

INCA Community Services

HELPING
PEOPLE

CHANGING
LIVES



2016

ANNUAL
REPORT

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JOHNSTON COUNTY

202 S. Capitol
Tishomingo, OK 73460
(580) 371-2352

ATOKA COUNTY

301 W. 10th Street
Atoka, OK 74525
(580) 889-5193

MARSHALL COUNTY

18941 S. 8th Street
Oakland, OK 73446
(580) 795-2372

MURRAY COUNTY

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Sulphur, OK 73086
580-622-5700

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EXECUTIVE DIRECTOR

LaQuita Thornley
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JOHNSTON COUNTY

Roy Wayne Blevins

Vice Chairperson (2017)

Johnston Co. Commissioner

Served since 2009

Kelly Strouse

Member

Business Owner

Served since 2016

Maren Turner

Member

Murray State College

Served since 2007

ATOKA COUNTY

Tara Huddleston

Chairperson (2017)

Education Consultant

Served since 2012

Victor Cook

Member

Business Owner

Served since 2016

Phillip Culbreath

Member

Atoka Co. Commissioner

Served since 2015

BOARD OF DIRECTORS

Cathy Awalt

Member

Volunteer

Served since 2015

Chris Duroy

Member

Marshall Co. Commissioner

Served since 2016

Jena Newman

Member

Attorney

Served since 2015

Mona Ozbirn

Member

Landmark Bank Davis

Served since 2014

Betty Stephens

Member

OK School for the Deaf

Served since 2009

James Wallace

Member

Sulphur Elementary

Served 1987-1994, 2006

MARSHALL COUNTY

MURRAY COUNTY

NON-VOTING MEMBERS

James Thornley — Legal Counsel

Lorinda Chancellor — Early Childhood Consultant

Lowell Wright — Financial Consultant

Strong Leadership

On September 22, 2016 INCA's Executive Director LaQuita Thornley, was presented with the Oklahoma House of Representatives Citation for her outstanding commitment and many years of service to the state, community, and our agency. Oklahoma Representative Charles McCall from Atoka, and friend of INCA, presented her the award.



LEADING BY EXAMPLE

JAMM Transit, INCA's public transportation program was honored by Oklahoma Transit Association (OTA) for outstanding service in 2016 at their 19th Annual Oklahoma Transit Award for Excellence. JAMM was named the System of the Year and INCA Executive Director LaQuita Thornley was named Transit Professional of the Year for 2016. INCA is excited to have JAMM Transit recognized for all the growth, hard work, and commitment the program has made in serving our communities with their transportation needs and promoting self sufficiency and independence.



Outstanding Service

JAMM TRANSIT

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

INCA MISSION

6,496
SERVED
unduplicated **individuals**



2016 IMPACT

4,186
FAMILIES



AGENCY in **NUMBERS**

Total Employees **202**

Total Revenue **\$7,165,102**

Total Federal Funds **\$2,421,010**

Total State Funds **\$53,607**

Total Other Funds **\$3,736,278**

Fresh
Start

Caring

Helping
Hand

Bright

COMMUNITY FEEDBACK

Solutions

Love

Helpful

Friendly

Great
Blessing

Peace
of Mind

INCA Head Start is a pre-school program that is dedicated to providing excellence in education for children 3-5 years of age in Atoka, Johnston, Marshall, and Murray Counties in rural Southern Oklahoma. INCA Head Start 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.

474
CHILDREN
449
FAMILIES

HEAD START

A single parent, Kristie made the decision to enroll her child Flower in Head Start after many life circumstances lead her to Oklahoma. Needing a fresh start Kristy and Flower had recently moved to Oklahoma after facing struggles back in Arkansas. After the recent challenges they has faced, including losing her mother unexpectedly, they were considered homeless and living with an aunt. Kristie came in to enroll Flower and expressed interest in attending college once Flower began Head Start. Flower was enrolled and started class in Milburn Head Start near the end of September. The next month at the Parent Teacher Conference Kristie expressed that she had begun taking the steps to work toward her goal of going to college. She was on track to start Murray State College in January working towards a degree in Graphic Design. Flower began really flourishing in her Head Start classroom in Milburn giving her great confidence a boost. In January Kristi started college at MSC, with a new major of Business/Management. In February Kristie and Flower moved into their new apartment. They now live in Tishomingo, Flower continues Head Start, and rides the JAMM bus every day. Kristi also rides the JAMM bus to class at MSC, and works 35 hours a week. Flower continues to excel in her Head Start classroom and enjoys learning new activities, including writing her name.



