

2019 ANNUAL REPORT



Grays Harbor and Pacific Counties
Washington State

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Introduction

Mission

Coastal Community Action Program is dedicated to enhancing the quality of life of families, the elderly, children and youth, and people with disabilities in Grays Harbor and Pacific Counties.

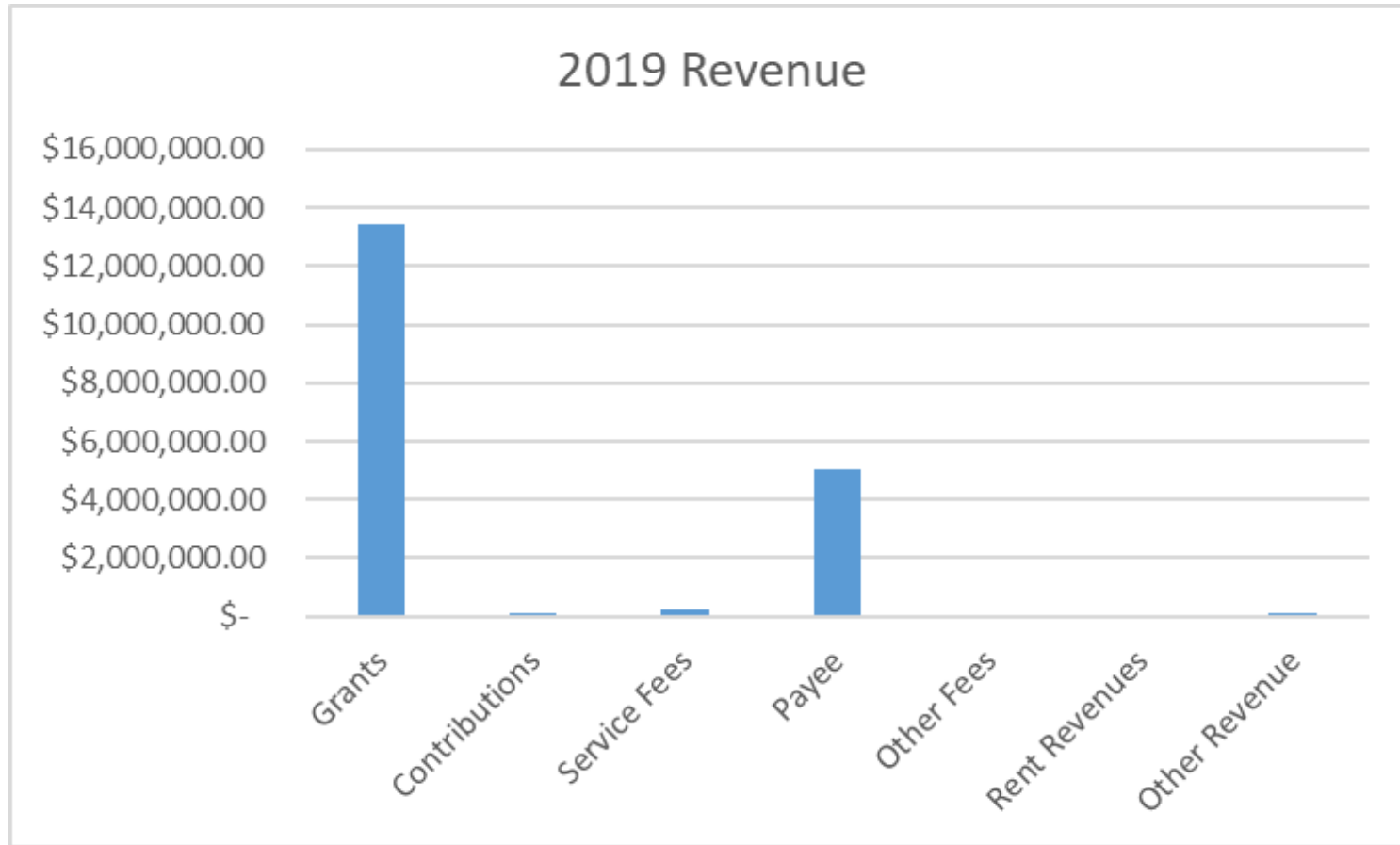
Vision

To be a resource to the community that alleviates poverty, provides assistance and enhances the overall quality of life.

