

INCA COMMUNITY SERVICES

INCACAA.ORG | HELPING PEOPLE. CHANGING LIVES.



2020 IMPACT REPORT

INCA



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NO



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.

INCA'S MISSION

INCA Community Services, Inc. shall operate programs to alleviate the causes of poverty and enhance the public health & welfare by opening to everyone the opportunity to work, have safe and affordable housing, transportation, training & education, and live in decency and dignity.

DEPARTMENT CONTACTS

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BY THE

INCA SUPPORTED POSITIVE OUTCOMES FOR INDIVIDUALS AND FAMILIES IN 2020



21

Employment

162



Housing

939



Education & Cognitive
Development



368

Civic Engagement &
Community Involvement



533

Income & Asset Building

144



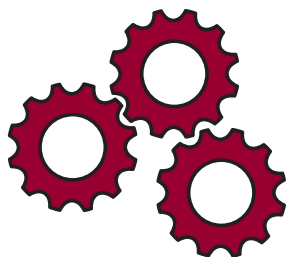
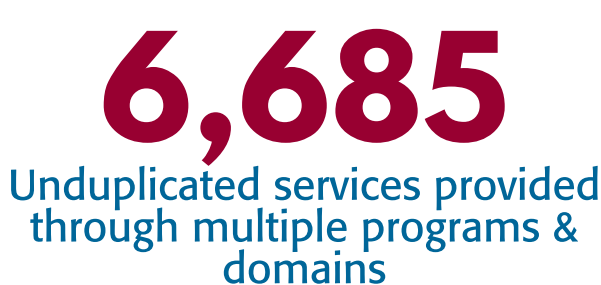
Health & Social
Behavioral Development

619

Achieved outcomes across
multiple domains

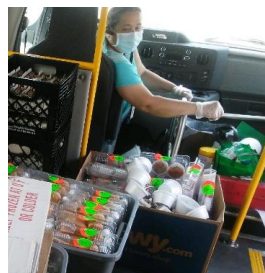


NUMBERS





DIFFERENTLY SERVING



ACTIVITIES TO HELP IN THE TIME OF COVID-19

JAMM Transit partnered with schools and senior nutrition centers to deliver meals to ensure students and elderly citizens received the food and hot meals they needed throughout INCA's 4 county service area. JAMM bus drivers were utilized to get the nutritious meals out each day. Throughout 2020 JAMM was able to assist with delivering 105,340 meals to local individuals and families in need.



RSVP volunteers and staff found new ways to serve the most vulnerable populations during the onset and continued effects of COVID in 2020. Activities included making masks, assembling and delivering COVID Care Packages to home bound citizens, providing support/information/referrals through a COVID Hotline, and calling their neighbors, friends, and fellow community members.

JAMM AWARDED TWO OTA AWARDS

LaQuita Thornley, Executive Director, was surprised to win the OTA (Okla. Transit Association) Transit Professional of the Year Award at the annual conference in July 2020. This award is a direct reflection of leadership abilities she has provided both to the agency and the OTA over her time as President of the Association. JAMM was also excited to receive the 2020 Rural Marketing Award at the conference, for their 20 year service anniversary marketing campaign JAMM'n 20 Years. The campaign began in June and ended in December with promotional opportunities each month including data, and information regarding the program.



JAMM
STILL
IN 2020

INCA Head Start (3 to 5 years) and Early Head Start (0 to 3 years) is an early childhood program dedicated to providing excellence in education and service for children in Atoka, Johnston, Marshall, and Murray Counties in rural Southern Oklahoma. INCA believes in investing in the future of the families in our rural communities, to empower them with skills and knowledge to meet challenges throughout life.



497
Head Start
Children



38
Early Head
Start Children



493
Improved
mental &
behavioral health



455
Improved
physical
health & well-being



Demonstrated school
readiness skills
322

265
Improved emergent
literacy skills

**EARLY CHILDHOOD
EDUCATION**

PUBLIC TRANSPORTATION

 **44,784**
Senior & Disabled Trips

 **627**
Unduplicated Senior
& Disabled Riders



 **53,814**
Town Route Rides

 **14,730**
School Route Rides



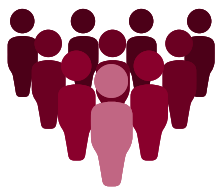
105,340
Meals Delivered 

JAMM Transit is a rural public transportation system dedicated to providing excellence in transportation through mobility that promotes self sufficiency, independence, and improves the quality of life while stimulating economic development with the provision of safe, reliable, affordable, and accessible transportation services for the public.

RAVE provides Residential and Vocational Excellence opportunities to individuals with developmental disabilities.

RESIDENTIAL SERVICES: Habilitation Training Specialist | Daily Living Support | Agency Companion | Respite Services

VOCATIONAL SERVICES: Workshop Slots | Job Coaching



62
Clients
Served



21
Training &
Opportunities

Vocational, On-the-job, Job readiness, Workshops



62
Improved physical
health & well-being

61
Maintained
independent living



DEVELOPMENTAL DISABILITY SUPPORT

HOUSING & EMERGENCY SOLUTIONS

160

Rent Payments
& Deposits



73

Utility Payments &
Deposits/Arrears



33

Obtained safe,
temporary shelter



5

Permanent
Housing Placements



41 Households avoided
eviction



39 Obtained safe/affordable
housing



28 Maintained affordable
housing for 90 days



10

Maintained safe/affordable
housing for 180 days

Housing is an essential need for every individual, INCA offers resources to help fill the gap between finding and maintaining safe, decent housing and being able to afford it by offering housing counseling, advocacy, weatherization, energy education, affordable rental housing and homeless assistance.

