



2023 Annual Report

Building Community

A Message from the CEO

Dear Friends and Supporters,

As we reflect on 2023 at Warren County Community Services, Inc. (WCCS, Inc.), I am filled with immense gratitude and pride for the strides we have made together in the continued pursuit of our mission. The challenges and work of the past year have been significant at times, but so too has been our collective resilience and determination to make a positive impact in our region.

Throughout last year, we continued to uphold our commitment to strengthen the fabric of our community by helping individuals and families achieve a high quality of life. Clearly that looks quite different for everyone—for some, it may mean getting a better

paying job, for others, it may mean ensuring their child has the best early childhood education to prepare for kindergarten success, and still for others, it may mean accepting the coordinated care management services so that they can live and age independently and safely in their home for as long as possible. Whatever that means to each person seeking our assistance, we are here to guide and support!

I am proud of our staff and the services they provide every day, as they reached over 10,000 households in 2023! I'm particularly proud of our Senior Nutrition team (see article) as they rose to the challenge of quickly taking on more clients and expanding their program mid-year. Additional highlights of 2023 include receiving funding to rehab two of our Senior Housing sites—Springboro Commons and Sherman Glen; receiving endorsements from at least 2/3rds of our municipalities as we sought to obtain our Community Action designation; and giving our print materials, logos, and other outreach items a much-needed facelift. These accomplishments are a testament to the hard work and passion of everyone involved in WCCS, Inc.

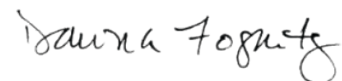
Looking ahead, we remain committed to the community with our efforts in reaching our Strategic Plan goals. Those 4 Key Priorities we focused on and will continue to focus on throughout 2025 are 1) Striving for Operational Excellence, 2) Recruiting, Engaging, and Retaining the best Talent, 3) Increasing Public Awareness/ Improving Brand Recognition, and 4) Growing our Unrestricted Revenues.

I am proud of our staff and the services they provide every day, as they reached over 10,000 households in 2023!

Nothing we do is possible without the steadfast support of our Board of Trustees, donors, volunteers, staff, and community partners. Your generosity and dedication have been the cornerstone of our success, enabling us to serve Warren County for 58 years. With your ongoing support, I am confident that we will build on our achievements and continue to make a meaningful difference in the lives of children, families, and seniors.

In closing, I extend my heartfelt thanks to each and every one of you who has played a part in our journey thus far. Together, we are creating lasting change and building a brighter future for our community.

With gratitude,



Improving Lives & Communities

In 2023 WCCS, Inc. launched a comprehensive Community Needs Assessment (CNA). Many funders require organizations like ours to conduct CNAs over time, which was our initial impetus. However, we were genuinely seeking to obtain more up-to-date feedback on how Warren County Communities prioritize area needs with this CNA.

We connected with nearly 700 voices in and throughout the county such as residents, service recipients, educators, business owners, community partners,

