

# KCEOC Community Action Partnership Inc.



# 2021 Annual Report



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## 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.

## Mission

KCEOC Community Action Partnership is dedicated to recognizing human potential, improving communities, and creating opportunities for change

## Values

KCEOC values our customers, employees, board members, volunteers, partners, and the communities we serve. The agency believes in providing a safe and nurturing environment for its employees, offering each one the opportunity to grow and develop. Customers are treated with respect and dignity and the agency strives to extend the proverbial “hand-up, not a hand-out.” The agency believes in making each community a better place to live and work, with advocacy and maximum feasible participation continuing to be the primary means of involving those most affected by change.



# A Letter from President/CEO

## Paul D. Dole



In last year's annual report I made the statement that the "recent year was a hell of a year is an understatement...." Well, this past year has continued to be a wild ride because of the persistent pandemic. The difference between this year and last is we now know what we are up against, how to fight it, and how to protect ourselves and each other. We also have more funding and training available to provide the necessary services that people need to survive and thrive in these difficult times; services such as emergency assistance, job training/placement, education, crisis and permanent housing, as well as our continued efforts to increase public health/safety awareness are available or have been made available to address the vast needs. In addition the vaccine was made available to help decrease the devastating effects of Covid-19. With the vaccine and the new treatments for the virus, the world has begun to rebound, but is not back to normal yet. There are still a large number of people who have not taken advantage of the vaccine or the opportunity to protect themselves; I would like to urge everyone to do so, **Covid has taken far too many people away from us already.**

With that being said, let us show you some of the great things we accomplished this year.

Overall the agency's revenue increased by over six million dollars compared to the previous year. With this we were able to increase opportunities for change, and provide more services to serve the entire community. Much of this funding will go into next year's operations, so that we can continue to look to the future, continue our work and service to the community.

I hope you enjoy this report, become inspired by our clients' success stories, and feel like part of our family. KCEOC will need your continued support to carry out our mission.

With thanks,

A handwritten signature in blue ink that reads "Paul D. Dole".

Paul D. Dole  
President/CEO  
KCEOC Community Action Partnership





# A Letter from the Chairman of the Board Greg Helton



Benjamin Franklin said, "Energy and persistence conquer all things." The past two years have been the ultimate test of that, but KCEOC remained persistent and conquered every obstacle, we never gave up– we never even slowed down. I speak for myself and for all of the Board of Directors, when I say we are very **PROUD** of KCEOC and very proud to be a part of such a great organization.

As I said the last two years have been tough; no denying that fact, but the pandemic has also highlighted KCEOC's undeniable commitment to the Community Action Promise; "We care about the entire community and are dedicated to helping others help themselves and each other." The dedication of our Board of Directors, management team, and especially our front-line staff, shows in every effort made to not only continue providing essential services like housing, weatherization, at risk feeding programs, child development services, senior citizen services, and emergency services, but to do everything possible (sometimes achieving the impossible too) to expand these services.

KCEOC is truly an asset to the communities we serve; this Annual Report highlights just a small portion of the important work that goes on here every single day. Take a few moments to read the incredible real-life stories of people helped by KCEOC, the awards received, and look at the true impact of our amazing work. I guarantee you will be left feeling inspired.

With Thanks

A handwritten signature in blue ink, appearing to read "Greg Helton".

Greg Helton

KCEOC Community Action Partnership  
Chairman of the Board





# KCEOC COMMUNITY ACTION PARTNERSHIP

## Board of Director's 2020-2021



### LOCAL SECTOR:

PATRICIA ALLEN

CONNIE SUE BARNES

EVA BAYS

*PAM HUBBARD (Secretary)*

MARY STURDIVANT

STEPHANIE WALLACE

### PUBLIC SECTOR:

*JENNIFER BARNETT (Treasurer)*

*GREG HELTON (Chair)*

GILBERT HOLLAND

MARY BETH JEWELL

HON. MIKE MITCHELL

TIMOTHY OWENS

### PRIVATE SECTOR:

CHRIS BOWLING

SUSAN DUNAWAY

DIANA MILLS

*HON. LAURA PHILLIPS (Vice Chair)*

SASHA SPICER

DARREN WEST

## KCEOC Community Action Partnership's Board of Directors Reaches 100% Giving Participation

Thank you to the dedicated individuals who serve as board members, who donate not only their time but also their personal resources to serve their community and make the world a better place.



# KCEOC Program List



- Aquatic Club
- At-Risk Afterschool Meals
- Child Development-Early Head Start
- Child Development-Head Start
- Child Development- K-4
- Economic and Community Development
- Emergency Fund Services Incorporated (EFSI)
- Emergency Support Center (ESC)
- Homeowner Rehabilitation
- Housing Counseling/Workshops
- Housing Development
- KCEOC Apartments and Senior Housing
- Low-Income Home Energy Assistance Program (LIHEAP)
- Low-Income Household Water Assistance Program (LIHWAP)
- Rapid ReHousing Program- Emergency Solutions Grant (ESG)
- Safe Sitter
- Senior Citizens Center
- Service Coordination
- Southeast Kentucky Housing & Homeless Alliance (SKHHA)
- Summer Food Service Program (SFSP)
- Tenant Based Rental Assistance (TBRA)
- Volunteer Income Tax Assistance (VITA)
- Weatherization
- Winter Care
- Workforce Innovation and Opportunity Act (WIOA)
- INvestments Supporting Partnerships In Recovery Ecosystems (INSPIRE)
- Prosper Appalachia Youth Program
- Youth Homeless Demonstration Program- Ryan's Place Crisis Housing
- Youth Homeless Demonstration Program- Rapid ReHousing Program

