Renewing, Serving, Strengthening are words that best describe the WCCS spirit of 2005. Guided by the strategic plan, our agency began implementation of first year action plans. As the year unfolded, new expectations of quality standards began to surface for services and client care. There was a sense of renewed commitment, with staff and volunteers focusing on “quality” as job one.

The agency was challenged with rapid population growth and increased demand in an environment of diminished resources. Thus, many Federal, state, and local resources were reduced or no longer available. WCCS developed new ways to do more with less. Subsequently, record numbers of service units were delivered.

Individuals throughout the Warren County community took notice of the increasing needs addressed by the agency and sought ways to become involved. Many new volunteers joined the network, finding interesting and creative ways to help with the many programs and services of WCCS. Senior Center membership and participation levels grew in the light of new wellness and educational programs.

By year end the agency began to look at a new era of development to meet the rapid growth in service needs. The first Director of Development joined the agency to provide leadership with the goal of providing necessary resources to address needs important in the community.

The challenges of WCCS will continue to increase. WCCS will ensure that the value and necessity of the services provided generate increased levels of appreciation and support from the Warren County community.

With support and encouragement received from many caring individuals combined with the dedication of staff and volunteers, the agency renews its commitment to serving our neighbors and strengthening the fabric of our community during our 40th anniversary in 2006.

Charity Sergeant  
WCCS Executive Director

Charles Peckham  
Chairman,  
WCCS Board of Trustees
WCCS is the largest, most comprehensive, nonprofit provider of social services in Warren County.
For 40 years, WCCS has served as the link for social services in Warren County. This agency – the largest and most comprehensive in the area – strengthens the community by providing services and connecting people to resources so they can realize their full potential for a quality life. WCCS touches every community in Warren County. No other organization in Warren County does what we do.

Although our mission is simple, making it happen is a great undertaking that grows larger each day. With a rapidly growing population, all of our programs face increased demand. WCCS receives support from governmental programs, businesses, and individual financial contributions.

**741 Senior Center**
offers adults, 55 and over, an array of quality programs, services, activities, trips and information to enrich their lives.

**Elderly Services Program (ESP)**
provides support services to assist older adults, age 60 and over, to continue living at home.

**Emergency Home Energy Assistance Program (E-HEAP)**
assists low income households with their energy needs, by providing financial assistance.

**Family Services**
provides support and information to families who are having problems meeting their needs.

**Head Start**
provides a high quality early learning program with nationally accredited centers for income eligible 3 and 4 year old children, with the goal of preparing them for success in school.

**Homecare**
assists older adults, 60 and over, with cleaning, laundry, shopping, errands, paperwork and personal care.

**Housing**
supports efforts to provide affordable housing for families and seniors in Warren County.

**Retired and Senior Volunteer Program (RSVP)**
recruits seniors, 55 and over, to volunteer at nonprofit organizations in Warren County.

**Senior Nutrition**
delivers nutritious lunches to homebound older adults, 60 and over, and serves lunch at seven luncheon sites throughout the county.

**Senior Transportation**
provides assisted medical and non-medical transportation to seniors, 60 and over, within Warren County and into all bordering counties.

**Supportive Services**
provides individual assistance with applications, insurance, and referrals to benefits and services, including prescription programs.

**Weatherization**
makes energy saving home repairs to Warren County residents, who are income eligible.
WCCS has provided vital and essential services to children, seniors and families for 40 years.
Little four year old Adam’s frustration over not being able to express what he wanted to say often lead to tears. At four years old Adam was talking like a two year old. Adam also had emotional issues.

From the time Adam was six months old until he was two his father was in military training at Fort Bragg. Adam missed his father greatly during this time. Audrey, Adam’s mom, was also having a tough time with her husband away for over a year and half and not having much contact or support from other families.

Adam was evaluated by the school district and they determined he was eligible for speech therapy. Adam was enrolled at WCCS Head Start at the Helen Centers in Franklin. He enjoyed his weekly visits to the speech therapist, each time coming home with more words he could say. The language enrichment in the classroom also helped Adam. “Every week he came, his vocabulary doubled. Now listen to him! He talks clearly, and he knows almost all his ABCs,” says his mother.

