific areas: Early Head Start, Weatherization, Family Services, and in construction. We also purchased significant energy conservation supplies, vehicles, construction materials, and other goods and services creating additional employment in the private sector. The extra funding resulted in a variety of effective and responsive services for families and individuals while boosting our local and national economy.

By the end of 2009, two major WCCS construction projects were well underway. Bentley Woods, a new multi-family housing development in Lebanon, launched early in the year. A second major development, the South Lebanon Early Learning Center, was underway by year-end. Both projects will provide a host of services that citizens need along with employment for a depressed construction industry.

Listening to the voices of our clients and families, WCCS for the first time offered Early Childhood Education, Child Care and Elderly Home Care for the general public on a private pay basis. This new expansion addressed the needs of working parents and employers for high quality child care, and the needs of caretakers and families of our growing elderly population.

As an agency, we are moving into 2010 with a renewed commitment to quality, efficiency, and customer service. By sharing resources and supporting community partnerships, we will strengthen the fabric of our community and enrich the lives of families and individuals.

WCCS Executive Director

Chairman, WCCS Board of Trustees

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*The Board of Trustees of WCCS
serves as the chief corporate
governing body of the agency.*

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WCCS HIGHLIGHTS



- ✓ On December 17, 2009, we celebrated the groundbreaking of the South Lebanon Early Learning Center. The new center will serve 72% more children, provide jobs, and give a boost to the local economy.
- ✓ Construction on Bentley Woods – a 30-unit one-bedroom, senior apartment complex – continued in 2009. Located in Lebanon behind the WCCS Lebanon Early Learning Center, the complex will offer intergenerational opportunities with the Early Learning Center.
- ✓ Often Homecare clients may need more than three hours of assistance per week. In response, WCCS began providing private pay services for those persons who require assistance above and beyond existing funding sources.
- ✓ Because of the growing number of Spanish-speaking children enrolled in the Early Learning Centers, a bilingual teacher assistant was hired for the Lebanon site. When teachers sing songs and read stories in English and Spanish, children learn new words in both languages.
- ✓ WCCS launched an enhanced and updated website that is attractive, readable, and accessible. Substantial new content offers information on upcoming events, agency brochures, the latest WCCS news, descriptions of activities at The 741 Center, a calendar of events, and nutrition menus.

✓ RSVP formed a new partnership with The Hospice of Butler & Warren Counties to recruit volunteers for its new facility in Franklin, Lorelei's Place. RSVP has sponsored two day-long volunteer training sessions at WCCS. The new volunteers serve in various capacities in patients' homes or at the new care center.

✓ The Lebanon Early Learning Center received a three-star rating from the Ohio Department of Education's Step Up to Quality program. WCCS was the first center in Warren County to receive the highest possible rating. Helen Centers, in Franklin, received a two-star rating.

✓ The Ohio Benefit Bank program continued to grow in its second full year of providing benefits and free tax assistance. A partnership with Ohio AARP is key to this growth. Six staff and 12 Ohio Benefit Bank volunteers offer the program at four sites: Morrow, Lebanon, Mason, and South Lebanon.

✓ Senior transportation secured two new ramp vans from the Ohio Department of Transportation's Specialized Transportation Program. New software helped increase efficiency and customer service while maintaining lean program administrative costs.

✓ WCCS Meals on Wheels™ received a generous gift of \$7,000 from TrimParts, Inc., a local manufacturer of components for classic automobiles. In addition to proceeds from the Classic Car Show at the Lebanon Blues Festival, TrimParts matched the proceeds!



EXPANDING TO MEET THE NEED

FAMILY SERVICES

Due to the challenging economy and worsening job market, more families sought WCCS's assistance. Of the 1,325 total requests for temporary emergency financial assistance, 559 had never before contacted Family Services.

Launching an Employment Advocacy program – using American Recovery Reinvestment Act (ARRA) funding – WCCS assisted families struggling to gain and retain adequate employment. Partnering with Workforce One, Family Services helped people improve their skills in interviewing, writing resumes, completing applications, and accessing Ohio Means Jobs. From August to December 2009, 65 clients received counseling; 32 obtained employment; and three returned to school.