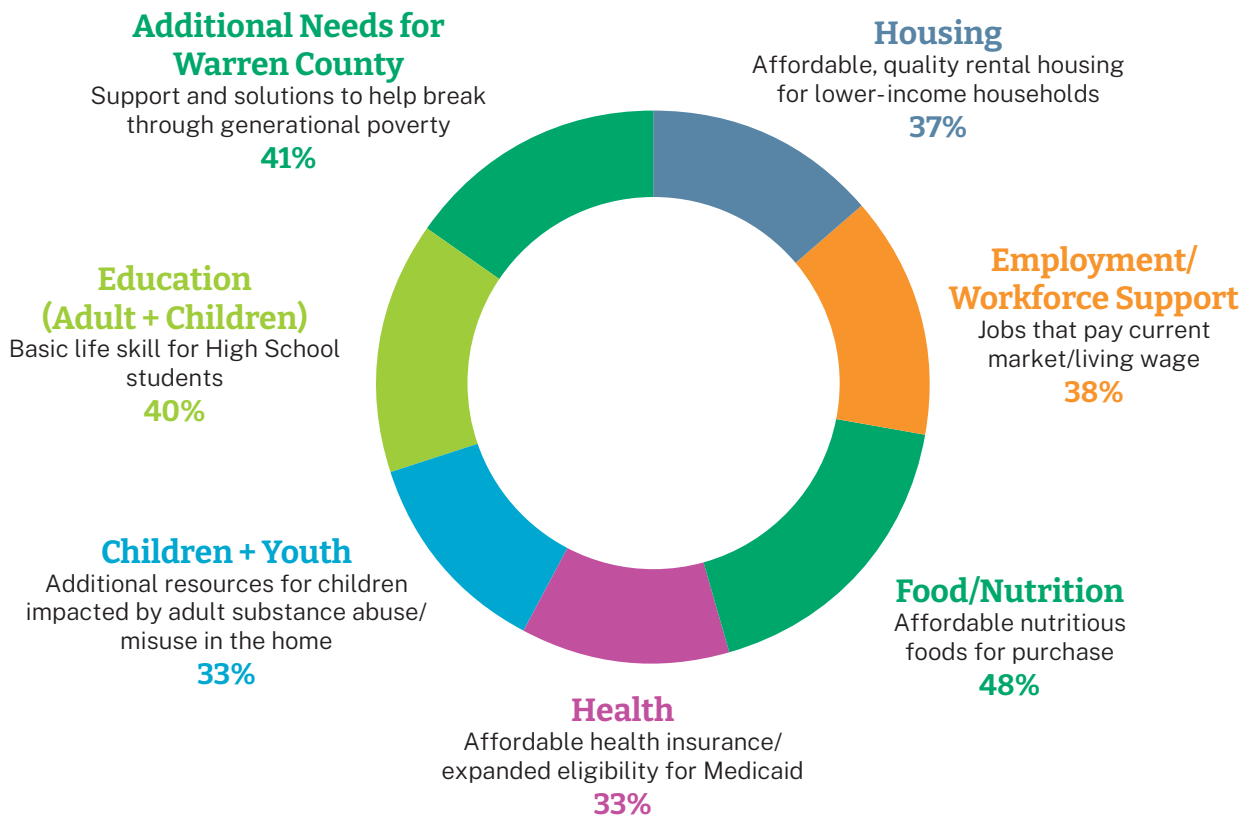
elected officials, WCCS, Inc.'s staff and Board of Trustees, and members of the faith-based community.

Our goal was to first educate ourselves with the feedback we received from our stakeholders. We wanted to really listen to what people said. The second step was to analyze the results, and in doing so, we could take the third step, which was to determine where we could have an impact, how we could be responsive to the highest ranked needs, and then allocate our resources accordingly. The fourth and final step was to share our results with our Board of Trustees, our team members, and with the community.

Our dedicated team cares deeply about our neighbors in Warren County and we appreciate the time they took to provide us feedback on our CNA Survey. In 2024, we have been able to develop new and expanded services based upon the responses.

The 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.

Community Needs Assessment



Our stakeholders identified top needs in each of the following domains (% = percent of total respondents):

MOWs Expansion

In June of 2023, our Senior Nutrition department received a call from Council on Aging, who is our funding administrator for the Meals on Wheels™ program. The team was asked to take on additional clients for the Home Delivered Meals program (known as Meals on Wheels) due to a local provider suddenly shutting down. And this “ask” came with a very quick turnaround! We had such little time to prepare for that many new clients, yet we certainly didn’t want any of the region’s elderly to go without the nutritious meals they were accustomed to receiving.



Our Senior Nutrition team immediately mobilized. We first had to take inventory of current food and supplies, evaluate the routes, ensure we had enough delivery drivers and delivery vans. Once we assessed the situation, the team ordered the extra food and supplies and made space for the additional items. The team also had to reconfigure routes for existing drivers; ultimately hiring more drivers and delivery vehicles to meet the new demand.

Once we had routes reconfigured, enough food for the extra meals, and manpower to make the deliveries, all new clients had to be entered into our database. This can be an onerous task to begin with, but when put under pressure, it becomes even more difficult. Three very dedicated staff members spent their weekend ensuring this was completed! This allowed us to begin delivering meals the very next week.

In the beginning, many of our new clients were confused about why WCCS, Inc. was their new meal provider. As you may imagine, our drivers were asked many questions when they arrived. Such as: Where is my other driver? Why are you here

at a different time? When will you be returning? What is on the menu? All of our incredible delivery drivers took the time to listen to their concerns and answer questions in order to help ease the transition.

Our entire team in the Nutrition department stepped up to this challenge with hard work and a commitment to get it accomplished. And this has been an ongoing effort, with everyone on the team pulling together and continuing to do so without complaints. What admirable teamwork and passion for our mission and values they have displayed!

What
admirable
teamwork
and passion!



