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Southeastern Community & Family Services, Inc.

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(910) 277-3500

www.SCFSNC.org
Dear Stakeholders:

Entering into Southeastern Community & Family Services, Inc. as the Chief Executive Officer in the midst of the 2013-2014 fiscal year was a bit challenging due to the transition of management styles and operations. However, despite the challenges, we, the agency, remained vigilant and committed to providing quality programs and services, throughout seven counties, to continue the agency’s 50 year legacy.

In 2013, and into 2014, the agency continued its mission to do all things necessary or proper to aid in improving the education, economic opportunities, living environment and general welfare of the people ... ; to study problems involved in improving education, economic opportunities, living environment and general welfare; ... to make and recommend programs or projects or activities ... toward the solution of such problems ... for people of all ages....” We continued the mission by providing services to children and families through our Head Start, HUD Section 8, Weatherization, Child and Adult Care Food, and Community Services Block Grant programs.

The agency strived to alleviate poverty and empower families in some of the hardest areas to reach in southeastern North Carolina. I am proud to report that not only did we reach them, we’ve made significant progress in how we now deliver services to them.

During this first year with the agency, my focus has been on repairing and improving the infrastructure of the agency. I have ensured that as a growing agency we improve upon how we manage client relations, as well as training staff and hiring the best and the brightest to manage the day-to-day operations of our programs. With the influx of technology and social media, we have, also, improved upon how we disseminate and share information with our clients, the public, staff, and our stakeholders.

This Annual Report summarizes our collective program achievements in 2013-2014. Thank you for your patience and support over the years.

Ericka J. Whitaker, M.S.A.
Chief Executive Officer
Dear Stakeholders:

It is with great enthusiasm that I introduce this publication of the Southeastern Community & Family Services, Inc. Annual Report for the fiscal year of 2013-2014.

It is an honor and privilege to, again, serve as the Board Chairman for the past fiscal year. I continue to praise the vision and leadership displayed by our new Chief Executive Officer and her staff in continuing the commitment to excellence for the agency and protecting our brand throughout the communities we serve. We also appreciate the agency’s commitment to transparency, fiscal operations, and customer service.

Our administration, staff, students and parents are focused on building and maintaining the top-community action agency in the state!!

As a Board, we welcome any comments or recommendations to further enhance our commitment to excellence. This remains a team effort and we encourage your support on the new journey for the agency. Our expectations are as follows:

- Fiscal Responsibility;
- Integrity to all parties vested with the organization;
- Maintaining a positive image in the community;
- Compliance with Federal and State regulations;
- Sound day-to-day operations, and;
- Leadership and oversight to staff and programs.

Overall, the Board is committed to providing a top-notch education for our students in the Head Program. In addition to Head Start, we remain committed to the charge of assisting individuals and families with resources to improve their quality of life.

Thanks for your continued patience and support of this great agency.

Jason J. King
Board Chairman
Head Start Achievements

During Program Year 2013-14 our Head Start Program was funded to serve 1,000 enrollees in 51 classrooms over a six county area. Five of the 16 centers under the are owned and operated by the agency – Hoke, Laurinburg, Maxton, Red Springs and South Robeson Head Start Centers. We achieved the following results:

- 1,128 families were served.
  - 597 families received at least one of the family services listed in the PIR.
  - 15 homeless family received housing during the program year.
  - 971 families' income was below 100% of poverty line.
  - 1,568 families received public assistance, such as TANF, SSI, WIC and SNAP.
  - 6 foster children were enrolled in the program.
Head Start Achievements

- 1,316 children ages 3-4 years of age received comprehensive services.
  o 207 of these children were enrolled for their second year.
  o 252 enrollees were class age 3.
  o 1,064 enrollees were class age 4.
  o 1,064 enrollees transitioned into kindergarten at the end of the program year.
- 128 families of enrolled children were listed as primarily Spanish speaking.
- 983 enrolled children’s fathers/father figures participated in male involvement activities.
- 305 children entered the program with no health insurance. 1,274 cumulative enrollees had health insurance at the end of the program year.
- 770 enrollees entered the program with an on-going source of continuous and accessible, routine, preventative and acute medical care, and 606 had on-going dental care. At the end of the program year, all children were receiving these health care services.
- 35 children were determined to be underweight. 37 were overweight, and 38 were determined to be obese.
- Mental health professionals observed all 51 classrooms. 89 enrollees were referred. 49 received mental health services.
- 160 enrollees were determined to have a disability and received special education and related services. Of these children, 136 were diagnosed speech or language impaired; 23 were diagnosed developmental delayed; 1 was diagnosed with multiple disabilities.
- Of the total number of families, 223 were reported as two-parent families; 1,065 were single-parent families.
- A total of 2,279 persons provided volunteer services at a Head Start Center. Of these, 1,826 were current or former Head Start parents.

