

Project NOW

Community Action Agency

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Rock Island, IL
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418 19th Street
PO Box 3970
Rock Island IL 61204-3970

LOCATIONS

Project NOW Community Action Center
418 19th Street, Rock Island (309) 793-6391

Head Start
499 27th Street, East Moline (309) 792-4555
109 S Elm Street, Kewanee (309) 852-4346
305 NW 7th Street, Aledo (309) 582-3668

Good Things NOW Stores
2000 3rd Avenue, Rock Island (309) 793-6353
605 SW 3rd Street, Aledo (309) 582-3244

Rock Island County Senior Center
2221 11th Street, Rock Island (309) 788-6335

Outreach Offices
711 4th Avenue, Moline (309) 764-8092
207 W 2nd Street, Kewanee (309) 852-4565
605 1/2 SW 3rd Street, Aledo (309) 582-2644

www.projectnow.org

Project NOW

Community Action Agency

Annual Report 2011

Helping People.



Changing Lives!

Community Services

The Community Services Division helps thousands of Customers to meet their basic needs while they move toward increased self sufficiency.

In 2011, we provided Outreach services to 17,690 individuals in the area!

BASIC NEEDS

- ◆ **384** Families in crisis were helped with emergency needs.
- ◆ **72** Families' medical and dental needs were met, improving health.
- ◆ **3,807** Meals were provided through our Summer Food Program, providing health and physical development to children in need.
- ◆ **8** customers accessed higher education with Project NOW Community Service Block Grant scholarships.



"I am so appreciative for all of the help the programs here at Project NOW offer"
-Anonymous



Royal Neighbors of America volunteers assisted Project NOW in establishing community gardens. This partnership gave customers direct access to healthy food and taught them about gardening.

UTILITY ASSISTANCE

Customers were assisted with utility bills and furnace repair or replacement through the following programs to reduce their energy burden and helping them maintain housing.

- ◆ **9,786** Families' homes were more livable with Utility Assistance through LIHEAP
- ◆ **65** Families received energy related help with MidAmerican & Ameren funding.
- ◆ **45** Families received Emergency Furnace Repair/Replacement.
- ◆ **614** Families with disconnected utilities had utilities restored.

HOMELESS SERVICES

Homeless Services allow customers to achieve self-sufficiency by working towards employment, asset building, and providing families Intensive Case Management.

- ◆ **62** Families, **128** individuals, received **16,985** nights of shelter in Transitional Housing provided by Project NOW.
- ◆ **20** Families **41** individuals, received Supportive Housing Case Management.
- ◆ **233** Families, **638** individuals received housing assistance, preventing homelessness or moving them out of homelessness.

GOOD THINGS NOW

**QUALITY USED CLOTHING
GARAGE SALE PRICES EVERYDAY!!**

**In 2011, we served 677 families in need at no cost to them.
A great place to donate your unwanted items!**



Head Start

Head Start is an Early Education and Comprehensive Family Support Program for very low income families with 3-5 year old children.

Our Center-Based or Home-Based options provide: education, health, disability aid, mental health, transportation, parent/family support and volunteer participation services.

In 2011, The Administration of Children and Families Office of Head Start officially recognized Project NOW Head Start nationally as a Center of Excellence!

ENROLLMENT

- ◆ **423** children from **393** families participated in Head Start; **320** were also transported.
- ◆ Project NOW kept monthly average enrollment at maximums of **360** in the school year, and **80** in the summer, increasing the capacity to attain excellence.
- ◆ **94.5%** of Head Start children were from families at or below poverty level, **6** of these were homeless when they came to Project NOW.
- ◆ Over **12%** of the children were able to achieve their potential through treatment of their diagnosed disabilities by community partners.
- ◆ Of all the families needing Head Start in the community, **54%** were served.
- ◆ Over **33%** of the children spoke English as a second language.

"Head Start helped develop my child, and showed me how to develop my skills as a mother."
Project NOW Head Start Parent

CHILD HEALTH AND KINDERGARTEN READINESS

- ◆ **100%** of children enrolled had medical & dental exams & immunizations by year end.
- ◆ **100%** of families had their own doctors & dentists when they left program.
- ◆ Of the age-eligible children, **100%** successfully transitioned into Kindergarten.