Our Impact

2,409
households qualified for
**EMERGENCY ENERGY
ASSISTANCE** to
maintain service



1,306
commodity Boxes were
distributed to low-
income older adults
to **ADDRESS FOOD
INSECURITY**




379
children RECEIVED
**EARLY CHILDHOOD
EDUCATION** in
preparation for
kindergarten




55
tutors and 71 adult students
were paired one-on-one
to **IMPROVE LITERACY
SKILLS**




255
households were **ASSISTED
WITH WATER AND
WASTEWATER
BILLS** to prevent
disconnection




88.6%
of enrolled four-year-olds
**MET OR EXCEEDED
EXPECTATIONS**
for kindergarten
readiness



130+
seniors benefited
from activities that
**FOSTER HEALTH
AND SOCIAL
WELL-BEING**




359,415
meals were **DELIVERED TO THE
ELDERLY** ensuring one well-
balanced meal per day




401
households were **ASSISTED
WITH PAYMENTS**
enabling them to
avoid eviction



2,637
elderly adults **REMAINED
INDEPENDENT** in
their homes through
a variety of quality
programs and
services



4,824
trips were provided to senior
clients to **ACCESS
HEALTHCARE
SERVICES
AND MEDICAL
APPOINTMENTS**




219
senior volunteers served
**OVER 23,000
HOURS** at local
non-profits to
meet critical
community needs



33,114
meals were served at senior communal
dining sites to **PROVIDE SOCIALIZATION**
while enjoying a healthy meal



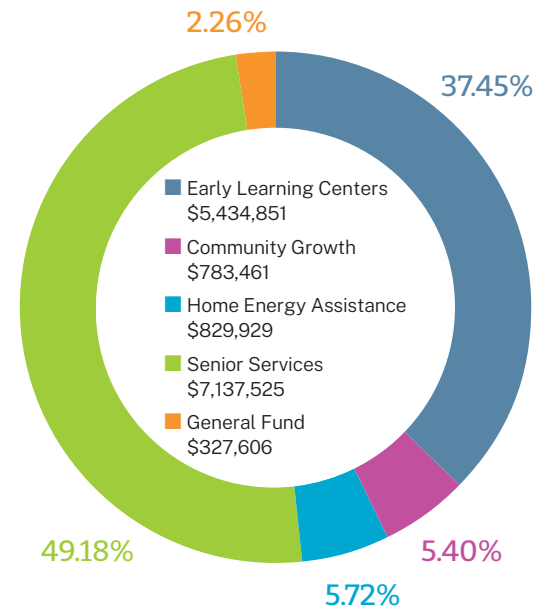
137
job shadows and 46 Internships were provided
to high school juniors and seniors to
SUPPORT CAREER PATHWAYS