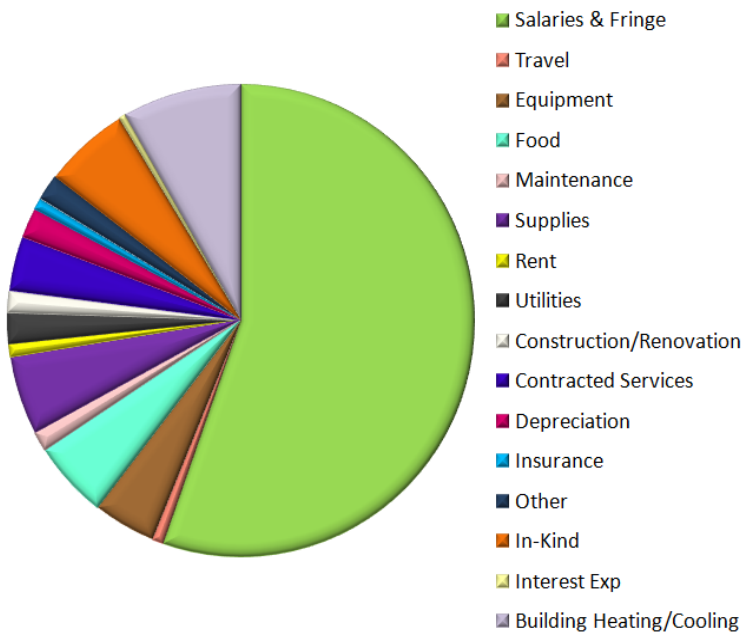


## Special COVID Funding Programs

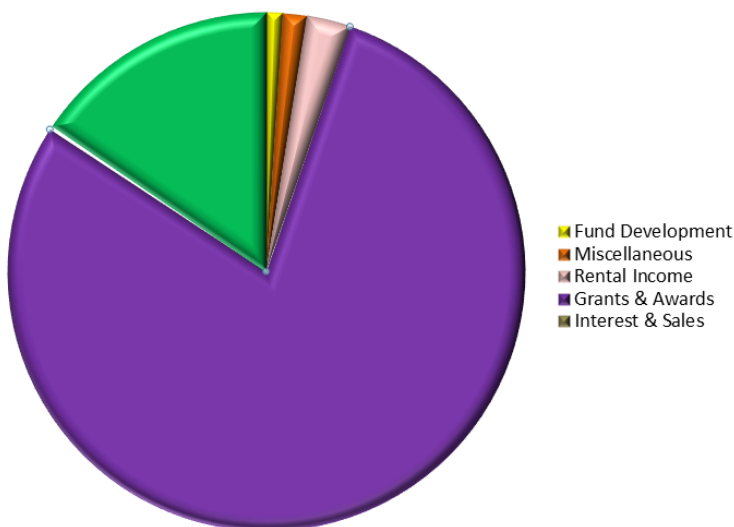
- Emergency Solutions Grant (ESG-COVID)  
Rapid ReHousing Program
- Homeless Prevention (ESG-COVID)



# Financial Summary



**Total Expenses: \$25,011,259**



**Total Revenue: \$29,495,116**

## Liabilities

**Current Liabilities: \$4,061,663**

**Non-current Liabilities: \$1,638,483**

**Net Assets: \$13,719,917**

**Total Liabilities & Net Assets:**

**\$19,420,063**

## Assets

**Current Assets: \$5,164,662**

**Other Assets: \$14,255,401**

**Total Assets: \$19,420,063**

**6,235 Total Clients Served**



# KCEOC CAP Selected by the National Community Action Partnership to win Promise in Action Award

For Outstanding Performance, Programs, & Efforts  
in the Face of the COVID-19 Pandemic



The Promise in Action Award is for Community Action Agencies that have worked diligently to uphold their Community Action Promise of caring for the entire community and remain dedicated to helping people help themselves and each other. Amidst a catastrophe, KCEOC works to build resilient communities that are not only more sustainable, but also transformative and just. The Promise in Action award was granted to only 2 agencies nationwide. KCEOC CAP achieved this award because of the dedication to serve clients

and the community no matter what was thrown in the way, whether it was a pandemic, ice storm, or flood- KCEOC's dedication proved to be stronger than any obstacle.

As President/CEO Paul Dole stated, "When you work in community action, you have to be prepared to serve on the front lines no matter what- we won't ever stop serving our communities, Community Action is not a first responder, but we are a **CONSTANT** responder. With appropriate and innovative safety alterations, KCEOC Community Action Partnership was not only able to remain open, but expanded all 26 programs to best serve our community. We all know that 2020 and 2021 have not been easy years for anyone, but we as an agency have thrived, expanded, and more importantly we kept our promise to our community. This award recognizes the hard work of every KCEOC staff member to take care of our clients and community. The people we serve are living in areas that have been hit especially hard by the pandemic, and that was our main concern, we knew that we serve the vulnerable populations that carry the highest risk of infection, and with that- the highest risk of isolation. We knew our community was in danger, not only did we know we had to step in, we wanted to step in- every staff member at KCEOC CAP wanted to do more and more for our clients. KCEOC Community Action Partnership is honored to receive recognition by the National Community Action Partnership board of directors, but we are most grateful for the opportunity to serve our clients."





# Housing Counseling Services

The Housing Counseling Program is designed to inform, educate, and prepare individuals for homeownership



Household that received information on fair housing, fair lending, and/or accessibility rights.



Households for whom the counselor developed a sustainable household budget through the provision of financial management and/or budget services.



Households that improved their financial capacity (e.g. increased discretionary income, decreased debt load, increased savings, increased credit score) after receiving Housing Counseling Services.



Households that received rental counseling and improved living conditions after receiving Housing Counseling Services.



Households that received rental counseling and avoided eviction after receiving Housing Counseling Services.



Homeless or potentially homeless households that obtained temporary or permanent housing after receiving Housing Counseling Services.



Households that gained access to non-housing resources (e.g. social services programs, legal services, public benefits such as Social Security or Medicaid, etc.) after receiving Housing Counseling Services.



Households that gained access to resources to help them improve their housing situation (e.g. down payment assistance, rental assistance, utility assistance, etc.) after receiving Housing Counseling Services.



Households that received non-delinquency post-purchase counseling that were able to improve home conditions or home affordability after receiving Housing Counseling Services.

All projects have been accomplished as a result of financial assistance from Kentucky Housing Corporation and the United States Department of Housing and Urban Development (HUD). KCEOC is an Equal Housing Provider



## Jackie's Story:



I grew up in a small town called Flatlick, in a very rural part of Southeast Kentucky. I also grew up in a home that KCEOC built for my family. I was 9 years old when our home was built and at that time, I did not realize the full impact that house would have on my life and how it would completely change my life's trajectory. Like any 9 year old, I was just excited to finally have my own room!

That house gave me my first opportunity to see community action and social work firsthand, the experience planted a seed within me, it allowed me to recognize my love for social work and recognize that I have a strong desire to help others.

Originally I thought I would grow up to be a Pediatrician, because I thought that was the best way to help other people, but as someone who didn't thrive in science (actually I was awful with science and didn't enjoy the subject at all) I had to re-evaluate my plans. Those seeds that had been planted years prior were starting to bloom. Even as a child, going through the homeownership process and getting the inside look at Community Action- seeing how it truly helped others in long term and meaningful ways, changed me. I did not fully recognize it at the time, but the journey that eventually led me to my work with Community Action started when I was 9 years old.

Later on I moved to Richmond KY to pursue a college degree at Eastern Kentucky University (EKU), I chose Social Work with a minor in Veteran Studies instead of Pre-Med. When I started the Undergraduate Program, I remember thinking I wanted to work with Child Protective Services, again I thought that would be the best way to help people. However, during my senior year, I had a friend who did her practicum with Kentucky River Foothills a community action agency located in Richmond KY. She told me about all the amazing work that they did and that there was a Veteran Housing Program that I would love. A few years after graduating with my Bachelors of Social Work with a minor in veteran studies, I applied for a job at my local community action agency (Kentucky River Foothills) and started in November 2016.

As a kid, I had no idea about all the amazing programs that community action offered, I only knew that my family got a house, but I felt the impact it had on my entire family. When I started working in Community Action, I continuously learned more about the populations served and all the different programs offered. It wasn't long until I realized that I was already working in the best field to help people! My love for community action grew; and I wanted to grow my skills too. I knew I wanted to make a lifelong career working in community action, to dedicate my career to helping to empower others and making a lasting difference in their lives. I furthered my education receiving a Masters in Social Work from Campbellsville University and moved to a different program within the same agency. **Continued on the next page.**

I have since had a few different positions within the agency that allowed me to learn about the programs, learn from and network with co-workers to truly understand the impact of what community action agencies do for our communities.

Community action truly does so much for the communities and people that they serve. These programs have a multigenerational impact for everyone in the family, including seniors, parents, and children. They provide resources, opportunities, and empower individuals to improve their overall well-being and change their futures. My family was treated with such care, by the entire agency and especially by Jennifer Smith who was the Housing Coordinator then, but is now the Vice President/Chief Operating Officer. I remember every encounter with Jennifer being respectful and her being so kind, and I knew that I wanted to be that type of person too. Although she mostly met with my mom, I remember all the times my mom talked about her as if she was a literal life saver. Mom still talks about her to this day!