When Mary approached WCCS for assistance with her rent and utilities, she had not worked for quite some time. Her cancer diagnosis and treatment had left her unable to pay her bills. As the single head of a household with two young sons, Mary was in desperate need. Family Services gave her the help she needed and referred her to other resources and support for her family. Mary also received Ohio Benefit Bank tax assistance, so she now has some extra dollars until she can work again.

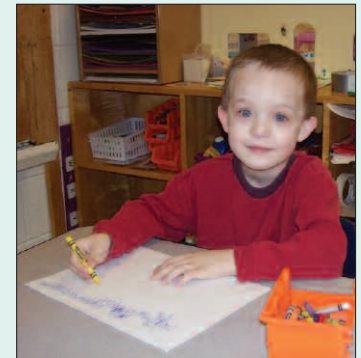


EARLY LEARNING CENTERS

The Early Learning Centers (ELC) had an eventful 2009. An American Recovery and Reinvestment Act (ARRA) grant from the Department of Health and Human Services brought the “Early Head Start” program to Warren County and construction began on the new ELC. Early Head Start will provide services for 76 infants, toddlers, and pregnant mothers. The USDA Rural Development program provided ARRA construction funding for the new ELC in South Lebanon.

Aiden is a bright and cheerful little boy diagnosed with autism. When he first attended the ELC two years ago, he knew the alphabet and could count beyond 100. But his language and social skills were limited; he did not make eye contact, interact with his little brother and sister, or even play with toys.

At the ELC, Aiden now receives physical, occupational, and speech therapy. His teachers give him the individual attention that encourages his language and social skills. Aiden now plays with the other children, draws pictures, and prints his name. Best of all, he reads books to his brother and sister and makes up games to play with them. Aiden has become an awesome big brother.



EXPANDING TO MEET THE NEED



HEAP

Facing a troubling economy and unexpected high costs of heating their homes, many Warren County families turned to the Home Energy Assistance Program (HEAP). HEAP makes a difference... as in the life of 83-year-old Ethel Davis.

Ethel deals with numerous health problems on a limited income. HEAP's Winter Crisis program put fuel oil in her tank. The help meant Ethel no longer had to choose between heating her home and putting food on the table.



HWAP

As energy prices remained a concern, the WCCS Home Weatherization Assistance Program (HWAP) focused on increasing the number of households that received services. An American Recovery and Reinvestment Act (ARRA) grant award from the

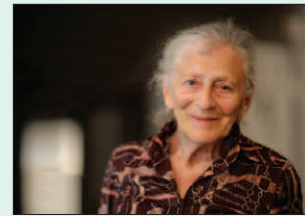
Ohio Department of Development helped HWAP do just that. Using ARRA funding, the program expects to boost its impact by 400%. In addition, the funding helped create seven new jobs and purchase three additional vans.

Anita, an HWAP client, suffers from chronic obstructive pulmonary disease. Last winter she worried about how much her oil furnace was running as well as the impact of the fumes on her health. Despite staggering utility bills, her home remained cold much of the time. HWAP stepped in and installed a new energy-efficient furnace and then air sealed and insulated her home. Since then, her energy usage has dropped dramatically and Anita is warm and content.



SATELLITE OFFICE

Seeking help is difficult when you don't have transportation. WCCS' South Office addresses this need head on. Onsite help is available from multiple WCCS programs including Family Services' Ohio Benefit Bank, The Home Energy Assistance Program and the Elderly Services' Program. The WCCS South Office is located at 10 N. High Street in South Lebanon.



AGING SERVICES

Today, many older adults choose to live at home. WCCS Meals on Wheels™, Homecare, Medical Transportation, and Supportive Services help make that possible.

At 87, Miriam still lives in the grand farmhouse where she grew up. She refuses to move into a smaller home. With no children, she depends on each WCCS Aging Program for assistance. WCCS Meals on Wheels drivers bring her lunch everyday; homemakers help with her personal care and light housekeeping needs; and Senior Transportation takes her to doctor appointments. Miriam was delighted when Supportive Services located the materials to repair the sometimes impassable dirt road to her home and even arranged to have the squirrels and snakes removed from her basement.