Adam needed the individual attention of a speech therapist as well as the structure that Head Start provided. He also needed interaction with his peers and made lots of friends. “Everybody I talk to, I praise Head Start,” said Audrey. “I don’t know what we would have done without WCCS.”
In 2005, WCCS provided 327 three and four year olds with a Head Start in learning.
As the space heater spit out a meager amount of warmth, Lillian pulled the blankets closer to herself trying to keep from freezing. With the furnace not working, this 79 year old woman spent the entire winter huddled alone in her bedroom, the one room of her home she could barely keep warm.

As a breast cancer survivor, Lillian knows how to face challenges. But with cardiac and respiratory problems and needing to use a walker, the challenges of everyday life became more difficult to overcome, especially without her beloved husband who passed away the previous year.

Lillian was referred to WCCS. She soon discovered a caring and friendly staff eager to help her regain her poise. After a home visit, WCCS Supportive Services determined that WCCS Weatherization and home repair funds could help Lillian stay safe and warm.

WCCS caregivers along with the help of Lillian’s brother went about the task of removing years of accumulation and cleaned her home which greatly improved her mobility and safety. Through the Weatherization program, 211 hours were spent installing a new furnace, replacing insulation and windows, and caulking.

WCCS also referred Lillian to the American Cancer Society which provides her with transportation to and from doctor appointments so she can have the quality health care that she needs.
WCCS Supportive Services garners multiple financial resources to help seniors live safely in their own homes. 824 seniors were served in 2005.
Claire’s soft voice greets visitors as they enter the 741 Senior Center. As a senior, she enjoys square dancing, lunch, beading and wellness and exercise activities. She is keeping her mind active by taking Spanish classes. Recently she extended her gracious attitude by rescuing a dog.

Claire has endured many changes in her life. Her husband passed away. Most recently she underwent surgery on her carotid artery. Even though the surgery left her unable talk or walk, a year of therapy put Claire back on her feet. And, now after just two years, there is no stopping her!

The 741 Senior Center is helping Claire stay active and engaged with life. Claire challenges herself daily, ignoring the clichés and myths of aging. “This is a good time in my life and I am really enjoying it,” said Claire.

Volunteering is win-win for Claire who is a WCCS 741 Senior Center member and a Retired and Senior Volunteer Program member for WCCS. To Claire, the 741 Senior Center is a wonderful place to share her enthusiasm for life, meet new friends, learn new things, and share her insights through her volunteer role. Most of all, though, it has helped her get back into life.
The 741 Senior Center served 4,613 seniors in 2005 by offering health screenings, education and exercise programs, and nutritious lunches.
Wheelchair bound and living alone Nancy appreciates being able to talk with the WCCS Meals on Wheels caring staff. She is a feisty lady that enjoys sharing her opinions and is thankful to have someone to listen to her.

Painful rheumatoid arthritis crept into Nancy’s joints when she was 55. Now at 68 she has undergone replacement surgery for both hips and both knees. Her doctor has also recommended a shoulder replacement. Nancy is fearful of the surgery and the medications that follow because in the past they made her very ill and feeling worse than living with the pain.

Nancy has received help from WCCS since 2001. She receives Meals on Wheels, and medical transportation from WCCS Senior Transportation. The meal delivery assures that Nancy has at least one balanced meal per day. Not only does the WCCS caring staff provide Nancy with basic help, they also provide the most important thing of all – someone to care about her.

Meals on Wheels drove over 172,000 miles delivering meals to homebound seniors in 2005.
Meals on Wheels staff delivered 202,912 meals to homebound seniors in 2005.
Mary’s painful arthritis keeps her from doing some of the most basic tasks. Luckily, Mary is no stranger to the caring help that WCCS can provide. For several years her husband, Gus, received Homecare Program assistance. Then in 1998 Mary began receiving services when her arthritis finally kept her from doing many simple, basic tasks.

At 91 years old, Mary is also losing her sight to macular degeneration but hasn’t lost her desire to live independently. Since Gus passed away in 2001, her daughter and son-in-law, both of them well into their 60’s, have done everything they could to help Mary. But they have health issues themselves.