My family was a part of KCEOC's homeownership program and we all felt the impact. Homeownership allows individuals to have a sense of dignity and gives them an opportunity to be able to afford a new home. It teaches responsibility and allows individuals to have safe and affordable housing.

I really believe that life is made up of little moments. At the time, you don't realize how extraordinary those little moments are or how they change you, and even how they lead you to the big moments. When I first got my job as a case manager at a community action agency, I did not know that the memories of all those little moments would flood back to me from when I was just a 9 year old girl getting to live in a new house (thanks to KCEOC), and how that affected so many of my future life decisions. I give thanks to KCEOC for those skills I developed as a result of being on their housing program. Those little moments taught me be kind to everyone I meet, are the reason I keep a running list of resources because "you never know who may need it", and how it ultimately trained me to be a Community Action Program Director of two housing programs at the age of 28, where I get to help single parents who are pursuing a degree.

KCEOC is truly a light in Southeastern Kentucky. They are continuously providing opportunities for the community. I am happy to see all the work they continue to do for my hometown!



Thank you KCEOC for changing my life!





# Housing Services

101

Homeless men, women, and children housed by the KCEOC Emergency Support Center.

224

Homeless men, women, and children who received supportive services through the Continuum of Care Program.

2

Households in Knox County that were able to purchase a home through the Housing Development Program



247

Homeless individuals were assisted through the Rapid Re-Housing Program.

66

Homeless youth (18-24) housed through Ryan's Place Youth Crisis Center

30

Tenant Based Rental Assistance participants receives assistance obtaining a home.

All projects have been accomplished as a result of financial assistance from Kentucky Housing Corporation and the United States department of Housing and Urban Development (HUD). KCEOC is an Equal Housing Provider

50

Individuals served through the Homeless Prevention Program.

54

Households had their energy cost reduced through the Weatherization Program.

107

Housing Counseling participants improved their overall financial well-being.





# Ryan's Place Youth Crisis Center



Ryan's Place is dedicated to providing crisis housing and supportive services to youth between the ages of 18 and 24 in an encouraging environment; this allows program participants opportunities to grow and learn the skills they need to mature and become self-reliant. Ryan's Place is the only homeless transitional housing program dedicated to unprotected youth, serving a five county area in Southeastern Kentucky. It was made apparent that a youth homeless crisis center was needed in the area after

KCEOC identified 35 homeless individuals in targeted service area during an annual nationwide homeless count. In addition, there were 219 youth served within a KCEOC program that served the general homeless population, yet did not focus on the specific, unique needs of homeless youth. Ryan's Place follows KCEOC's core principles of offering clients a hand up not a hand out. The goal of Ryan's Place is for all the residents to be able to become self-sufficient. Beginning with day one of admission; participants establish goals to obtain permanent housing. Ryan's Place offers an on-site case manager, employment services, life skills, and basic "adulthood" lessons to youths that are transitioning into adulthood. Youth Voice meetings are encouraged at Ryan's Place, providing clients an opportunity to give feedback and input on program operations and services. These meetings have also been critical with the development of local leadership initiatives developed by the youth to help dispel stereotypes of the homeless youth population.

Ryan's Place is named in memory of Ryan White, a young man who found himself homeless several times in his short lifetime, he later became an advocate for other homeless youth. Ryan served on the Youth Action board throughout the grant proposal process, he designed the logo and implemented Kentucky Housing Corporation's Coordinated Community Plan to Prevent and End Youth Homelessness. Sadly Ryan passed away in a car accident just days after his 18th birthday, and just months before the youth shelter was opened.



Ryan's Place is named in honor of both Ryan's memory and his passion for all homeless youth.



**Contact Ryan's Place at 606-595-3785**

Funding for Ryan's place is provided by HUD and operates as an equal housing opportunity for youths 18-24.



# Ryan's Place Youth Crisis Center



2 Clients had a developmental disability that led to their homelessness.



66 Total people served through the YHDP Rapid Re-Housing Program.  
48 of which were youths aged 18-24.  
18 were children of the youth clients.



20 Total people resided at Ryan's Place.  
18 of which were youths aged 18-24.  
2 were children of the youth clients.



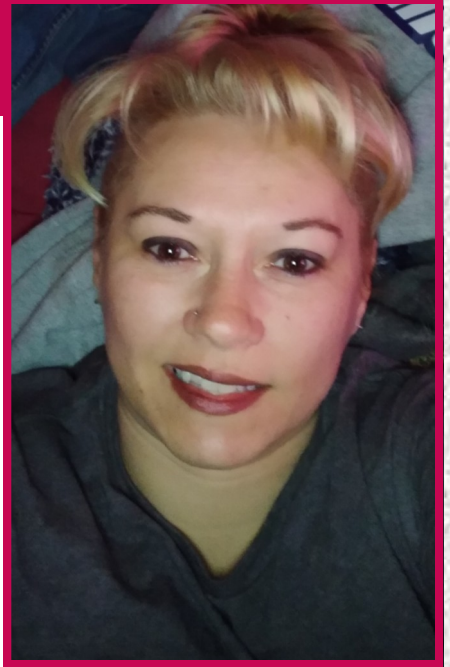
2 Clients were left homeless after leaving domestic violence.

Ryan's Place wins Southeastern Association of Community Action Agencies (SEACCA) Sonny Walker's Award for Self-Sufficiency.



## Robin's Story:

Robin, grew in up in Pineville KY, with her mom, (step) dad, and her two brothers, but sadly she lost every member of her family in rapid succession, she lost her mom to a brain aneurysm, her dad to heart/lung disease, a brother to heart attack, and her other brother in an ATV accident. "My life was turned upside down, I felt like I was alone in the world and sadness overtook my whole life, losing your family is an unbearable pain, so I began to self-medicate and this lead me down a bad path", said Robin. I was abusing drugs and getting into trouble just have something to distract me from the pain I was feeling, I pushed away my remaining family, and still my situation got worse when I became homeless after leaving an abusive marriage. I was staying anywhere I could, sleeping in abandoned houses just to stay out of the cold. Soon I ended up getting arrested, and sent to drug court, my arresting officer Assistant Chief of Police Jake Knuckles was also on my drug court team, he said he wasn't going to see another person in his community lost to the madness of the drug world, and then he told me something I had not heard in a very long time, that there were people that would help me, that I was not alone, and that I had the power to change my life, he referred me to KCEOC Community Action Partnership and I became a client of the rapid rehousing program (RRH). It was there I met my wonderful case manager Bonita, who not only helped me find stable housing, she let me know that I was not helpless or hopeless, even though I felt like I was, she made me feel worthy of a new start in life, and when you feel better about yourself you make better choices. I decided that I needed to enroll in a rehab program to deal with the root of my problems that led to addiction to avoid ever going down that road again.