RESOURCES

- ◆ Partnerships with more than **800** volunteers with **450** Head Start parents, including **69** fathers or father figures, support Head Start in continuing quality.
- ◆ Head Start's 2011 Federal Review was successful with no major findings.
- ◆ Partnerships were achieved, utilizing **\$642,000** of private funding and resources in addition to **\$2.75 Million** public funding.
- ◆ The Head Start budgets include **\$3.4 Million** in public & private funding. Budget Items include: Personnel, In-Kind, Cost Allocations, Occupancy, Nutrition/Food, Travel, Supplies, Furniture/Equipment/Vehicles, Other Child Costs, Staff Travel, Parent Services.



The East Moline Fire Department came to teach fire safety to Head Start students at a classroom site.

Senior Services



The Rock Island County Senior Center offers a variety of services designed to help persons aged 60 and over stay engaged and live independently in their own homes.

TRANSPORTATION

- ◆ 8,432 units of door-to-door transportation were provided to 354 Seniors in Rock Island & Mercer counties.
- ◆ **RIDE THE RIM!!** Project NOW continued to expand Rural Transportation in Rural Rock Island & Mercer Counties by adding **JARC & New Freedom services.**
- ◆ 1,201 rides helped 168 rural individuals get to the destination of their choice.



MEALS

- ◆ 32,682 Congregate Meals helped 642 Seniors eat more nutritiously and enjoy the company of others.
- ◆ 70,299 Home-Delivered Meals helped 747 seniors continue to live independently. A

Big **THANK YOU** to our **Great Volunteers** who deliver these meals Monday - Friday. (If you are interested in volunteering to deliver meals, please call us at 309 788-6335!)

“Thank you for the Home Delivered Meals Services. I appreciate these services. The meals were tasty, balanced, and always delivered with a smile. Thank You!”
-Home Delivered Meals Customer

SENIOR OUTREACH SERVICES

- ◆ 739 Seniors received 1191 units of Outreach Services.
- ◆ 1385 Seniors received 2757 units of Information & Assistance.
- ◆ 442 Seniors were provided with 882 units of Health Promotion.
- ◆ 772 Circuit Breaker online applications were filled out and submitted for Seniors.
- ◆ 594 Seniors received coupon booklets for a total of \$12,474 to purchase fresh food at our local Farmers' Markets.
- ◆ 184 Seniors received 283 Units of Family Care Giver Assistance.
- ◆ 1,619 Seniors received assistance with advocacy in the Senior Health Assistance Program (SHAP) for a total of 3,660 units of service.



Project NOW Home Delivered Meals Driver drops off lunch to an area senior.



Seniors rely on Project NOW Transportation Service to take them grocery shopping or to a doctor's appointment.

Housing Services

Project NOW's Housing Services offer a variety of programs to the residents of Rock Island, Henry and Mercer counties.

WEATHERIZATION

Project NOW's Weatherization work continued with American Reinvestment and Recovery Act (ARRA) funding in 2011. A total of **203 homes** were weatherized, improving the home's energy efficiency, saving both energy & money for customers!



Before (left) and After (right) photos of a home that Project NOW improved for an area family in need.

“I just want to thank you for all the help you have given me. Your help with my new doors and insulation has been such a great help in keeping me and my daughter warm this winter, and lowering my heating bill.”
Weatherization Customer

HOMEBUYER & HOME REHABILITATION PROGRAMS

- ◆ Home Buyer Seminars - 163 individuals were helped with home buyer information.
- ◆ Foreclosure prevention counseling - 7 individuals were counseled on foreclosure.
- ◆ Homebuyer with Rehab - 9 Families purchased homes with rehabilitation.
- ◆ Single family rehabs (SFOOR) - 1 single family home was rehabilitated.
- ◆ Home Modification & Improvement- 6 Homes were reconditioned or enhanced.



Local Contractors get state certified with Project NOW's help. Back Row left to right: Andray Swift, Randy Legross, David Wyatt Center: Mike Mallary, Jeff Skelley, Elbert Billups, Nick Walker Front: Roy Yoder, Guy Newberry, Ron Ende, Allen Nelson

AFFORDABLE HOUSING RENTALS

Project NOW strengthens neighborhoods by providing affordable rentals across our 3 county service area.