At the close of PY 2013-14, 100% of all Head Start teachers and assistant teachers met or exceeded the degree/credential requirements for their position as mandated by Southeastern Community & Family Services’ Board of Directors and Federal regulations governing staff education.
CSBG Achievements

Southeastern Community & Family Services completed the fourth year of our Community Services Block Grant (CSBG) Family Empowerment Self-Sufficiency (FESS) project’s five year plan by serving 346 low-income families in our service area. Our goal is to assist 200 families in moving above the poverty level in the five-year period. The five-year period began on July 1, 2010 and will end on June 30, 2015.

In 1993 Congress passed the Government Performance and Results Act (GPRA) in response to a renewed emphasis on accountability. Community action agencies across the nation use Results-Oriented Management and Accountability (ROMA) as a tool and guide program services are implemented and monitored to ensure efficient and effective performance. All services provided through this program are designed to help promote self-sufficiency, family stability, and community revitalization and to help meet (6) National Goals:

Goal 1: Low-income people become more self-sufficient. (Family)
Goal 2: The conditions in which low-income people live are improved. (Community)
Goal 3: Low-income people own a stake in their community. (Community)
Goal 4: Partnerships among supporters and providers of services to low-income people are achieved. (Agency)
Goal 5: Agencies increase their capacity to achieve results. (Agency)
Goal 6: Low-income people, especially vulnerable populations, achieve their potential by strengthening family and other supportive systems. (Family)

Through intensive case manager, CSBG Case Managers work diligent to help our customers attain self-sufficiency, family stability, and community revitalization. Even while experiencing a slow economic recovery which continues to produce high unemployment rates in our services area, we are still helping people help themselves. With that being the case we were still able to assist 20 families move above poverty. Our four-year total for families rising above poverty is 115.

The CSBG staff continues to work with enrolled families to determine their individual strengths, needs, and visions for the future. The enrolled families receive assistance with decision making skills and budgeting, as well as guidance in job seeking and improving their housing situation if necessary. Of the 346 families, 62 gained employment. It is unfortunate that only 8 of these employers provided medical benefits to their employees. Hopefully with the implementation of the new health care legislation this will change. We are pleased to have 10 customers that completed educational or job training; 13 secured standard housing, while others received assistance in maintaining their housing; and 18 were provided emergency assistance.
Jane A., is a single mother of two girls ages 8 and 12, who came into our center seeking assistance. She stated she worked as a nursing assistant. Her hours were reduced to part time and weekends. The reduction of hours had caused a financial crisis for her. She was receiving child support and food stamps. These resources were not sufficient to fully meet the family’s needs. She also had difficulty with the IRS because one of her daughter’s father had also claimed the child on his tax return.

Jane A. was enrolled in our FESS program. With the help of her Case Manager she was able to construct a comprehensive case plan to assist the family. Jane’s ultimate goal was to become a registered nurse. The family was provided with assistance for their most immediate needs which included rental and utility assistance. The Case Manager also referred Jane to our Volunteer Income Tax Assistance resources where her tax issue was addressed. She was also referred to the Section 8 housing assistance program.

The case plan for Jane included referrals to DSS to obtain childcare assistance so she could attend school and work part time. With the assistance Jane received she was able to attend school and work part time. Jane also made time to attend employment and budgeting workshops sponsored by the FESS program. Jane decided that she wanted to work full time and complete her education part time. During her stay on the FESS program she was able to obtain her Nursing Degree. She is presently working and earning an annual income of $40,000.00. She is no longer receiving assistance through the food stamp program or from the Section 8 Housing Assistance Program. She and her girls are doing well, are self-sufficient, and happy.

Overall our customers experienced an average of $4,560 gain in their income as a result of our services to their families. Finally the hourly wage for those we served was $9.00/hour. It is our goal to strive to access all possible resources for our customers.