**I can now proudly say I'm clean, sober,  
and living independently in an apartment of my own.**



**I don't think I could ever thank KCEOC, Bonita, or Officer Knuckles enough-  
they literally saved my life!**

KCEOC Community Action Partnership Inc. Rapid Re-Housing (RRH) program is designed to help homeless individuals and families obtain and secure permanent housing. RRH participation is an inclusive program not limited to employment status, income, criminal record or sobriety. RRH offers individualized case management tailored to meet the unique needs of each client(s), and includes lessons to retain permanent by teaching ways to increase income, money management skills, and connection with community resources that address mental health, food insecurity, and job placement programs, and/or assistance transitioning to the Section 8 program. The goal of the Rapid Re-Housing program is to alleviate homelessness by helping individuals overcome barriers and become permanently and stably housed.





# LIHEAP & LIHWAP

The Low Income Home Energy Assistance Program (LIHEAP) and Low Income Home Water Assistance Program (LIHWAP) are federally funded programs designed to assist eligible low-income households meet their home heating/cooling/water needs. The programs are divided into several components, spring, summer and fall Subsidy and Summer Cooling and Winter Crisis. The programs are operated throughout the year with fall Subsidy operating from November till the end of December. Winter Crisis begins in January and operates until the end of March or funds are depleted. The Spring Subsidy Program begins operating in April and ends in May. LIHWAP began December 21, 2021.

## LIHEAP

LIHEAP Spring Subsidy 2021, 1073 served, \$206,650.00 in benefits.

LIHEAP Fall Subsidy 2021, 1629 served, \$274,550.00 in benefits.

**2702 clients served, \$481,200.00 in benefits.**

Winter Crisis: 2548 served, \$544,271.36 in benefits.

Summer Crisis 2021: 2826 served, 865,647.52 in benefits.

**5,374 clients served, \$1,409,918.88 in Benefits.**



## LIHWAP

**25 served, \$7,800 in benefits**





# Associated Programs



## 602 Tax Returns Filed

### VITA Tax Program:

The IRS's Volunteer Income Tax Assistance (VITA) program offers free basic tax return preparation to qualified individuals. The VITA program has operated for over 50 years. VITA sites offer free tax help to people who need assistance in preparing their own tax returns, including people

who make \$58,000 or less; persons with disabilities; and limited English-speaking taxpayers.

### Summer Feeding Program:

KCEOC's Summer Food Service Program is designed to fill that nutrition gap and make sure children can get the nutritious meals they need. The USDA sponsored program works by providing meals throughout the summer. Food delivery sites are strategically placed where the optimal number of children can be served. KCEOC will serve sites in Bell, Knox, Laurel, and Whitley Counties. The meals served are nutritious, made fresh, and free to children under 18

### At Risk Afterschool:

The At-Risk Afterschool Meals Program through the Child and Adult Care Feeding Programs (CACFP) provides children and teenagers the nutrition they need, and can draw them into constructive activities that are safe, fun, and filled with opportunities for learning. When school is out and parents are still at work, children need a safe place to be with their friends, with structured activities, supportive adults, and good nutrition.



# 945,677 Meals Served

# Heather's Story

I was raised by my Grandmother, the most amazing and loving woman on the planet, though we didn't always have all the material things we needed, I had all the love any child could want. I had a happy life, but when I became a teenager, I rebelled just as most teenagers do. At the tender age of 13, I fell in with a bad crowd; I experimented with alcohol and marijuana and it nearly destroyed me. No one ever expects to become addicted to drugs, especially when they use them the first time. My attempt at being "cool" in front of friends led me down a path to heavier drugs, bad choices, domestic abuse, prison, homelessness, and almost death. I lost myself, I had burnt bridges with my family due to my drug use, and because I did not love myself I was trying to search for love in all the wrong places. I found myself living in constant fear due to the domestic violence I was suffering, which came to a head in April 2018. I was still in active addiction, pregnant, and in yet another abusive relationship, we were driving in a car when he hit me so hard it knocked me unconscious. I woke up when he crashed the car, I was flown to the UK Medical Center where I stayed in ICU until I was moved to the trauma unit- and there I stayed for over a month. The crash had crushed both of my legs, requiring several surgeries. They said I would never walk again, they said I would lose my baby- but they were wrong. I made a promise to God that if he kept my baby safe I would make the changes I needed to be the best mother possible. I left the hospital still in a wheelchair, to homelessness. I had been staying in the back of a U-Haul truck, but could not maneuver the wheelchair in it. I came to KCEOC's Emergency Support Center; traumatized, scared, pregnant, in a wheelchair, broken-hearted and alone. I was everything society hates, I was a drug addict, I was homeless, I was a single mom, and I hated myself for getting in this shape. I felt hopeless, I knew I had to change my life, I just didn't know how. I was honest about my situation with KCEOC, and rather than judgment, I received kindness and together we developed a plan. I worked with KCEOC staff at the shelter and my caseworker every day, and every day they pushed me to do the work that would change my life. With their help I was able transition from the Emergency Support Center into the Rapid Rehousing Program, and then to permanent housing. Seeing how hard KCEOC worked for me, made me want to work hard for me too! KCEOC believing in me made me believe in me; and when my beliefs about myself changed- my life changed! KCEOC gave me a new start in life. It was a lot of work, I had to re-learn how to walk, attended a treatment program to get sober, and I have remained sober since! I have a secure and loving home for the first time in a long time! I have worked to repair relationships with my family and children, I have a loving partner that makes me feel safe- my life is good!



**I am KCEOC's biggest fan, because they were my biggest fan first!**



# FAHE Awards KCEOC Community Action Partnership The Award of Excellence

KCEOC CAP's dedication to providing essential services to the underserved people of Southeast Kentucky was increased during the Covid-19 pandemic. Essential services such as LIHEAP, crisis housing, youth crisis housing, rapid re-housing, head start and early head start classrooms, child development classes, weatherization, senior home care, at-risk children feeding services, meal delivery to senior citizens, housing counseling, home ownership programs, job training and placement services, and other services not only did not stop during the pandemic, but they were increased to serve even more clients. Every member and employee of KCEOC worked tirelessly to ensure the Community Action Promise was upheld no matter what obstacle they encountered; from LIHEAP staff processing curbside applications in March's ice storm so that clients would not have their utilities disconnected, to the IT department working around the clock to ensure our clients could be served remotely during not only quarantine and ice storm, but also the floods that ravaged southeast Kentucky in April of 2020, to the maintenance workers that came in at 4am to ensure the building was thoroughly disinfected and safe for our clients, to the weatherization crew working in 90 degree weather in full PPE to protect the homeowners, to the shelter staff working front line to protect the vulnerable homeless population, the career center working around the clock to assist over 15,000 people file for unemployment, to the case managers that continued to help clients create change and remain dedicated to bettering their lives in uncertain and scary times. Several clients have said that these interactions have helped them remain sober during the pandemic when fear, anxiety, and isolation would have made it easy to relapse.

KCEOC CAP is grateful to be in partnership with an agency such as FAHE that not only recognizes our efforts, but also actively engages in the fight to benefit the community as well.



**fahe**  
Strength in Numbers







# Year In Review





# Year In Review







# Child Development



Head Start was born in 1965 as an initiative of President Lyndon B. Johnson's War on Poverty. As the name implies, it is designed to give underprivileged children a "head start" in school and in life. It has subsequently evolved into a comprehensive program for the whole family offering services in the area of social services education, parent involvement, health, nutrition, disabilities & transportation. KCEOC Community Action Partnership was among the first Head Start providers in the nation and for almost six decades, Head Start and KCEOC CAP have been improving the futures of children, families, and communities.