For many older adults, remaining as independent as possible in their own homes is vital to being satisfied with their lives. WCCS services can allow them to live at home with independence and dignity.

AGENCY FUNDING

Summary of Funding for year ending 12/31/09

PROGRAM **AMOUNT**

EARLY LEARNING CENTERS

Health and Human Services	\$1,981,782.00
Ohio Department of Education	\$182,615.00
United Way	\$25,000.00
Local Funding and Donations	\$490,834.00
Total:	\$2,680,231.00

FAMILY SERVICES

Community Action Partnership	\$255,672.00
Emergency Food and Shelter	\$24,863.00
United Way	\$147,272.00
Local Funding and Donations	\$19,355.00
Total:	\$447,162.00

HOME WEATHERIZATION

Community Action Partnership	\$606,477.00
People Working Cooperatively	\$58,310.00
Total:	\$664,787.00

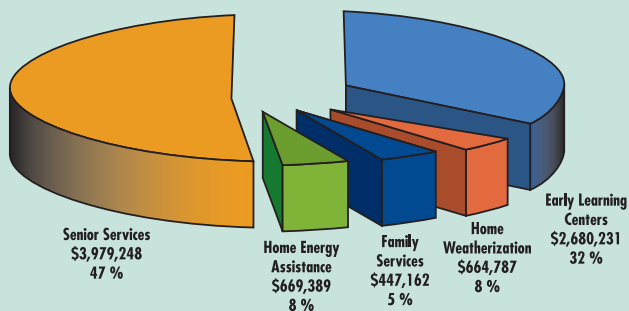
HOME ENERGY ASSISTANCE

Ohio Department of Development	\$669,389.00
Total:	\$669,389.00

SENIOR SERVICES

Council on Aging of SW Ohio	\$3,568,394.00
United Way	\$65,620.00
Corp. for National & Community Service	\$50,930.00
Local Funding and Donations	\$294,304.00
Total:	\$3,979,248.00

Agency Funding Total: \$8,440,817.00



2009 SUP

WCCS, Inc. gratefully acknowledges the following individuals, families, foundations, organizations, and businesses that supported our clients and programs with financial contributions or donated goods and services from *January 1 – December 31, 2009*. This listing honors the request of many donors who have requested that their names not be publicized wishing to remain anonymous.

Thank you for your generosity! Please know that your contributions have had an immediate, positive impact on children, families, seniors, and individuals right here in Warren County. Indeed, WCCS is committed to *“Expanding to Meet the Need.”*

BUSINESS & GOVERNMENT SUPPORTERS

- AAA Provident Tours
- Action for Hope
- AK Steel Foundation
- Alpha Phi Omega
- Al's Diner
- Allyson's Garden
- Amazing Smiles Dental of Mason, OH
- American Cancer Society
- Amerigroup Insurance
- Angel Faces
- Animal Feed Express & More
- Arby's
- Aretz Design
- AT&T Ohio
- Atrium Medical Center
- Baysore's Flower Shop
- Bed, Bath & Beyond
- Benner's Colonial Traditions
- Berns Landscaping & Garden Center
- Berry Wood Retirement Community
- Bethesda Medical Center at Arrow Springs
- Bill Delord Cadillac
- Bonbright
- Bon-Ton Salon
- Bowling's Carpet
- Brenda's Flowers and Gifts
- Brower Insurance Agency, LLC
- Burger King
- Caesar's Creek Nursery and Landscaping
- Camp Joy
- Cashland
- Cedar City Flowers
- Cedarbrook Campground
- Cedars of Lebanon
- Centene Management Co., LLC
- Chubby's Pizza
- Cincinnati Association of the Blind and Visually Impaired
- Cincinnati Reds
- Cintas
- Clubb House Arms
- Cobblestone Church – Rev. John Shonle, Pastor
- Coca-Cola Bottling Company
- Collett Propane, Inc.
- Community Action Partnership of Greater Dayton