Values

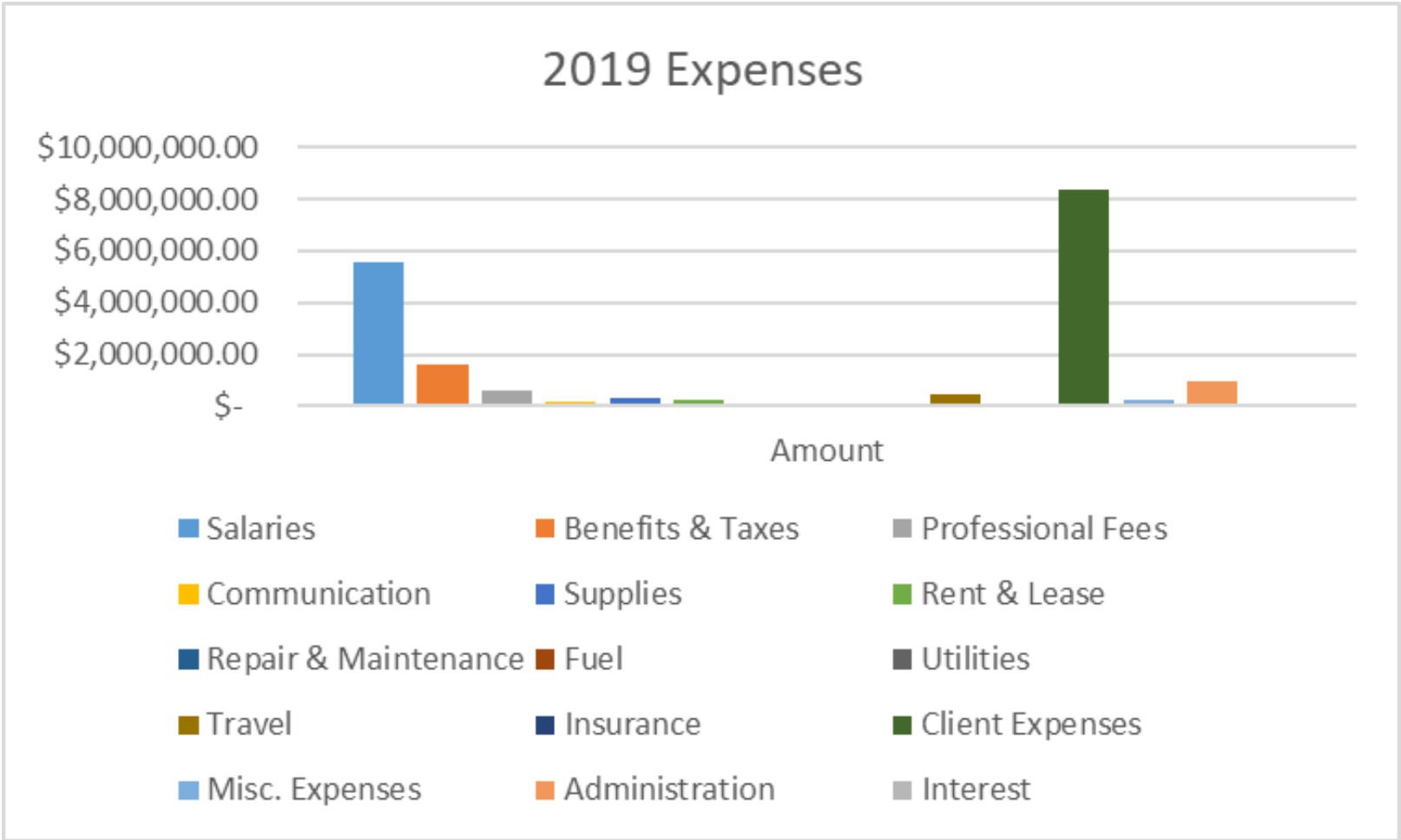
- 1. Treating people with respect.*
- 2. Promoting personal independence by involving people in their own solutions.*
- 3. Encouraging innovative and creative financial solutions.*
- 4. Networking and collaborating with other community resources.*
- 5. Empowering our staff.*
- 6. Identifying our community needs, advocating solutions, and assessing our impact on community outcomes.*
- 7. Providing for basic and emergent needs.*
- 8. Taking a leadership role in strengthening our community partners network in Grays Harbor and Pacific Counties.*
- 9. Adopting an ongoing continuous quality improvement program.*