The KCEOC Child Development Program perceives that parents are the key people in a child's life. We are committed to include the parents in the Child Development Program to ensure that the gains made by the child are understood and built upon after the Head Start experience. We recognize the significant impact of the learning process in the formative stages of the child's development. Our curriculum reflects the need for the integration of social, emotional, cognitive and physical experiences to bring about a greater degree of social competence in the child. These experiences can provide the child with the necessary mechanism to deal effectively with present environment and later responsibilities in school and life.

## Total Children Served

897



KCEOCs Child Development Programs operate in Clay, Harlan, Jackson, Knox, Laurel, and Rockcastle Counties.



## Zane's Story:

Zane became an Early Head Start student in Mrs. Sharon Messer's class, when he was just 2 years old. Zane came to KCEOC's Child Development program with previous health issues that had caused him to be behind developmentally, causing him to struggle with everyday age specific tasks.

The problem started three weeks after his delivery when Zane developed a golf ball sized cyst on his head. The cyst continued to grow, worsening Zane's symptoms. Even worse, Zane was unable to do normal kid activities like running around or playing with other kids because the cyst could rupture causing fluid to collect on his spinal cord and/or brain. At 18 months old, doctors decided to remove the cyst, completely changing Zane's life for the better.

Post surgery his mother Rebecca explained "his demeanor completely changed, prior he had always been a little fussy, but after Zane was much happier, and more active and outgoing. Rebecca continued, "He was so playful after surgery, he wanted to do everything his brother could do, but he was still behind in milestones especially with speech and cognitive skills."

Mrs. Sharon worked with Zane every day to help him recover these milestones. The special attention, gave Zane a boost in not only abilities but also in his confidence. Rebecca states, "Now he is also much more interactive with people. Before he would not go up to anyone, and now he goes to *everyone*. Within just a few weeks he was able to say more and more words; he is talking, learning his colors and is catching up to all those milestones so quickly!

I am so thankful he is able to live a normal life, talk, play and experience all the fun things a kid should get to experience."

When Rebecca was asked her impression of KCEOC she said, "Mrs. Sharon did such a great job. They are truly amazing people that work there, they help out so much- they know exactly how to help children improve, they care about the children, and it shows. I really only have one thing to say..."



## Thank you KCEOC!"







# Early Head Start

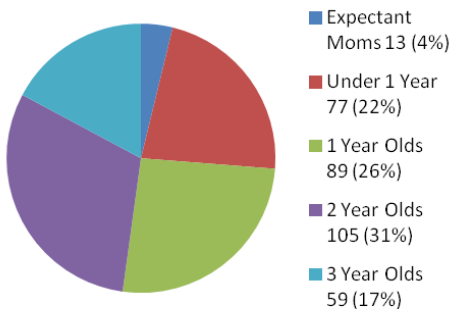


Children Enrolled in Early Head Start Programs

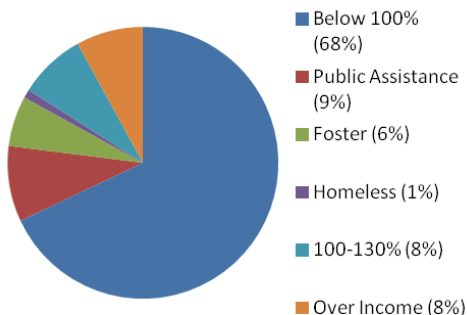
Families Served by Early Head Start Programs



## AGES



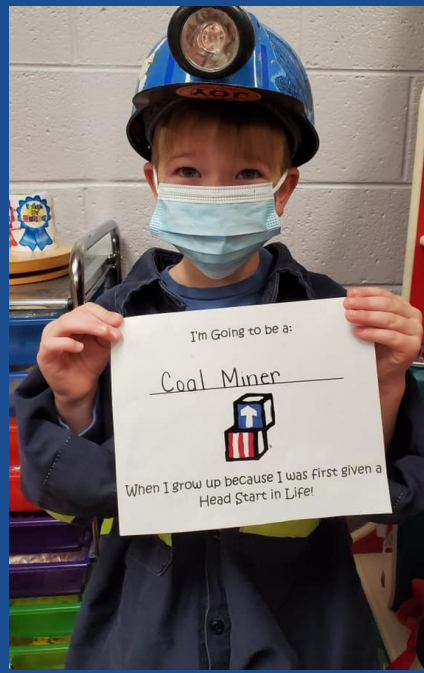
## ELIGIBILITY







# Head Start



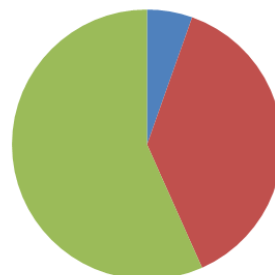
554

Children Enrolled in Head Start Programs

Families Served by Head Start Programs

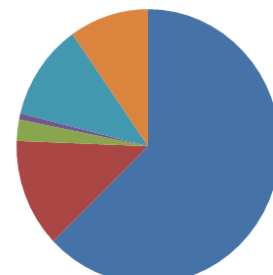
416

## AGES



2 Year Olds  
30 (5%)  
3 year Olds  
210 (38%)  
4 Year Olds  
314 (57%)

## ELIGIBILITY



Below 100%  
(63%)  
Public Assistance  
(13%)  
Foster (2%)  
Homeless (1%)  
100-130% (11%)  
Over Income  
(10%)



# KY Career Center Jobsight (WIOA)



KCEOC Kentucky Career Center Jobsight helps people find jobs and upgrade their skills to qualify for better jobs. Jobsight services adults looking for work, workers of any age who have been dislocated from their jobs through closings or layoffs, and economically disadvantaged young people who need help to get education, training, and a good start into the working world.

KCEOC is the area Jobsight link for employees looking for employment and employers looking for qualified employees.

  
**Kentucky  
Career Center**  
Career Training Employer

  
**americanjobcenter**

EASTERN KENTUCKY  
**EKEEP**  
CONCENTRATED EMPLOYMENT PROGRAM, INC.

Helping People. Changing Lives.  
**KCEOC  
community  
Action**  
PARTNERSHIP  
"Creating change since 1964"

Total Clients Served



Unemployed Adults who  
obtained employment.

Unemployed Adults who  
obtained employment and  
retained employment for at  
least 90 days.



Opportunity Youth Clients





# KY Career Center Jobsight (WIOA)

## Opportunity Youth

Opportunity Youth offers a community-based approach that provides essential life skills, work skills, training, career coaching and support services for young people aged 18-24 who have dropped out of school or are out-of-school disengaged from the workforce and education system, involved with the criminal justice system, recovering from substance abuse disorder, experiencing homelessness, pregnant or parenting, aging out of foster care, or just needs additional assistance to complete an educational program to get employed and begin a path to a career.