The CSBG staff assisted our Head Start program in recruitment by making referrals throughout the program year. We also make referrals of customers who would benefit from our Section 8 program. Each year, certified CSBG staff provide Volunteer Income Tax Assistance (VITA) returns for eligible residents within our area. For the tax year Ending December 31, 2013, they prepared 246 returns. Due to their work, eligible taxpayers received $387,486 in refunds; $217,684 of the amount was Earned Income Tax Credits (ETIC).
HUD Section 8 Achievements

Southeastern Community & Families Services’ Section 8 has administered the Housing Choice Program in Scotland County for 35 years. The Housing Choice Voucher Program is the Federal government’s major program for assisting very low-income families, the elderly, and the disabled to afford decent, safe, and sanitary housing in the private market. Since housing assistance is provided on behalf of the family or individual, participants are able to find their own housing, including single-family homes, townhouses and apartments. The participant is free to choose any housing that meets the requirements of the program and is not limited to units located in subsidized housing projects.

The Section 8 Department is funded and monitored by the Department of Housing and Urban Development. There are program standards and requirements that must be met. The Section Eight Management Assessment Program (SEMAP) measures the performance of the public housing agencies (PHAs) that administer the housing choice voucher program in 14 key areas which help eligible families to afford decent rental units at a reasonable subsidy cost. SEMAP uses HUD’s national database of tenant information and information from audits conducted annually by independent auditors. HUD will annually assign each PHA a rating on each of the 14 indicators and an overall performance rating of high, standard, or troubled.

Southeastern Community & Family Services administers the Section 8 Program in Scotland County only. The demands for affordable, safe, decent and sanitary housing have risen sharply in the county. The unemployment rate in Scotland County is the highest in the state. Several of the supporting industrial facilities have moved or are no longer in operation. The current downward spirals in the economy are both factors that directly affect the rental housing market. In fiscal year 2013-2014 the fair market rent was increased in which will permit our program to pay a higher percentage of the clients’ rent and also will allow the client the opportunity to rent a unit that would be beyond their approvable budget. Many changes are expected in the near future requiring adjustments in our operational procedures. The program responds promptly to any changes legislated from HUD and will continue to use this approach because the expected changes will be beneficial to those who reside within our service area.

Section 8 Department of Southeastern Community & Family Services has endeavored to serve our client population in spite of significant budget cuts. In calendar year 2013-2014, the Section 8 staff served an average of 409 families per month with a budget of $2,325,312. In conjunction with our Chief Executive Officer, Chief Financial Officer, and the Section 8 team, we continue to take measures to mitigate the potential impact of funding cuts, which could affect the families we serve.
HUD Section 8 Achievements

A Welcome Home Story.....

In fiscal year 2013-2014 client, Niquetta Dockery was approved for the Section 8 Housing Choice Voucher Homeownership (HCV) program and was successful in purchasing her first home. Miss Dockery is no longer dependent upon federal assistance and currently works as an assistant teacher and a bus driver at Spring Hill Middle School. Miss Dockery is continuing to improve the quality of life for she and her children. She is enrolled in college and working to earn a teaching degree.

The HCV Homeownership Programs allow qualified participants to use the HCV to assist with monthly mortgage expenses for the purchase of their first home. The Section 8 Department is dedicated to maximizing customer service to our families, landlords, and community stakeholders. Through our new and approved efforts, the Section 8 program not only provides rental assistance, but is assisting our families and helping them attain their goal of self-sufficiency!
Weatherization Achievements

Weatherizing a home involves many steps. After a client’s application is approved, we first conduct an energy audit to identify the most cost-effective energy improvements that need to be performed on the dwelling. Work orders are then developed, entered into the database, and prepared for sub-contractors. The improvements, approximately $6000.00 per unit, are then made at no cost to the household. Major energy improvement goals are whole house ventilation, reducing excessive air infiltration, reducing heat loss through attics, walls and floors, reducing base loads of appliances, and tuning, repair, or replacement of heating and air systems. Doors and window replacements are done based on approved energy-savings return on investments outlined by the State Weatherization Assistance Program. The chart below details house completions for the Program Year 2013-2014:

<table>
<thead>
<tr>
<th>County</th>
<th>ARRA (July &amp; August)</th>
<th>DOE (T&amp;TA-ADMIN)</th>
<th>LIHEAP</th>
<th>HARRP</th>
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<tr>
<td>Bladen</td>
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<td>0</td>
<td>11</td>
<td>8</td>
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<td>Brunswick</td>
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<td>0</td>
<td>13</td>
<td>12</td>
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<tr>
<td>Columbus</td>
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<td>0</td>
<td>12</td>
<td>8</td>
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<td>7</td>
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<td>New Hanover</td>
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<td>0</td>
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<tr>
<td>Pender</td>
<td>10</td>
<td>0</td>
<td>10</td>
<td>10</td>
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<tr>
<td>Robeson</td>
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<td>48</td>
<td>37</td>
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<tr>
<td>Scotland</td>
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<td>12</td>
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<tr>
<td>Total</td>
<td>81</td>
<td>0</td>
<td>115</td>
<td>89</td>
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</table>

* Total ARRA Units Completed = 1,651
Weatherization Achievements

A Housewarming Story.....