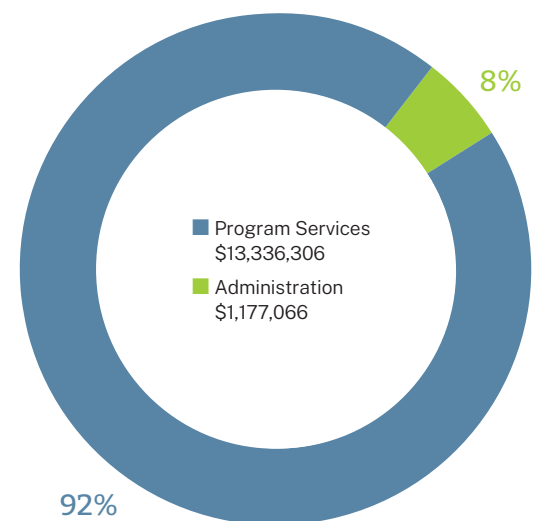
Our Funding

Summary of Agency Grants and Funding for the year ending December 31, 2023

AGENCY	AMOUNT	%
EARLY LEARNING CENTERS		
• Health and Human Services	\$4,415,870	30.43%
• Ohio Child Care Resource & Referral Association	\$10,238	0.07%
• Ohio Department of Education -CACFP	\$195,347	1.35%
• Ohio Department of Job & Family Services	\$228,683	1.58%
• State of Ohio	\$45,666	0.31%
• Local Funding and Donations	<u>\$539,047</u>	<u>3.71%</u>
Total:	\$5,434,851	37.45%
COMMUNITY GROWTH		
• Miami Valley Community Action Partnership	\$473,736	3.26%
• The Libraries of Warren County	\$105,380	0.73%
• Local Funding and Donations	<u>\$204,345</u>	<u>1.41%</u>
Total:	\$783,461	5.40%
HOME ENERGY ASSISTANCE		
• Ohio Development Services Agency	\$744,174	5.13%
• Ohio Housing Finance	\$82,687	0.57%
• Duke Referral Revenues	<u>\$3,068</u>	<u>0.02%</u>
Total:	\$829,929	5.72%
SENIOR SERVICES		
• Council on Aging of Southwestern Ohio ¹	\$6,507,088	44.84%
• Housing and Urban Development	\$291,900	2.01%
• Ohio Department of Aging	\$40,524	0.28%
• Corporation for National Service	\$45,757	0.32%
• Local Funding and Donations	<u>\$252,256</u>	<u>1.74%</u>
Total:	\$7,137,525	49.18%
GENERAL FUND		
• Local Funding and Donations	<u>\$327,606</u>	<u>2.26%</u>
Total:	\$327,606	2.26%
Agency Funding Total:		\$14,513,372 100.00%



Agency Funding Total
\$14,513,372



Notes:

¹Includes funding from Warren County Elderly Services Program levy.

Includes special donation of \$50k from the Mason Public Library for the Literacy Program.

Our Supporters

Thank you to our community for supporting WCCS! Your generous contributions are accelerating the positive impact of our work as we continue to focus on services that help others succeed.

Business Organizations and Government Supporters

- American Legion Auxiliary Post #615
- Butler County United Way
- Dollar General Literacy Foundation
- FDS Bank, 9111 Duke Blvd.
- First Financial Bank
- Franklin 1st United Methodist Church
- Franklin Public Library
- HMB (Heritage Miami Bluff) Men's Club
- ITW Food Equipment Group
- Johnson Trust Company Custodian for Carol Hadley HILS IRA
- Kiwanis Club of Mason
- LCNB
- Lebanon Optimist Foundation
- Lebanon Public Library
- Macy's/Bloomingtondale's
- Mary L. Cook Public Library
- Mason Deerfield Rotary Club
- Mason Public Library
- Miami Valley Gaming & Racing, LLC
- Ohio State Eagles (Lebanon)
- Otterbein Home Office
- Premier Health
- Salem Township Public Library
- Sycamore Presbyterian Church
- The E.W. Scripps AP Team
- The Farmers State Bank
- VFW Auxiliary #6069
- W.C. Foundation - Impact Grant



Special thanks to our friends at the Mason Public Library for their generous donation of \$50,000 in 2023.

Community Supporters

- Linda Burke
- Richard Blevins
- David Charpentier
- Madelyn Coons
- Dawna Fogarty
- Carla Hale
- Jerome Harrod
- Greg & Mindy Hoffbauer
- Steve Muterspaw
- Judith Overstreet
- Kathy Perez
- Ken Poleyeff
- Shelly Powers
- Krishna Prashant
- Mary Reece
- John Roesch
- Brad Ruppert
- Jake Sieber & Meg Callahan
- Eileen Sharkey
- Geraldine Short
- Alena Speed
- Alice Summers
- Dionne Swift
- Conrad Weiner



WCCS Mission –
 WCCS' mission is to strengthen the fabric of our community by providing services and connecting people to resources necessary for realizing their full potential for a quality life.

2023 WCCS Board of Trustees

Linda Burke, South Lebanon
 President

Paul Revelson, Lebanon
 Vice President

Kim Hensley, Middletown
 Secretary

Matt Nolan, Lebanon
 Treasurer

Mark Sousa, Maineville
 Vice Treasurer

David Charpentier, Mason
 Rahul Gupta, Loveland
 Chris Hubbard, Mason
 Mary Reece, Maineville
 Chris Robinson, Lebanon
 Theresa Schneider, Springboro
 Soroya Smith, Mason
 Dionne Swift, Franklin

2023 WCCS Leadership Team

Dawna Fogarty – Chief Executive Officer

Maureen Hird – Chief Financial Officer

Holly Roush – Chief Operations Officer

Alena Speed – Chief Program Officer

Lisa Baker – Executive Assistant

Stacy Dixon – Early Learning Centers Director

Beth Heinkel – Early Learning Centers Assistant Director

Konnie Hansen – Director of Care Management

Becky Booth – Volunteer Director

Amy Houpey – Aging Services Director

Lee Morris – Facilities Director

Karen Turner-Reed – Community Assistance Director