144

FAMILIES RECEIVING EMERGENCY/ CRISIS INTERVENTION



A goal of Head Start is to help each child learn the social and developmental skills needed to navigate the school years ahead. In November a child from another district who already had an IEP (Individual Education Plan) in progress was enrolled in INCA Head Start; he had been in a special education classroom. At an IEP meeting it was determined that speech and occupational therapy should continue, but that he would also benefit from being in the classroom with other children his age. A one on one assistant was hired, Elvira Vilarreal. Under the guidance of the speech therapist, occupational therapist and classroom teacher, Ms. Elvira has been successful in helping him gain skills in areas that were previously difficult for him. He is learning to use picture cards to assist with communication, to point at what he wants, and has begun to drink from a regular cup. While he still has a ways to go, it is gratifying to see every small step towards independence.



JAMM was transporting an 80 year old rider to dialysis three times a week, who does not drive nor had a reliable source of transportation. JAMM Transit received a cut in funds causing a cut back to these special services. Working with the Department of Human Services the rider was assisted with her paperwork and was qualified for Medicaid to continue transportation through the Sooner Ride program.

48,833
HOURS

19,514
SENIOR TRIPS
16,989
DISABLED
TRIPS



EXPANDING TERRITORY

JAMM made great strides in 2016 with a route expansion in Murray County. Beginning in March, rides were available in Davis City limits. Since opening the route the community need has remained high so in August an additional new bus was added to the route.

141,445
RIDES
838,517
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.

JAMM TRANSIT

JAMM Transit received three new buses in 2016. With the addition of these new buses JAMM is also made some technological strides in their fleet. The new 19 passenger buses from National Bus Sales, are equipped with camera systems that allow for a safer journey for the passengers and the drivers alike. The camera systems will allow supervisors to monitor locations, fuel consumption, and much more. JAMM was excited to get the buses on the road. The cameras while small are very significant, offer many improvements for future riders and program alike.



JAMM
TRANSIT

RAVE provides **R**esidential and **V**ocational **E**xcellence opportunities to individuals with developmental disabilities.

RESIDENTIAL SERVICES

Habilitation Training Specialist
Daily Living Support
Agency Companion
Respite Services

VOCATIONAL SERVICES

Workshop Slots
Job Coaching



Currently serving Atoka,
Bryan, Choctaw, Coal,
Johnston, Marshall, Murray,
Pittsburg, Pontotoc,
Pushmataha, &
McCurtain counties.

74 CLIENTS

RAVE



Stephen Cook, RAVE client celebrated his 50th birthday in 2016. Beating the life expectancy statistics for individuals with down syndrome, Stephen is very healthy and happy and loves the Dallas Cowboys, OU, listening to country music and reminding everyone about his birthday. Stephen lives in Tushka with his parents, Bill and Ollie Cook.

**Residential
And
Vocational
Excellence**





Katheryn Luker mother of RAVE client Patrick Luker wrote and published the book "If He Were Your Son." This autobiographical book details her true life story of working to find ways to help her son diagnosed with Autism to receive the education, life, and everything he deserves. It features her struggles, tribulations, joys and more. Patrick loves signing the books for people, he and his mother sign and date every book they sale. They appreciate everyone who buys a copy and hopes it will help spread awareness for Autism.

The Antler's RAVE group attended DD Awareness Day at the state Capitol on March 14, 2016 to help spread awareness This event was part of a nationwide effort to educated elected officials as part of National Intellectual/ Developmental Disabilities month. Developmental Disability (DD) Awareness Day has become an annual event that has taken place for over a decade at the State Capitol. Everyone who attended gathered at 10 a.m. to demonstrate the number of people with Developmental Disabilities dependent on supports and services. The theme of this rally was "SOS - Save Our Services." As a development advocacy program, RAVE and another programs from the across the state were in attendance to fulfill their responsibility of educating the legislators on the services provided and the challenges faced daily to do so, which at this time is primarily budgetary constraints.



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.

374 FAMILIES FED



FOOD & CLOTHING BANK

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.



2,088 INDIVIDUALS CLOTHED

50 FAMILIES PROVIDED MEDICAL EQUIPMENT

INCA Community Services, Inc. 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.

MEDICAL LENDING CLOSET

INCA Medical Lending Closet was able to provide much needed help for many individuals in 2016 including this young lady with cystic fibrosis who needed a scooter. These items help to maintain a quality of life for the individuals but also help to sustain their independence and overall happiness.



The only criteria needed for this service is for someone to have a need. No income requirements or referrals needed. Each person who borrows equipment must sign a disclaimer to not hold INCA liable if they are injured using the equipment. The equipment is loaned on the honor system so when the item(s) is no longer needed, it is returned so we can loan it out again to someone else in need.

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.