Fiscal: Revenue



Source	Amount
Grants	\$ 13,423,204.15
Contributions	\$ 103,576.31
Service Fees	\$ 234,995.15
Payee	\$ 5,029,731.50
Other Fees	\$ 3,017.70
Rent Revenues	\$ 43,832.00
Other Revenue	\$ 124,819.34
Total	\$ 18,963,176.15

Fiscal: Expenses



Type	Amount
Salaries	\$ 5,560,527.21
Benefits & Taxes	\$ 1,628,072.32
Professional Fees	\$ 586,443.76
Communication	\$ 149,318.66
Supplies	\$ 289,240.60
Rent & Lease	\$ 208,904.81
Repair & Maintenance	\$ 83,029.28
Fuel	\$ 64,490.42
Utilities	\$ 120,327.27
Travel	\$ 484,669.18
Insurance	\$ 57,683.37
Client Expenses	\$ 8,368,343.99
Misc. Expenses	\$ 225,426.59
Administration	\$ 964,019.44
Interest	\$ 207.75
Total	\$ 18,790,704.65

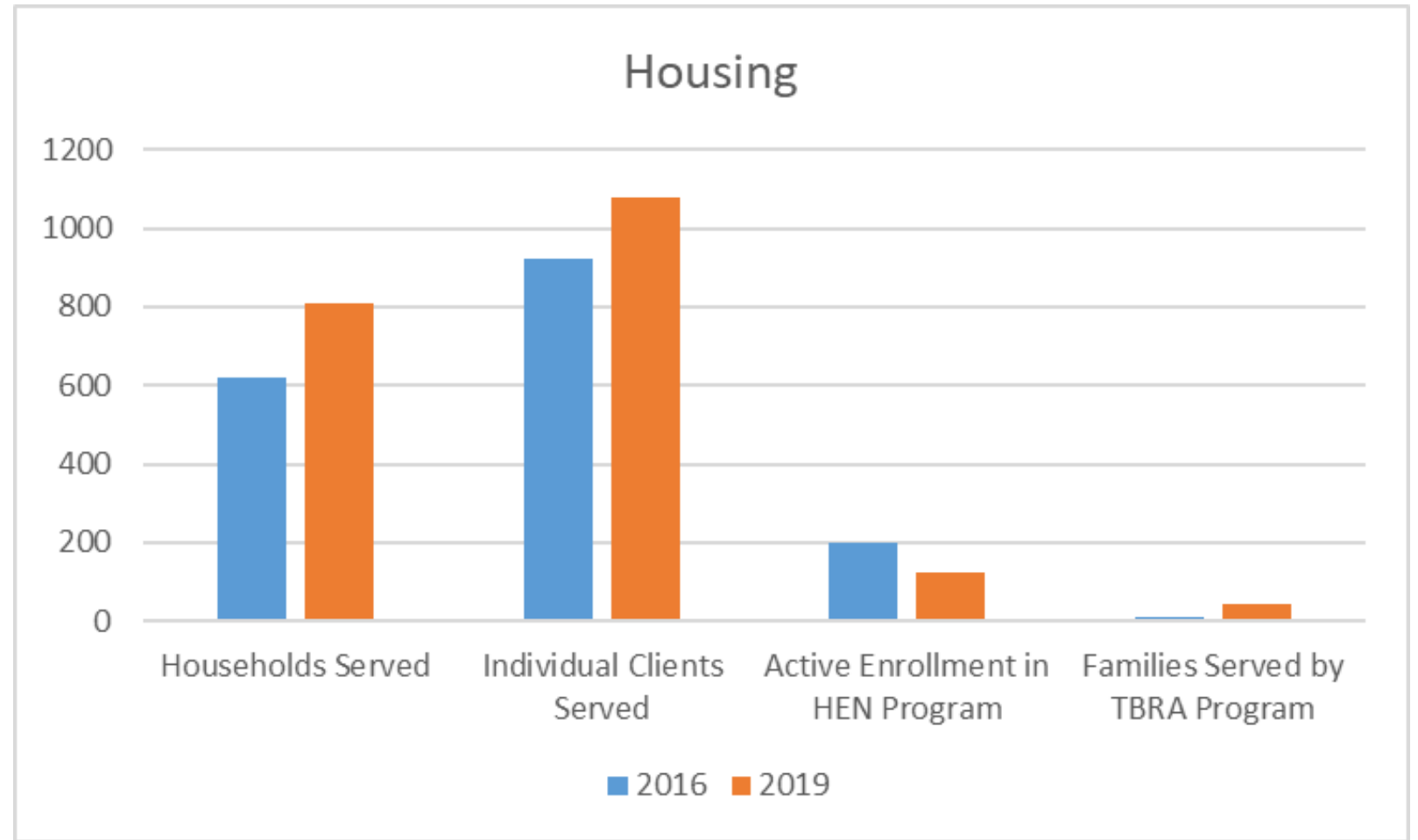
Housing

2016

- 619 Households Served
- 924 Clients Served
- 200 Clients Served by HEN*
- 10 Families Served by TBRA**