On more than one occasion Mary has been in a nursing home with a fractured shoulder. She has also had several other broken bones, but because of her determination to live independently, she has always returned to her home. Mary is able to live independently with the help of WCCS Homecare, WCCS Personal Care services and WCCS Assisted Medical transportation.

“I could not stay in my home without the help and kindness shown to me by my aide,” said Mary. “I love them all at WCCS, they have been a lifesaver to me.” With a little help Mary is able to live life on her terms.

Senior Transportation drivers covered a total of 116,746 miles, providing 4,154 medical and 2,433 non-medical trips for seniors in 2005!
WCCS connects older adults to services to help them remain independent. Homecare provided 36,771 hours of assistance to 479 seniors in 2005.
When John came to WCCS to volunteer his time he didn’t realize what a difference he would be making in Anna’s life. Since he had recently been laid off from his engineering job, John had some free time. WCCS Retired and Senior Volunteer Program (RSVP) was just what he needed to fill his free time with something constructive.

John began volunteering as a tutor and mentor to students at a Warren County high school. Some of the students John was tutoring had problems outside of school that interfered with their ability to concentrate and study.

Anna, a 15 year old student, is tutored in math once a week by John. Anna is conscientious and likes to do well in school. Through the weekly tutoring sessions John and Anna developed a good rapport and she has come to trust him.

Anna’s parents are divorced. The father she would love to have a relationship with is emotionally unavailable to her. Her father’s rejection has left Anna confused, distrustful, and angry. These emotions spill over into Anna’s school time causing her to express her frustration by fighting with her peers. Anna’s behavior has caused her to be suspended from school. Anna doesn’t like being angry, but it is hard for her to control her emotions.

On several occasions when Anna has been upset John has diffused her anger and calmed her fears. He listens to her concerns, asks questions, and offers suggestions. John understands firsthand the frustrations that young adults go through. He was there for his son, Derek, who suffers from bipolar disorder.

John enjoys being able to help young adults sort out their emotions and deal with life’s adversities in a positive way. John summarizes it best by saying, “Helping sincere, troubled young people with their problems is very rewarding to me.”
This year alone, 279 RSVP volunteer seniors gave 43,637 hours to the Warren County community.
With the water shut off because of failure to pay and next months bills looming just a few days away, Bob and Jean sought out the assistance of WCCS Family Services. It was a difficult time financially for the family because Bob had just started his new job and hadn’t received his first paycheck.

The transition between jobs can be a hard time for any family but especially when they are paying twice what they owe. When a WCCS Social Service Worker came out to help them it was discovered that the water meter was located on Bob and Jean’s side of the converted duplex. Bob and Jean had unwittingly been paying the water bill for two homes. To help Bob solve this problem the Social Services Worker gave him a copy of “Ohio Tenant/Landlord Laws.”

WCCS Family Services addressed Bob and Jean’s problem of not being able to pay next month’s rent payment. They referred Bob to Veteran’s Services, since he was a veteran, and helped them apply for a voucher from the Salvation Army to help pay the rent. Bob and Jean were also referred to the Department of Job and Family Services where they could apply for food stamps and medical insurance.

Family Services referred Bob and Jean, to the WCCS HEAP Program where they received assistance with their energy bill. The vast array of WCCS referrals gave Bob and Jean hope for meeting future needs.

The Emergency HEAP Program approved 863 applications in Warren County.
WCCS Family Services provided over 700 families with emergency assistance in 2005.
Summary of Funding for 2005

<table>
<thead>
<tr>
<th>PROGRAM</th>
<th>AMOUNT</th>
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<tr>
<td><strong>Head Start</strong></td>
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<tr>
<td>Health and Human Services</td>
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<td>Ohio Department of Education</td>
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<td>United Way</td>
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<td><strong>Family Services</strong></td>
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<tr>
<td>Community Action Partnership</td>
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<tr>
<td>Shared Harvest Food Bank</td>
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<td>United Way</td>
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<td>Local Funding and Donations</td>
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<td><strong>Home Weatherization</strong></td>
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<td>Community Action Partnership</td>
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<tr>
<td>People Working Cooperatively</td>
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<td>Department of Human Services</td>
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<td><strong>Total</strong></td>
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<td><strong>Home Energy Assistance</strong></td>
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<td>Ohio Department of Development</td>
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<td><strong>Total</strong></td>
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<td><strong>Senior Services</strong></td>
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<td>Council on Aging of SW Ohio</td>
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<td>United Way</td>
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<td>Corporation for National Service</td>
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<td>Local Funding and Donations</td>
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<td><strong>Total</strong></td>
<td><strong>$3,439,194.00</strong></td>
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</tbody>
</table>