Participants can receive an array of career development and employment services, including:

- Paid work-experience to connect you with the right employer
- Paid on-the-job training allowing employers to know you are the best person for the job
- Paid short-term training tuition assistance allowing you to get a specific skill that makes you more marketable in the workforce
- Skill development to overcome barriers to employment including resume writing, interviewing skills and more
- One-on-one career advising when you just don't know what job or career is right for you
- Supports in the form of financial assistance to remove barriers to employment including daycare assistance, housing, transportation and more
- Job Placement Services



Pictured Rachel Johnson  
former Opportunity Youth Participant







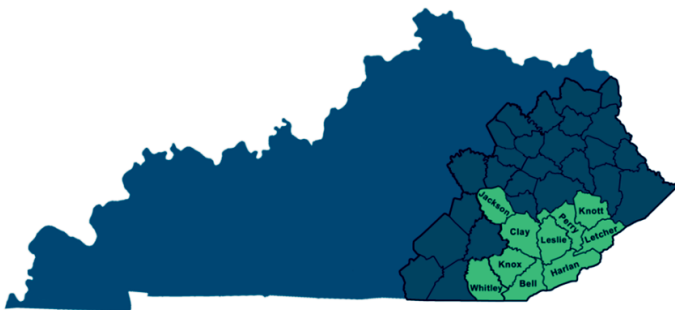
# KY Career Center Jobsight (WIOA)



## Prosper Appalachia

Prosper Appalachia exists as a consortium of core stakeholders and place-based partners. This consortium was created to address some of the most pressing issues facing Appalachia today, namely the region's economic transition and workforce participation for 16-24 year old Appalachians.

Founding partners in Prosper Appalachia include organizations from within higher education, workforce development, and the non-profit sector, all coming together with a common purpose to develop and connect opportunities with our next generation.



Prosper Appalachia currently serves ten counties in far southeastern KY



# Angela's Story:

Angela Mills, a Barbourville resident worked steadily as a receptionist until 2019 when she was laid off from her position and was forced to rely on unemployment insurance benefits to help pay the bills. Losing your job can cause a lot of anxiety, but Angela saw it as an opportunity to take a step on a new career path with help from KCEOC Kentucky Career Center JobSight. A partner in the Kentucky Career Center JobSight network of workforce centers, the KCEOC JobSight provides Workforce Innovation and Opportunity Act (WIOA) services in Knox County under contract with the Eastern Kentucky Concentrated Employment Program, Inc. (EKCEP). Those services include programs for adults, dislocated workers, and youth who may need assistance honing skills such as résumé building or networking with local employers, or who need assistance being retrained or going to school.



Angela was initially on the fence about if she wanted to change careers after her layoff especially if it meant enrolling in college classes. “I thought, that’s too hard at my age, and it’s so expensive,” Angela recalled, noting that she was 46 when she began considering college. ***“And I didn’t think I could afford to go back to school.”***

With an interest in the respiratory therapy (RT) program at Southeast Kentucky Community and Technical College, Mills contacted the KCEOC Kentucky Career Center JobSight in Knox County. There Angela met with Jacqueline Pillay, an expert career advisor with KCEOC who explained the different career services available to her. Because Angela had been laid off she was considered a dislocated worker, which meant she was eligible programs that would cover many of the costs she would incur while attending school, including needs-based payments, school supplies like books and scrubs, and other essentials not covered by tuition. “After hearing about these programs I knew college was financially possible.”

Before Angela could be accepted into the RT Program, she needed to take the ACT exam, and complete two college level prerequisites courses. Additionally because she had never enrolled in college before, she would need to complete her general education classes concurrent with the 18-month RT program. This required Angela to take 22 hours of classes each semester, and summer classes in addition to the required clinical instruction.

For Angela, who was a high school dropout who later earned her GED, but had not been to school for two decades, it was a daunting thought to take on such a workload. “I was determined to become a respiratory therapist, but I know I would not have been able to meet my goal without the assistance I received from Jacqueline and KCEOC. **Continued on the next page.**



“Jacqueline always kept me up to date on everything, I had no idea about all the programs that KCEOC offers or how to even get started with any of this. Jacqueline, stepped in and was amazing. She said when she met me she knew I was serious about doing this, she took care of everything, I had so much pressure with taking such a heavy class load, it was hard to think about anything else. At times I thought the workload might have been too much, but my children were my inspiration and I doubled down and worked harder. I knew my 18-year-old daughter, who would be starting college soon, was watching me, and I did not want to set the example that it was ok to quit just because things get tough.”

Angela didn't quit, and by December 2020, after hours and hours of classes and clinical instruction, all during a global pandemic that changed everything including the way her clinical instruction was implemented, she was set to take her final exams. Angela needed to score at least an 88 to earn a certified respiratory therapist credential or a 94 or higher for eligibility to be recognized as registered respiratory therapist, which is a nationally recognized standard. Angela scored a 103 on her first attempt! She then passed her boards and immediately went to work with Baptist Health in Corbin after they offered her a job upon program completion weeks before.

Angela credits working with KCEOC with her ability to complete the RT program, and recommends anyone in a similar position wanting to step on a new career path to give their local JobSight a call to see what services are available.

“In the beginning I questioned my age, my ability to be able to keep up, and if the financial burden was worth it, but with the program taking away the financial worry and all the work Jacqueline did and encouragement she gave me, I could focus on my program and my studies, without the worry about how I was going to keep the electricity on, or how I was going to be able to afford my books, and scrubs for clinicals.”

“I just can't say enough about how grateful I am for this program. So many people have the ability to move forward in life and to make lasting changes in their life, to be something better and fulfill a dream they've always had– but not everyone has the financial resources to make it happen, that was the thing that held me back for so long, and the thing I think holds a lot of people back, but with KCEOC's many programs, it gives you the opportunity to make your dreams come true.”



EKCEP, a nonprofit workforce development agency headquartered in Hazard, KY serves the citizens of 23 Appalachian coalfield counties. The agency provides an array of workforce development services, administers the Hiring Our Miners Everyday (H.O.M.E.) program for dislocated coal miners and their spouses, and is the White House-designated lead organization for the federal TechHire designation for Eastern Kentucky.

Learn more about us at <http://www.ekcep.org> and <http://www.facebook.com/ekcep>.



# Knox County Senior Center

The pandemic has brought special attention to the availability of basic human needs most of us have taken for granted. Things like “what if I can’t buy what I need at the grocery store,” “what if I can’t buy medicine,” “what if I can’t get toilet paper, masks, gloves, on so on.” These thoughts have been present in our minds, and for many it is for the first time they have had to worry. KCEOC Community Action Partnership works tirelessly to assist the vulnerable populations that are plagued with these worries even without a pandemic, those who’s day to day consists of worrying about obtaining basic necessities- like food; in particular those who are served by the Knox County Senior Citizens Center.



KCEOC CAP began oversight of the senior center on Jan. 1, 2019 to avoid closing, due to continued funding issues. Even though these same issues continue and were further compounded when COVID-19 impacted the state, additional funding from grants and private donors allowed KCEOC’s Knox County Senior Center to become more stable and remain open through the pandemic. The center safely managed to extend services to meet the rising needs of food insecurity within Knox County’s elderly population. Senior citizens carried the highest risk of infection and, with that, the highest risk of isolation. Many seniors avoided leaving their homes for fear of contracting the deadly virus, others were shut out of other assistance programs as regulations changed and new mandates ordered.

Wilma C. (not pictured), a widow and participant of the extended senior citizen program lives in rural Knox County, also suffers with worsening dementia, that has made cooking for herself a safety hazard. Her son states, “We are so grateful that she still has some independence, she is able to stay in her beloved home even though driving and operating her stove is no longer an option. We (her remaining family) all live pretty far away, and we are now having to take leave



from work to stay with her at times. The senior center did a great job of keeping Mom safe, not only because of the meal delivery, but also because of the human interaction. We all rested easy knowing that mom was safe, because we knew caring staff members were checking in on her every day. The extended programs were such a big help to Mom and our whole family. We are very grateful to KCEOC’s Knox Co. Senior Center for providing Mom with these services and allowing us all to rest easier.”