2019

- 810 Households Served
- 1,078 Individual Clients Served
- Active Enrollment in HEN:
 - Grays Harbor: 102
 - Pacific County: 23
- Families in TBRA:
 - Grays Harbor: 31
 - Pacific County: 12



*HEN – Housing and Essential Needs

**TBRA – Tenant Based Rental Assistance

Employment

2016

- 198 Supported Employment Clients
- 132 WorkFirst Clients
- 74% Earning Wages
- 25+ Permanent Job Placements



2019

- 46 DVR Clients
- 360 FCS Employment Clients
- 79 Supported Employment Clients
- 143 WorkFirst Clients
- 202 Worksites Available
- 85 Permanent Job Placements
- Percentage of Clients Earning Wages
 - DVR 28%,
 - FCS 22%,
 - SE 90%,
 - WF 45%
- 109 Life Skills and Job Training Classes Given
- 96 Participants in Life Skills and Job Training Classes

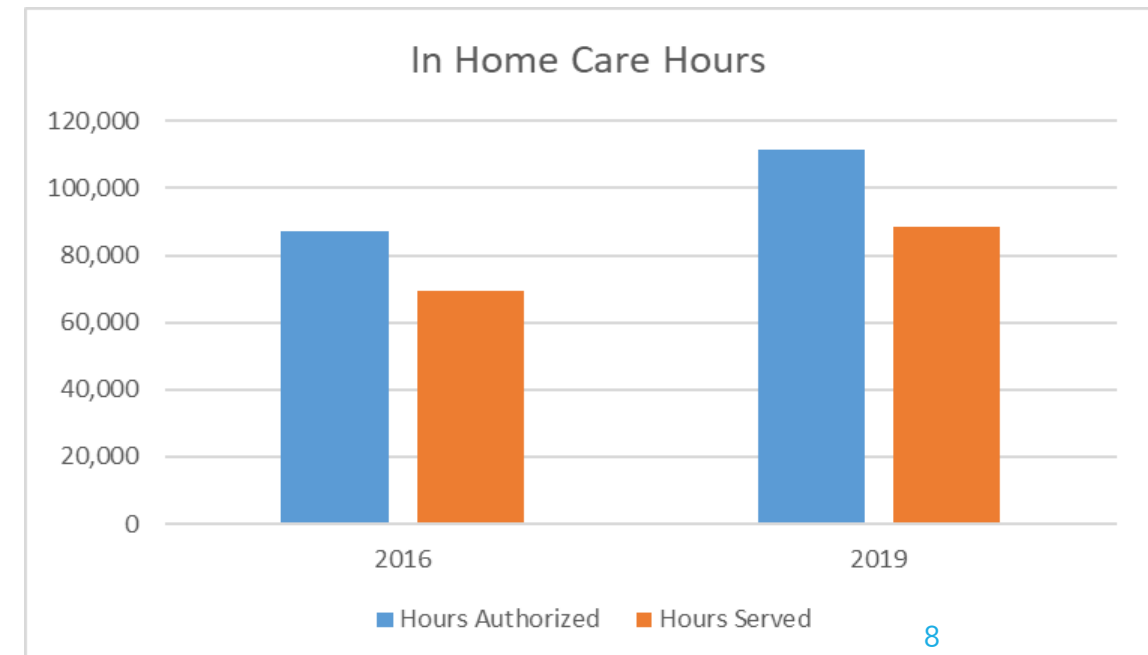
In-Home Care

2016

- Hours Authorized: 87,195
- Hours Served: 69,553

2019

- Hours Authorized: 111,599
- Hours Served: 88,638
- 223 Individual Clients Served
- Average Number of Employees in In-Home Care: 104



Ryan White Program

"CCAP served 43 persons living with HIV in Grays Harbor and Pacific counties with medical case management, medical transportation, and the Housing Opportunities for Persons with AIDS (HOPWA) grant. Both programs grew caseloads, and several goals were achieved in Individualized Service Plans and Client Housing Plans."