Agency Funding Total: **$6,678,096.00**
Core Staff
Lisa Baker-Kaufman, Executive Secretary
Dave Betzold, Weatherization Director
Lisa Cayard, Head Start Director
Madelyn Coons, Family Services Director
Tom Cox, Nutrition Director
Mary R. Deaton, Fiscal Director
Karen Hill, Aging Services Director
Vel Bennett Hux, Director of Development
Dolcee Hoffman, RSVP Director
Cathy Payne, Administration
Larry Sargeant, Executive Director
Greg Smith, Controller
Deborah Tibbs, Case Management Director
Karen Turner-Reed, HEAP Director

Strategic Plan Committee
Bob Alexander, WCCS Board Officer
Linda Baysore, Staff - Family Services
Reba Cassini, Staff - Head Start
Lisa Cayard, Staff - Head Start Director
Madelyn Coons, Staff - Family Services Director
Karen Hill, Staff - Aging Services Director
Dolcee Hoffman, Staff - RSVP Director
Jerri Langworthy, Warren County United Way
Kathy Michelich, WCCS Board Member
Cathy Payne, Staff - Administration
Dr. Charles Peckham, WCCS Board Chairman
Katie Poitinger, Warren County Educational Services
Larry Sargeant, Staff - Executive Director

2006-2007
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The Board of Trustees of WCCS serves as the chief corporate governing body of the agency.

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Susan Wilson, Lebanon
WCCS gratefully acknowledges the generous support of all of our friends who have made a financial or in-kind contribution from January 1, 2005 to December 31, 2005. We couldn’t do it without you.

Sylvia Duff Family
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Leisure Time Embroidery
Many thanks to all our anonymous donors, volunteers and staff for 2005.

All attempts have been made to ensure the accuracy and completeness of this list. WCCS has honored the request of donors who do not want their names published.

If your name has been omitted or listed incorrectly please notify WCCS at 513-695-2252.
Head Start

**Happy Hearts Head Start**
10 North High Street
South Lebanon, OH 45065
Phone: (513) 695-2215

**Helen Centers Head Start**
101 Walnut Street
Franklin, OH 45005
Phone: (513) 695-2215

**Lebanon Head Start**
852 Franklin Road
Lebanon, OH 45036
Phone: (513) 695-2215

Family Housing

**Colony Wood Apartments**
118 Dave Street
Lebanon, OH 45036
Phone: (513) 932-6940

Senior Housing

**Berry Woods Apartments**
3394 Townsley Drive
Loveland, OH 45140
Phone: (513) 683-5538

**Carriage Hill Apartments**
200 Adamosmooor Drive
Waynesville, OH 45068
Phone: (513) 897-4314

**Deerfield Commons Apartments**
5629 Deerfield Circle
Mason, OH 45040
Phone: (513) 398-4028

**Earl J. Maag Apartments**
124 Pamela Drive
Morrow, OH 45152
Phone: (513) 899-6502

**Meadow Crossing Apartments**
825 Central Avenue
Carlisle, OH 45005
Phone: (937) 746-9807

**Sherman Glen Apartments**
301 Sherman Drive
Franklin, OH 45005
Phone: (937) 743-0934

**Springboro Commons Apartments**
20 North Pioneer Boulevard
Springboro, OH 45066
Phone: (937) 746-0996

**Station Hill Apartments**
114 Dave Street
Lebanon, OH 45036
Phone: (513) 932-6940

**Union Village Apartments**
327 North Section Street
South Lebanon, OH 45065
Phone: (513) 494-1055

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

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Middletown  513-261-2100
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