- Council of Aging of Southwestern Ohio (COA)
- Creative Kids Sand & Candle Art
- Creech's Lawn and Landscaping
- CVS
- Davidson's Jewelers
- Domino's Pizza
- Dorothy Lane Market
- Duke Energy
- Duvall Automotive
- Elegant Car Wash
- Family Christian Stores
- Fellowship of Praise (Clarksville)
- Dance and Drama Group
- Flower Cart
- Fraternal Order of Eagles #2309
- Fraternal Order of Orioles Franklin Nest 263
- Fricker's Restaurant
- Friesinger's Fine Chocolates
- Frisch's Restaurants, Inc. – Main Office
- Funfest 2009 Benefit
- Ghent Manufacturing, Inc.
- Go Cincinnati!
- Gold Star
- Golden Turtle Chocolate Factory
- Gold-En-Gifts
- Gordon Food Services, Inc.
- Happy Hearts Parents' Committee
- Harley Davidson Aces and 8
- Hatfield Inn Bed and Breakfast
- Heartland of Miamisburg
- Heritage at Miami Bluffs Men's Club
- Indulgence Nail Salon & Spa
- J. Herschel Kendricks Moving and Storage
- Jack's Aquarium & Pets
- Jeff Kilburn's Wildgrass Bluegrass Band
- Josh Pilot and Band
- Joy Outdoor Education Center Foundation, Inc.
- Kettering Medical Center Foundation
- Kiwanis Club of Mason
- Kohl's
- Kroger – Maineville, OH
- Kroger – 741 Mason
- Kroger Marketplace
- LCNB
- Lebanon Country Manor
- Lebanon Elks Lodge #422
- Lebanon Fire Department
- Lebanon Ford Lincoln Mercury

- Lebanon Fraternal Order of Eagles
- Lebanon Junior High School – Thomas Olson
- Lebanon Optimist Club
- Lebanon Presbyterian Church
- Lee's Famous Recipe Chicken
- LexisNexis Cares
- LexisNexis, Inc.
- Liberty Western Shop
- Lindsey's Pastry Shop
- Little Miami Tactical, LLC
- M. Singleton Trucking, LLC
- Macy's - FDS Bank
- Martinizing Dry Cleaning & Laundry
- Mary Kay – Deb Benvie
- Mason Health Care Center
- Mason United Methodist Church – Senior Adult Ministry
- McDonald's
- Meijer, Inc.
- Miami Valley Aerie 1395
- Fraternal Order of Eagles
- Miami Valley Floral Company
- Midas
- Mike Stacy and Dry Run Band
- Mimi's Restaurant in Mason
- Minuteman Press – Lebanon
- Mio's Pizza
- MIP Room Rental
- Miracle Amusement
- Miranda's Ice Cream
- Mitsubishi
- Moeddel
- Morgan's Canoe Rental
- Natorp's Garden & Landscaping, Inc.
- Neediest Kids of All
- Nestle's
- Newman International, Inc.
- Ohio Capital Corporation for Housing
- Ohio Council for Home Care
- Ohio Department of Development
- Ohio Department of Education
- Ohio Department of Human Services
- Ohio State Eagles Fund
- Ohio VFW Charities Post 7596
- Otterbein-Lebanon Retirement Community
- Otterbein-Lebanon U.M. Church
- Papa John's
- Penn Station