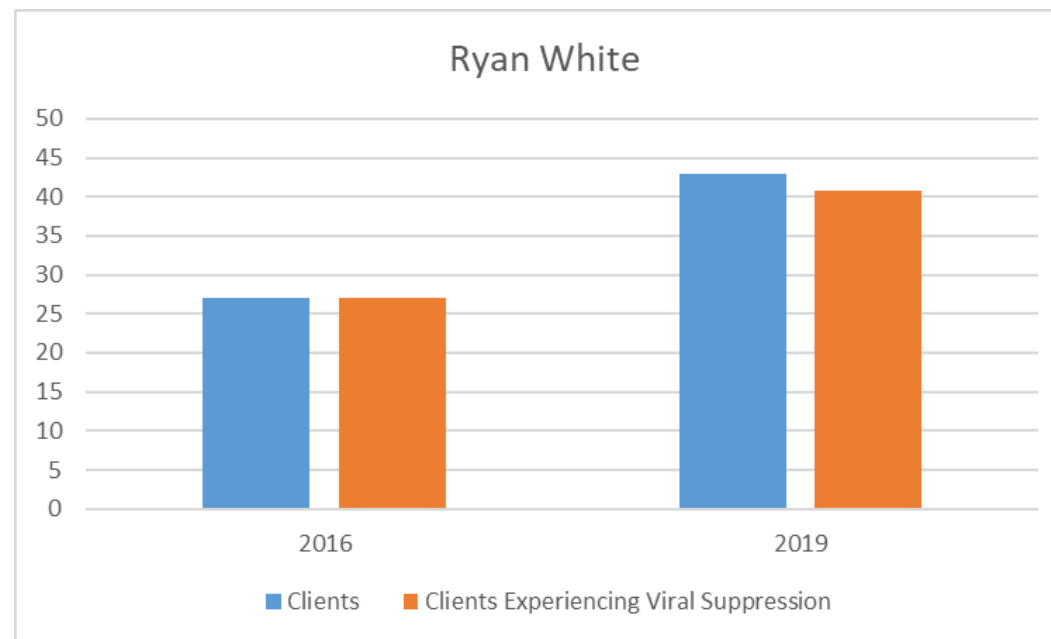
– Andrea Vekich, Medical Case Manager

2016

- 27 Clients Enrolled
- 100% Viral Suppression*

2019

- 43 Clients Enrolled
- 95% Viral Suppression*



* "The ultimate goal of case management is viral suppression. We strive for a viral load of <20 copies of the virus detected in a blood draw. This parameter is considered viral suppression and the virus is then considered undetectable, and undetectable=untransmittable: The virus cannot be sexually transmitted." – A.V.

Retired Seniors Volunteer Program (RSVP)