Ms. B, a resident of Scotland County, contacted the local Neighborhood Service Center expressing a need for services to make her home more energy efficient. This senior citizen was living alone in a home without a working heating and cooling system. She was experiencing extremely high utility bills causing a situation of financial distress. An application was taken by the Scotland County staff. After a thorough review of the application, it was determined that she was eligible for services through this program.

Ms. B was provided with the following energy-saving measures: air sealing using the blower door, insulating the attic to a R38 value, weather-stripping the doors, installing and wrapping the hot water heater, properly venting the dryer, installing compact fluorescent lights, installing smoke and carbon monoxide alarms, venting to the outside an existing bath fan, installing floor insulation, and installing a vapor barrier. The unsafe and inoperable heating and cooling system was replaced with an energy efficient unit, her existing heating and air conditioning was replaced with a new 3 gas pack. These services resulted in Ms. B enjoying a safe and comfortable home and significant energy savings.
Grant Funding Sources

**Head Start:**

US Department of Health and Human Services
Administrative for Children and Families – Region IV

2013-2014 Funding Total: $11,171,545
Total Number of Staff: 177

**USDA – Child and Adult Care Food Program:**

NC Department of Health and Human Services
Division of Public Health – Women & Children’s Health Section

Total Funding: Varied – based on meal count/meals served (breakfast, lunch, snack)

**Weatherization Assistance Program/Heating Air Repair and Replacement Program:**

NC Department of Environmental and Natural Resources
Division of Energy, Mineral, and Land Resources, State Energy Office

2013-2014 Funding Level: $1,852,124
Total Staff: 4.4

**Community Services Block Grant Program:**

NC Department of Health and Human Services
Division of Social Services, Economic and Family Services
Office of Economic Opportunity

2013-2014 Funding: $1,213,632
Total Number of Employees: 23.4

**Section 8 Housing Assistance Program:**

US Department of Housing and Urban Development
Greensboro Field Office, Office of Public Housing

2013-2014 Funding: $2,238,437
Total Employees: 3
Financials—Uses of Funds

<table>
<thead>
<tr>
<th>Uses of Funds</th>
<th>Amount</th>
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<tbody>
<tr>
<td>Head Start</td>
<td>$11,171,545</td>
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<tr>
<td>Weatherization</td>
<td>$1,852,124</td>
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<tr>
<td>CSBG</td>
<td>$1,213,632</td>
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<tr>
<td>Other</td>
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<tr>
<td>HUD</td>
<td>$2,238,437</td>
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<tr>
<td><strong>Total</strong></td>
<td><strong>$16,635,448</strong></td>
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Board of Directors

Executive Committee

Jason King, Board Chairman
Ronnie Jenkins, Board Vice Chairman
Verlean Bell, Secretary
James Smith, Treasurer
Ellen McNeil, Assistant Secretary
Gloria Johnson, Assistant Treasurer

Bladen County

James G. Smith, County Commissioners
J.C. Batchelor, County Commissioners
F.W. Newton, Elizabeth Center
Joseph Rozier, Jr., Plainview/Baltimore
Mark Coleman, Bladen Com. College
Josephine Kirk, East Arcadia Senior Center
Mary Thomas, Policy Council Rep

Brunswick County

Ronnie Jenkins, County Commissioners
Bernest L. Hewett, Brunswick Center
Jay Merritt, Housing Authority

Columbus County

Richard Wilson, County Commissioners
Allen Livingston, Whiteville Center
Wanda Killens, Dept. of Social Services
Board of Directors cont.

**Hoke County**
Shirley Hart, County Commissioners
Rebecca O’Berry, Cameron Heights
Ellen McNeil, Hoke Literacy Council

**Pender County**
George Brown, County Commissioners
Edmond T. Coston, Pender Center
Deborah McAllister, Dept. of Social Services

**Robeson County**
Jason King, County Commissioners
Neil Terry, County Commissioners
Earlena Lowery, County Commissioners
Robert McRae, Maxton Center
Thomas Jones, Lumberton Center
Gloria Johnson, Rex Bennett Community
Gwendolyn Chavis, Robeson Community College

**Scotland County**
John A. Ferguson, County Commissioners
John O. McDonald, County Commissioners
Milton W. Farmer, North Scotland County
Walter Brown, South Scotland County
John Lewis, Eastpointe Mental Health
Verlean Bell, Scotland County NAACP