The Emergency Solutions Grant (ESG) Program is a component of the state's efforts to alleviate homelessness in Oklahoma. The ESG program provides the foundation for homeless people to move toward & maintain independence.

INCA's food pantries are located in each of our county offices and distribute emergency food to households who are in need of food assistance. Our food pantries help to increase access to food for the hungry, and decrease the overall food insecurity rate of our community. Supported by public, grants, and private donations.

INCA's clothing banks help provide clothing to individuals unable to purchase needed garments due to financial strain. They offer clothing in good condition at no cost to anyone who has a need. Financial strain can be temporary and caused by events such as unemployment, increase in bills, medical, back to school expenses or to meet need in times of crisis due to loss by fire or other emergency situation.

The Commodity Supplemental Food Program (CSFP) works to improve the health of low-income persons at least 60 years of age by supplementing their diets with nutritious USDA Foods. INCA's RSVP volunteers distribute the boxes in Atoka, Carter, Johnston, Marshall, and Pontotoc Counties.



754

Individuals Clothed

742

Emergency Food & Farmers to Families

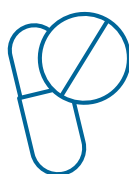


386
Monthly CSFP
Food Boxes



FOOD & CLOTHING

HEALTH SERVICES



\$254,454

Prescription Drug Savings

744

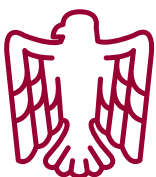
Prescriptions Filled



RX for Oklahoma is a prescription assistance program designed to help Oklahoma residents, regardless of age, who are uninsured or under-insured. Our Medicare Assistance Program is comprised of two divisions: SHIP (Senior Health Insurance Counseling Program) and SMP (Seniors Medicare/Medicaid Fraud, Abuse and Waste Reduction Program)

30

Medicare Clients



28

Health Ins Enrolled

Health Insurance Assisted

1,394

The SHIP Program is a free health benefits counseling service for Medicare beneficiaries and their families or caregivers. SHIP's mission is to educate, advocate, counsel, and empower people to make informed healthcare benefit decisions. SHIP is an independent program funded by federal agencies and is not affiliated with the insurance industry. The SMP Program help senior Oklahoman's learn how to protect themselves from health care fraud and monitor what Medicare/Medicaid has paid on a beneficiary's behalf. SMP provides materials outlining how to read a Medicare Summary Notice and how to detect and report discrepancies.

Certified application counselors (CACs) are trained and able to help consumers seeking health coverage options through the Marketplace.

INCA has an assortment of medical equipment, including wheelchairs, hospital beds, shower chairs, lift chairs, walkers, crutches, canes, etc. Other items in the lending closet are an assortment blood pressure cuffs, adult briefs, bedding, leg and arm braces, and many other items. The large assortment is housed in the Atoka Office.



55

Medical Equipment

RSVP is a volunteer program for people 55 and over. RSVP serves as a bridge between organizations in need of volunteers and individuals seeking to help and stay active. RSVP partners with many local organizations to help improve our communities in Atoka, Carter, Coal, Garvin, Johnston, Love, Marshall, Murray, and Pontotoc Counties.

“RSVP is an invitation to serve.”



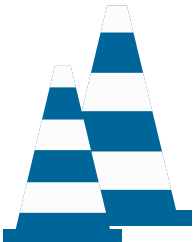
7,715
Volunteer Hours



350
Volunteers



386
Monthly CSFP
Food Box
Recipients



274
COVID Care
Packages &
referrals

62
Increased
engagement,
social networks



SENIOR VOLUNTEERS

HOME WEATHERIZATION

Weatherization Assistance provides a wide variety of cost-saving energy efficiency measures. INCA's Weatherization specific services include, attic insulation, caulking, weather stripping, air sealing, heat and cooling adjustments, and replacement of doors and windows, all services are designed to stop air infiltration throughout the home.

BENFITS

Enabled families to permanently reduce energy bills by making their homes more energy efficient. By reducing energy bills, funds are liberated for more pressing family needs. On average, reduces heating bills by 31%, and overall energy bill by \$358 per year.

5

Homes
Weatherized



5

Households
improved

Health, Safety & Energy Efficiency



INCA takes an active role in helping those in need during the holiday season. They participate in toy collection, manage the Atoka County Little Angel Tree, and host many local food drives to give everyone the chance to enjoy the holiday season.



357

Gifts Given
(Child & Senior)

277

Holiday Food
Baskets





TAX ASSISTANCE

533

Taxes Filed



\$778,319

Federal Return Amount



\$75,984

State Return Amount

\$22,250

Oklahoma
Tax Credit



\$443,866

Earned Income Tax Credit

\$107,200

Saved on Tax
Preparation



Volunteer Income Tax Assistance (VITA) offers free tax help to people with limited incomes. Volunteers sponsored by INCA Community Services, Inc. receive training to prepare basic tax returns.

The Volunteer Income Tax Assistance (VITA) program offers free tax help to people with low income, persons with disabilities, the elderly and limited English speaking taxpayers who need assistance in preparing their own tax returns. IRS-certified volunteers provide free basic income tax return preparation with electronic filing to qualified individuals.



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