

INCA



2019 IMPACT REPORT

INCA COMMUNITY SERVICES

INCACAA.ORG | HELPING PEOPLE. CHANGING LIVES.



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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.

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 2019



118

Employment

537



Housing

977



Education & Cognitive
Development



592

Civic Engagement &
Community Involvement



728

Income & Asset Building

835



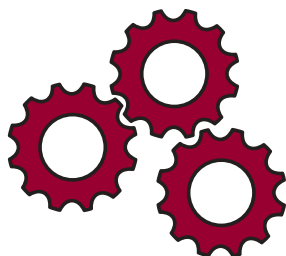
Health & Social
Behavioral Development

2,223

Achieved outcomes across
multiple domains



NUMBERS





NEW AFFORDABLE HOUSING OFFERED IN MARSHALL COUNTY

On May 31, 2019 INCA Community Services hosted a ribbon cutting ceremony to commemorate the completion of a recent housing project. The duplex, located at 407 N. 9th Avenue in Madill was made possible by a grant provided by Oklahoma Housing Finance Agency (OHFA) to help address the need for more safe and affordable housing, especially with ADA accessibility features for individuals with disabilities. The duplex consists of 2 units: Unit 1 is two bedrooms and one bathroom, Unit 2 is three bedroom and two bathrooms. Both units within the duplex are built to ADA specifications, and include living room ceiling fans, a walk-in shower for wheelchair accessibility, as well as energy efficient features including low-flow faucets and toilets, energy star appliances, windows, and HVAC system, programmable thermostat, and low/no-voc paint used throughout. Representatives from the Marshall County Chamber of Commerce, Madill City Council, OHFA, and INCA were in attendance.

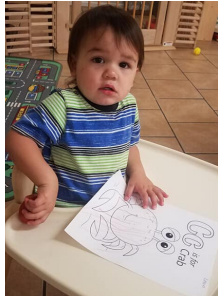
20 YEARS OF TRANSPORTATION TRANSFORMATION

Since opening to the public in 1999 JAMM has provided rides for various needs that promote self sufficiency and independence including in-town transportation, non-emergency medical rides, school routes, work routes, veteran rides, senior rides, and so much more. The campaign was to celebrate JAMM's 20th year of providing Johnston, Atoka, Marshall, and Murray Counties with public transportation. To celebrate two decades of service, JAMM Transit offered free rides every month (June to December 2019) to different groups like seniors, students, veterans, and more. During JAMM's official birthday month, October 2019, everyone had access to free rides. "We wanted to come up with an idea that would also reward our riders, as well as saying 'Hip, hip hooray!' for 20 years," LaQuita Thornley, INCA Community Services Executive Director said. "Let's give something back to them." Each city JAMM provides town routes to also presented a proclamation to JAMM Transit for 20 years of service with a special JAMM Jubilee in each county.



#JAMMN 20YEARS

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.



633
Head Start
Children

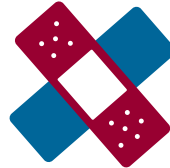


23
Early Head
Start Children



493

Improved
mental &
behavioral health



455

Improved
physical
health & well-being



Demonstrated school
readiness skills

334

269

Improved emergent
literacy skills

EARLY CHILDHOOD EDUCATION

PUBLIC TRANSPORTATION

 **20,093**
Disabled Trips

 **17,099**
Senior Trips



146,165
Passenger Trips



50,310
Hours of Service



732,515
Revenue Miles

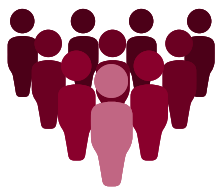


JAMM Transit is a rural public transportation system dedicated to providing excellence in transportation through mobility that promotes self sufficiency, independence, and improves the quality of life while stimulating economic development with the provision of safe, reliable, affordable, and accessible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



68
Clients
Served



23
Training &
Opportunities
Vocational, On-the-job, Job readiness, Workshops



59
Improved physical
health & well-being

68
Maintained
independent living



DEVELOPMENTAL DISABILITY SUPPORT

HOUSING & EMERGENCY SOLUTIONS

181

Rent Payments
& Deposits



120

Utility Payments &
Deposits/Arrears



35

Obtained safe,
temporary shelter



12

Permanent
Housing Placements



82

Households avoided eviction



145

Obtained safe/affordable
housing



152

Maintained affordable
housing for 90 days



88

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.

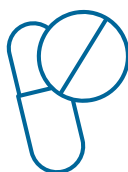
INCA's clothing banks help provide clothing to individuals unable to purchase needed garments due to financial strain. They offer clothing in good condition at no cost to anyone who has a need. Financial strain can be temporary and caused by events such as unemployment, increase in bills, medical, back 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.



FOOD & CLOTHING

HEALTH SERVICES



\$283,176

Prescription Drug Savings

828

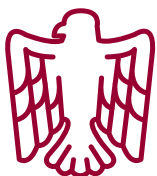
Prescriptions Filled



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)

71

Medicare Clients



38

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.



88

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.”



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.

9

Homes
Weatherized



9

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.



600

Gifts Given
(Child & Senior)

602

Holiday Food
Baskets





HOLIDAY PROJECTS

TAX ASSISTANCE

567

Taxes Filed



\$700,539

Federal Return Amount



\$75,283

State Return Amount

\$21,404

Oklahoma
Tax Credit



\$320,278

Earned Income Tax Credit

Individuals
improved
financial
well-being



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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