\$30,456
RENT/MORTGAGE
ASSISTANCE

\$24,114
UTILITY
ASSISTANCE

HOUSING/EMERGENCY

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 was contacted by a Pastor Joey Lansdale, about a family of 7 with another on the way in Stringtown, who had become street homeless. After visiting with the pastor and providing him with a list of documents that INCA would need in order to assist the family he left to go pick them up. Pastor Lansdale helped locate a home for the family. An INCA Case Manager, filled out the Emergency Solutions Grant (ESG) packet and assisted with getting utilities turned on. While out conducting the required inspection, staff, was humbled by the generosity of the landlord. Not only was the home in great condition with all the required working appliances the landlord had installed a washer and dryer and filled the refrigerator and cabinets with food.



Pastor Joey Lansdale of
Stringtown First Baptist Church

27,251
VOLUNTEER
HOURS

\$585,897
VOLUNTEER
VALUE WAGE

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 Carter, Johnston, and Murray counties.



"RSVP is your invitation

RSVP

In 2016, RSVP had **174 active volunteers** serving in local hospitals, assisted living centers, food/clothing and blood banks, veterans centers, senior centers, local schools, special projects, and much more. A priority project that has continued to grow is the senior disaster preparedness project in which Be Ready Bags were distributed to seniors and homebound individuals to increase safety and security during emergency situations.

39,335
MILES



**\$254,985
SAVED
955
PRESCRIPTIONS**

Rx for Oklahoma is a prescription assistance program designed to help Oklahoma residents, regardless of age, who are uninsured or underinsured.



RX FOR OKLAHOMA



**135
CLIENTS**



Madlin and Charles, RX for Oklahoma clients were able to receive much needed prescriptions through the program in 2016. The couple was able to save Charles \$3,600 on 1 prescription of 360 pills and Madlin \$5,400 on 2 prescriptions of 720 pills. The couple was very appreciative of the help RX for Oklahoma was able to provide and appreciated the support and advocacy the program provided in the process.

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.

192
ASSISTED
6
ENROLLED
IN MEDICARE

SENIOR HEALTH INSURANCE

The **SMP Program** help senior Oklahomans 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.

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)

16
ASSISTED
MEDICAID/OTHER

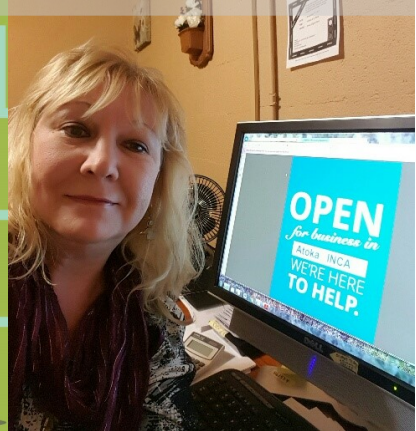


41
ASSISTED
19
ENROLLED
IN MARKETPLACE

Navigators provide accurate and impartial assistance to consumers shopping for coverage in the Health Insurance Marketplace, including consumers who are not familiar with health insurance, have limited English proficiency, or are living with a disability.

Health Insurance
Marketplace

NAVIGATORS



Very joyful and happy customers reported the policies available were affordable.

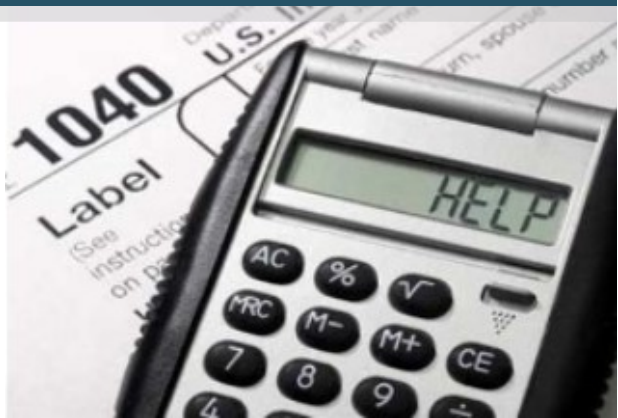
" It felt like a heavy weight was lifted"

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.



836 TAX RETURNS FILED

VITA



\$1,264,940 FEDERAL
\$163,470 STATE

14
HOMES
\$117,432
INVESTED

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, head and cooling adjustments, and replacement of doors and windows, all services are designed to stop air infiltration throughout the home.

WEATHERIZATION



BEFORE & AFTER

INCA takes an active role in helping those in need during the holiday season. They participate in Toys for Tots 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.



HOLIDAY PROJECTS

710
FOOD
BASKETS

951
CHILDRENS
GIFTS





#inca
community
services



@INCACommunity
Services

incacaa.org



FOR MORE

INFORMATION