P O R T E R S A N D D O N O R S

People Working Cooperatively
 Pepsi Bottling Co.
 Perfect Petals Florist
 Polo Grille
 Premier Pediatric Group
 Premier Pediatric Group - Dr. Thomas Roasch
 Prime Time Cafe
 RAP – Laura Woods
 Rent-2-Own
 River's Bend Wine and Spirits
 Romar Management
 Salvation Army
 Sam's Club
 Second Baptist Church Middletown
 Mime Team
 Shared Harvest Food Bank
 Shear Heaven Dog Grooming
 Sibcy-Cline Realtors
 Sieber Construction, Inc.
 Silver Sneakers™ Fitness
 Skyline Chili (Lebanon)
 Skyline Chili (Maineville)
 Smith's Landscaping and Garden Center
 Sonic's Drive-In – Middletown
 South Lebanon Barber Shop
 Springboro Fraternal Order of Eagles
 St. Susanna Roman Catholic Church
 Stone Mills
 Studio for Architecture, Inc.
 Taco Bell
 Target
 The Bellvas Mime Team Middletown
 The Countryside YMCA
 The Donut Shop
 The Greater Cincinnati Foundation
 The Hospice of Dayton
 The Kroger Rewards Program
 The Medicine Shoppe
 The Ru-Barb Cottage
 Tim Horton's
 Towne and Country Salon
 Tri-Health Corporate Communications
 TrimParts, Inc.
 Turner Construction
 U.S. Department of Agriculture
 U.S. Department of Agriculture – Ohio Rural Development
 U.S. Department of Health and Human Services
 UDF (United Dairy Farmers)
 United Way of Central Indiana
 US Food Service
 Usborne Books & More – Cathy Sines
 Village Diner
 Village Ice Cream
 Village of South Lebanon
 VRI – Matt Jones
 Waffle House
 Wal Mart
 Warren County Auditor's Office – Nick Nelson

Warren County Board for the Emergency Food and Shelter Program
 Warren County Board of Commissioners
 Warren County Food Bank
 Warren County Health Department
 Warren County Prayer Breakfast
 Warren County Senior Citizens, Inc.
 Warren County Sheriff's Department – Larry Sims
 Warren County United Way
 Weatherwax Golf Course
 Wellpoint Associate Giving Campaign
 Wendy's
 WesBanco Bank, Inc. – Tom Wiggershaus
 Wheeler Dealer Square Dancers
 Women and Infant Children Program
 Wright Smiles Pediatric Dentistry – Dr. Jody Wright

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 Richard Brandenburg

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In Memory of Bob Wade
 Eugene Combs

In Memory of Mr. James V. Centers
 Ronald Frost

In Memory of Eleanor Jones
 Anonymous

In Honor of Sara E. Smith
 Scott L. and Susan L. Smith

In Memory of Mary Helen Stewart
 Don Stewart

All attempts have been made to ensure the accuracy and completeness of this list. WCCS has honored the request of donors who prefer to have their names unpublished. Again, many thanks for all of your support.

If a name has been omitted inadvertently, please accept our apology and contact: Vel Hux – Director, Program Development and Planning 513-695-2206 or velh@wccsinc.org

SPOTLIGHT ON SERVICES

EARLY LEARNING CENTERS – Provides a high quality early learning program to prepare income-eligible 3 and 4 year-olds for success in school. Early Head Start is now available.

FAMILY SERVICES – Provides support and information to families overcoming serious challenges.

HEAP (Home Energy Assistance Program) – Provides financial assistance to help meet the energy needs of low income households.

HOMECARE – Assists homebound seniors with cleaning, laundry, shopping, errands, paperwork and personal care.

HOUSING – Provides affordable housing for families and seniors in Warren County.

HWAP (Home Weatherization Assistance Program) – Makes energy saving home repairs to income-eligible Warren County residents.

RSVP (Retired & Senior Volunteer Program) – Recruits individuals, ages 55 and over, to volunteer in non-profit organizations.

SENIOR NUTRITION – Delivers Meals on Wheels™ lunches to homebound seniors and serves lunch at seven senior luncheon sites in Warren County.

SENIOR TRANSPORTATION – Provides assisted medical and non-medical transportation to Warren County seniors.

SUPPORTIVE SERVICES – Provides individual assistance with applications, insurance, and referrals to benefits and services, including prescription programs for seniors.

THE 741 CENTER – Enriches the lives of older adults by offering an array of programs and activities that focus on senior wellness.



570 N. State Rt. 741, Lebanon, OH 45036
www.wccsi.org

Lebanon & Surrounding Areas 513-695-2100
Cincinnati/Butler/Maine 513-925-2100
Dayton/Franklin/Springboro 937-425-2100
Middletown 513-261-2100
Blanchester 937-783-4993 ex. 2100