- ◆ 91 units of Affordable Housing were rented to families.
- ◆ 114 families representing 247 individuals were housed throughout the year.

SMALL BUSINESS LOANS!

Project NOW's Small Business Loan Program assists Small Businesses with start-up or expansion funds. These loans help to create and retain jobs for low-income persons, and promote economic growth in Henry, Mercer and Rock Island Counties!

Find out more at: <http://www.projectnow.org/community.htm>

Audited Financials for Year Ending 06/30/11

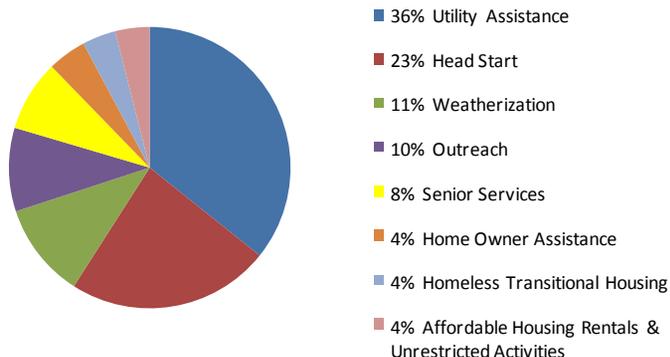
<u>Revenue</u>	
Federal	\$ 10,976,829
State	\$ 1,642,974
Local	\$ 285,538
Project Income, Donations & Other	\$ 820,044
In-kind	\$ 375,104
Total Revenue	\$ 14,100,489

<u>Expenses</u>	
Utility Assistance	\$ 4,986,439
Head Start	\$ 3,253,070
Weatherization	\$ 1,523,611
Outreach	\$ 1,339,874
Senior Services	\$ 1,141,159
Housing	\$ 619,996
Transitional Housing	\$ 536,048
Property rentals & unrestricted activities	\$ 552,962
Total Expenses	\$ 13,953,159

Project NOW's 2011 Audit contained an unqualified opinion.

 **2011 American Reinvestment and Recovery Act "ARRA"**
Funding totaled \$1,916,168.

2011 Expenses



**COMMUNITY FOUNDATION OF THE GREAT RIVER BEND
QUAD CITY CARING AWARD WINNER:**



Project NOW extends a sincere THANK YOU to The Engebrechts for their extraordinary commitment to public service and social responsibility having delivered more than 11,700 meals to home bound seniors over the past 15 years!
(From Left) Back: Ben, Brian Middle: Katie, Christine Front: Caleb, and family friend Karen Platt.

**Project NOW
Board of Directors
2011**



Frankie Atwater
Board Chair



Bob Hepner
Vice Chair



Linda Work
Secretary



Dale Harmon
Treasurer



Cecelia Bailey



Tim Wells



Roseann
Cervantes



Jessie Lisle



John Brandmeyer



James Guidry



FROM THE EXECUTIVE DIRECTOR

What is at the heart and soul of Community Action? Well, our national leadership has asked that question and the resounding response is:

HELPING PEOPLE. CHANGING LIVES!

At Project NOW, when we look across programs, whether it is Head Start, Senior Meals, Utility Assistance, Transitional Housing, Weatherization, Affordable Property Rentals, Summer Lunch, Case Management, Emergency Financial Assistance, Clothing, Small Business Loans, Senior Transportation, Homebuyer and Home Rehabilitation or Outreach...what each of these services share is the common thread of:

HELPING PEOPLE. CHANGING LIVES!

Helping People happens through service delivery, taking the time to listen, believing in someone during their struggle, assisting to pay an essential bill or encouraging someone to take a small step forward.

Changing lives is the outcome. Sometimes the change is profound and long lasting. Other times the change is much more subtle. Each of our lives are shaped by our experiences and at Project NOW, our customers are sharing their experiences. They are reaching out and that reach results in change.

So in 2011, Community Action at Project NOW looks a lot like...

HELPING PEOPLE. CHANGING LIVES!

Maureen E. Hart

Maureen "Mo" Hart
Executive Director



Darlene Swim



Diana Polk



Cathy Bizarri



Margaret Alexander



Charles Box