To Support the Knox Co. Senior Center Please go to  
[www.KCEOC.org/donate](http://www.KCEOC.org/donate)

# Senior Services



## Knox County Senior Center

Congregate Meals: 5,033 meals served

Home Delivered Meals: 5,765 meals served

Homemaking Services: 1,370 hours

Personal Care Services: 225 hours

Chore Services: 78 hours

Nutrition Education: 660 Hours

Health Promotion: 0 Hours (Due to Covid-19 Restrictions)

Telephone Reassurance: 333 Calls

Transportation: 969 trips

Daily Services: Monday through Friday (224 Service Days per year)

22 Congregate Meals clients served daily

27 clients receiving Home Delivered Meals daily and weekends

23 clients receiving Homemaking, Personal Care and Chore Services

2-3 clients transported daily while en the congregate program is operating



## Senior Housing

38 unduplicated Seniors living at Sowders and Mixon Manor.

Service Coordination activities provided included Advocacy, Benefits Coordination, Referrals, Assessments, Case Management and Monitoring In-Home Services.

Between both Properties, 160 unique and unduplicated services were coordinated with the 40 residents

**348 Total services delivered.**

**304 total resident contacts made**







# Weatherization Program



KCEOC's Weatherization Assistance Program provides assistance to 12 counties in KY. The program was created to reduce energy waste, lower utility costs and assure the health and safety of low income residents. The Weatherization Assistance Program is funded, in part, under contract with Kentucky Housing Corporation with funds from the U.S. Department of Energy and the U.S. Department of Health and Human Services. Eligibility for WAP is based on household income up to 200% of the current Poverty Income Guidelines.

Applications are assigned a point value. Priority points are given to elderly, disabled applicants and households with small children. Applicants are served in order from highest to lowest priority points. Required documents to apply for assistance are proof of current income, copies of social security cards for all household members, copy of deed/mobile home title and prior 12 months utility consumption history.



**Completed Units**







## Cathy's Story



Cathy, a mother of two and grandmother of four, has lived in Knox County since when she was a child herself. Despite originally being from Cincinnati, Ohio she felt like Knox County was her hometown, she has remained here, and chose to raise her family here. Cathy loved that her grandkids enjoyed staying with her, but when her HVAC system had stopped working properly and the winter months approached, she felt that she was no longer able to let them stay with her because of concern they would get too cold.

“My home was in bad shape; when I applied to the program my HVAC system wasn't working, I was in need of a new heating and ventilation systems in both the kitchen and bathroom, without the weatherization program I don't know what I would've done- I don't feel like I would be able to keep my home without assistance from the program. I knew I needed help, and KCEOC has always been there for me, but I wasn't sure if I would even qualify; but I did, KCEOC has never let me down, the crew came out and got right to work. They had to seal my windows, replace weather stripping and even replace the door frame that was causing a cold draft. They also installed carbon monoxide detectors, smoke alarms and sealed other air leaks. My house is not only warm, but its safe too- I am glad to be able to keep my grandbabies again without any worries!”

Cathy finished by saying, “I am so very grateful for the weatherization program and everything the crew done; they did such a good job, and were some of the nicest people I have ever met. They did so much for me; it's hard to name everything they done, but it's even harder to express all my gratitude to them.”



**I thank KCEOC and the weatherization crew  
from the bottom of my heart.  
I wish the highest blessings for them all!**

# KCEOC Volunteers



**776 Volunteers**  
**95,421 Total Volunteer Hours**

**“Volunteers do not  
necessarily have the  
time; they just have  
the heart.”**

**~Elizabeth Andrew**

**\$2,195,637.21**  
**Value of Volunteer Time**

Every day KCEOC Community Action Partnership works the front lines to lend people a hand up, but did you know we also receive a daily helping hand from our many volunteers?

Teen Volunteer Taylor Payne, said “Volunteering at KCEOC allowed me to gain a deeper understanding of community service and why giving back is so important, I learned that true acts of charity are not a hand out but a hand up to help people them move forward and help them care for themselves. I learned that small acts of kindness can have a grand impact on others. I hope to continue to help those within my community and I look forward to serving other programs with KCEOC!”

Volunteering with KCEOC can be as simple as organizing collections of house-hold items or food to donate to the homeless, helping someone move out of the shelter, serving/delivering meals, making wellness calls for the senior center, or you can volunteer in one of our childhood development classrooms.

Volunteering can be as big or small of a commitment as you choose.

KCEOC accepts volunteers of all ages, backgrounds, and ability levels.



Forcht Bank Volunteers pictured left to right:  
Corey Chestnut (Marketing President, Barbourville & Corbin), Christian Sharpe, Anabeth Sharpe, Zem Delk, Amy Burke, Chris Lowrie, and Mike Sharpe (Regional President)



## Individual Donors

REBECCA AKINS	KELLY FIELDS	JAMES LEDFORD	TANYA SAWYERS
TERESA BACK	TINA FOX	WILLIAM LEWIS	LISA SCOTT
JOHN BAKER	LEE FRAZIER	DRUESILLA LUNSFORD	PAMELA SEARS
LORETTA BAKER	PATRICIA FROST	ASHLEY MADDEN	KAYLA SERGENT
OLIVIA BARGO	BRANDY FUSON	TAMMY MARION	ANGELA SHULAR
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MISTY BELCHER	FLOSSIE GIBSON	BONITA MASON	CASSIE SIMPSON
SHAWN BINGHAM	KATIE GOSHEN	BRITTANY MAYNES	NIKITA SIMPSON
KIM BIXLER	SAVANNA GRAY	SHARON MESSER	BRITTANY SMALLWOOD
KATHY BLACK	KEITH GREENE	BRIANA MILES	DUSTIN SMITH
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SHIRLEY CUPP	KATHY D. HUBBARD	CHASITY POWELL	RACHEL WILLIAMS
BRANDY CURRY	BEVERLY ISOM	KATHALEEN PRUITT	HORTENSE WILSON
ANNE DAVIS	CYNTHIA ISOM	AMY ROARK	TAMMY WOTIER
MICHELLE DAY	MICHELLE JOHNSON	ELLA ROARK	SHEILA WYATT
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PAUL D DOLE	TRYPHENA JOHNSON	JUSTIN ROSE	
JACOB DOYLE	VICTOR JORDAN	MELISSA ROSS	
MILES ESTES	DYLAN KING	NICHOLAS RUSSELL	
DENISE FEE	KARYSSA LAMB	CHAD SAMMONS	



Thank You





# Corporate Donors

L&N Federal Credit Union  
Mitchell Tax and Accounting  
Jackson Warewashing  
Southeast KY  
Community & Technical College  
Southeast KY Chamber of Commerce  
Whayne Supply  
Smith's Family Pharmacy  
Ledford's Auto Sales  
Mitchell Tax and Accounting  
Bluegrass Care Navigators  
Locust Grove Baptist Church  
Lowes of Corbin  
Wal-Mart of Corbin  
Wal-Mart of Barbourville  
Christ Gives Relief  
First Baptist Church Barbourville  
Billy's One Stop  
First United Methodist Church  
Betersource Insurance Company  
Save A Lot of Barbourville  
Medicare Savings Market  
Smiddy Distribution Inc.  
Pat Hauser Attorney at Law  
West Knox Pharmacy

Phil Brown Insurance  
Codell Construction  
R&D Backhoe Services  
Barbourville Iron and Metal  
Kenway Distribution  
Ferguson Plumbing  
JL Davis Electric  
Gordon Foods  
Barbourville ARH  
Cumberland Valley Electrical  
Knox County Veterinary Services Inc.  
L&N Federal Credit Union  
WD Bryant's & Son  
GFWC-KY Barbourville Women's Study  
Johnny Wheels  
Knox County Fiscal Court  
Knox County Judge:  
Executive Mike Mitchell  
Patrick Hauser, Attorney at Law  
JBK Roofing Inc  
Aetna  
Cintas  
KOWA  
PNC Bank  
Forcht Bank



# Thank You



**Pictured is Save-A-Lot Store Manager, and long-term KCEOC supporter, Steve Sargent**



# Give to KCEOC

We here at KCEOC understand that the past two years have been difficult for everyone. The COVID 19 outbreak has caused a lot of worry: we are worried too. We worry about the needs of those we serve, the needs of our community, the needs of our families, the needs of our small businesses, and our own agency needs. The list goes on...

We also know people need our help; many are finding themselves needing help perhaps for the first time ever and we want them and you to know- We are Here! We have enhanced safety modifications in place that helped us remain open during the pandemic and remain committed to serve our community in this time of crisis. Our assistance programs are not only still available, but have been EXPANDED, and so has our service delivery. We launched the summer feeding program early to supply over 2000 meals to local children every day, and we quadrupled our meal delivery and added grocery delivery to senior citizens who were especially vulnerable in this pandemic. And as we all know there will be additional needs in the future, even after the pandemic ends.

We have been blessed with special covid-19 related funding, but that is coming to an end. We know that the need will be there long after the funding is gone; we need you to join the fight against poverty! Together we can overcome any obstacle, and keep our community safe.

**Please consider donating to KCEOC.**

There is no amount so small that it is not useful, no amount too small to be appreciated, no amount too small to make a difference!

KCEOC Community Action Partnership is a federally recognized 501(c)3 non-profit agency, as such all donations are tax deductible to the full extent of the law.

## Ways to Give:

### By Mail

KCEOC  
Community Action Partnership  
PO Box 490  
Barbourville KY 40906  
Attn: Jessi Montgomery,  
Director of Development

### Online

Donate with PayPal, Credit or  
Debit Card

[www.KCEOC.org/donate](http://www.KCEOC.org/donate)

### In Person

KCEOC  
Community Action Partnership  
5448 North US HWY 25E  
Suite A  
Gray KY 40734





# KCEOC Locations

## Knox County

KCEOC Main Office  
5448 N US Hwy 25E  
Suite A

Gray, KY 40734  
606-546-3152

Barbourville City School  
140 School Street  
Barbourville, KY 40906  
606-546-3120

Cannon Center  
56 Malibu Road  
Cannon, KY 40923  
606-546-7511

Dovie Thompson  
205 Second Street  
Barbourville, KY 40906  
606-545-0301

Flat Lick K-4  
110 KY 3085  
Flat Lick, KY 40935  
606-542-4712

Girdler Center  
5452 North KY 11  
Girdler, KY 40943  
606-546-4859

Henson Hollow  
188 Henson Hollow Rd  
Barbourville, KY 40906  
606-546-5045

Knox Early Head Start  
320 High Street  
Barbourville, KY 40906  
606-545-9076

Lynn Camp School  
366 North KY 830  
Corbin, KY 40701  
606-523-1814

Perry Building  
320 High Street  
Barbourville, KY 40906  
606-545-9975

Rosenwald I & II  
955 Whitesburg Hollow  
Barbourville, KY 40906  
606-546-6783

Ryan's Place  
Youth Crisis Center  
462 Court Square  
Barbourville KY  
606-595-3785

Saint Gregory  
355 Sycamore Street  
Barbourville, KY 40906  
606-546-5494

WIOA  
464 Court Square  
Barbourville, KY 40906  
606-546-2639

## Harlan County

Gray's Knob  
84 Morgan Drive  
Grays Knob, KY 40972  
606-573-6543

Tri-Cities  
119 Center Street  
Cumberland, KY 40823  
606-589-5522

Verda  
56 School House Rd  
Evarts, KY 40828  
606-837-3314

Laurel County  
LCCDC  
1234 South KY Hwy 421 N  
Corbin, KY 40701  
606-528-9531

Clay County  
Big Creek  
523 N Hwy 66  
Oneida, KY 40972  
606-598-2812

Island Creek  
187 Head Start Lane  
Manchester, KY 40962  
606-549-0373

Oneida Elementary  
435 Newfound Road  
Oneida, KY 40972  
606-847-4212

Paces Creek  
290 East Couch Road  
Manchester, KY 40962  
606-598-6096

## Jackson County

Jackson County EHS  
1426 US Hwy 421 N  
McKee, KY 40447  
606-287-5236

Rockcastle County  
Rockcastle County EHS  
50 Tevis Street  
Mount Vernon, KY 40456  
606-256-8022





## General Information

Physical Address:

5448 N US Hwy 25E Gray KY 40734

Mailing Address:

PO Box 490 Barbourville KY 40906

Phone: 606-546-3152

Webpage: [www.kceoc.org](http://www.kceoc.org)

Facebook: KCEOC Community Action Partnership or @KCEOC1

Twitter: KCEOC Community Action Partnership or @KCEOC

Instagram: KCEOC Community Action Partnership or @KCEOC

## The Community Action Promise

Community Action changes people's lives, embodies a 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.

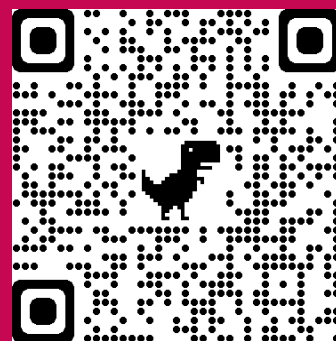
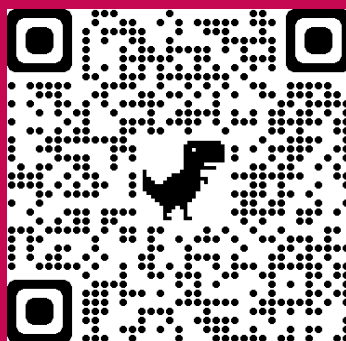
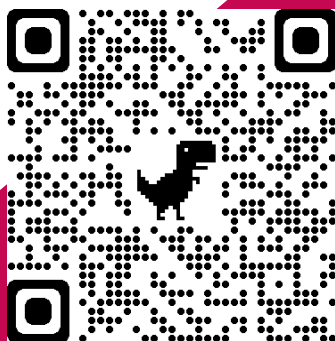
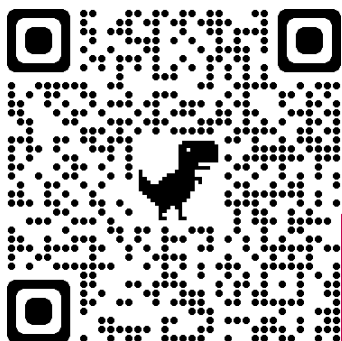
[WWW.KCEOC.ORG](http://WWW.KCEOC.ORG)



@KCEOC1



@kceoc



\*\*\*Hold your Smartphone camera to the QR codes to be directed to the sites.

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