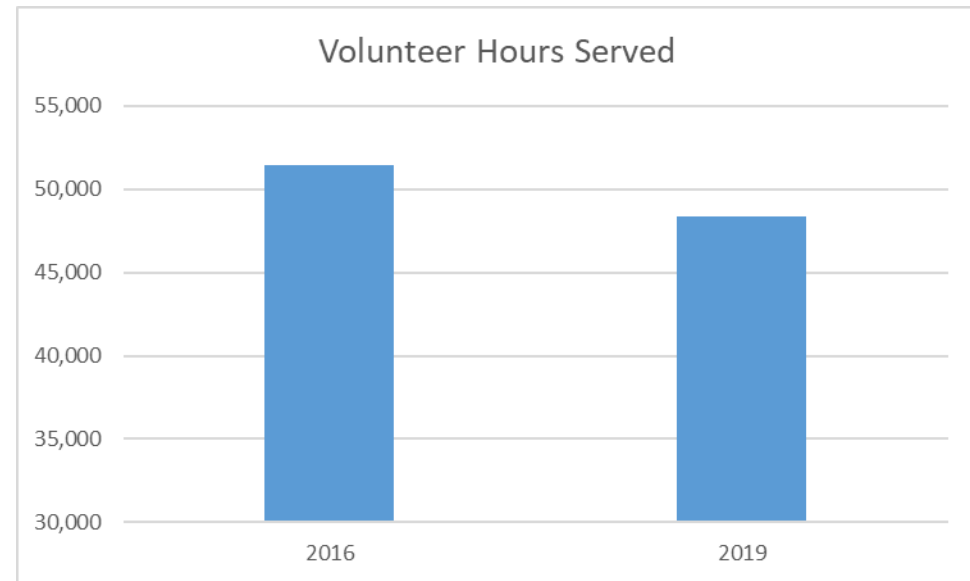
2016

- 51,464 Volunteer Hours

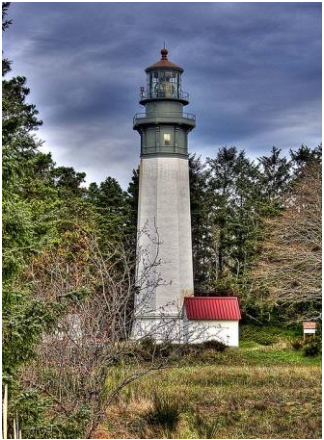


2019

- 48,335 Volunteer Hours
- 256 Active Volunteers

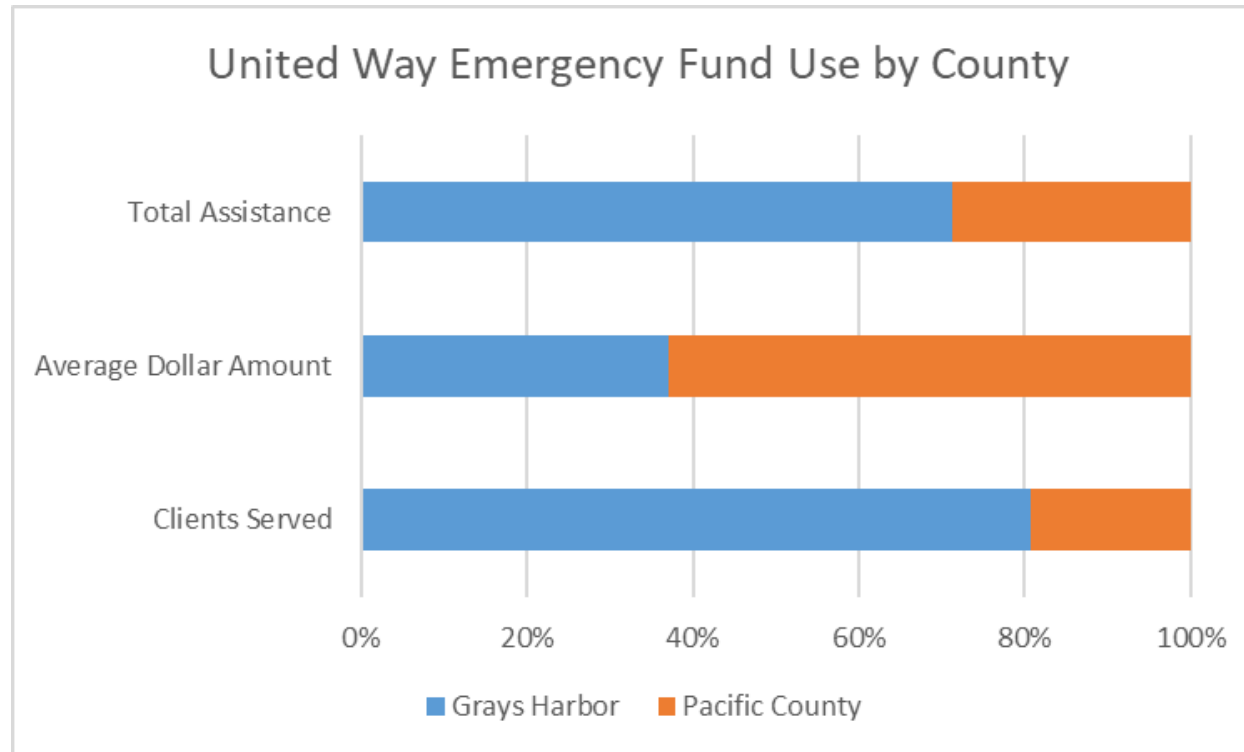


United Way Emergency Fund



Grays Harbor County

- Clients Served: 80
- Average Amount: \$85.00
- Total: \$6,800.44



Pacific County

- Clients Served: 19
- Average Amount: \$144.63
- Total: \$2,748.03



Weatherization

- 20 Homes Weatherized in 2019

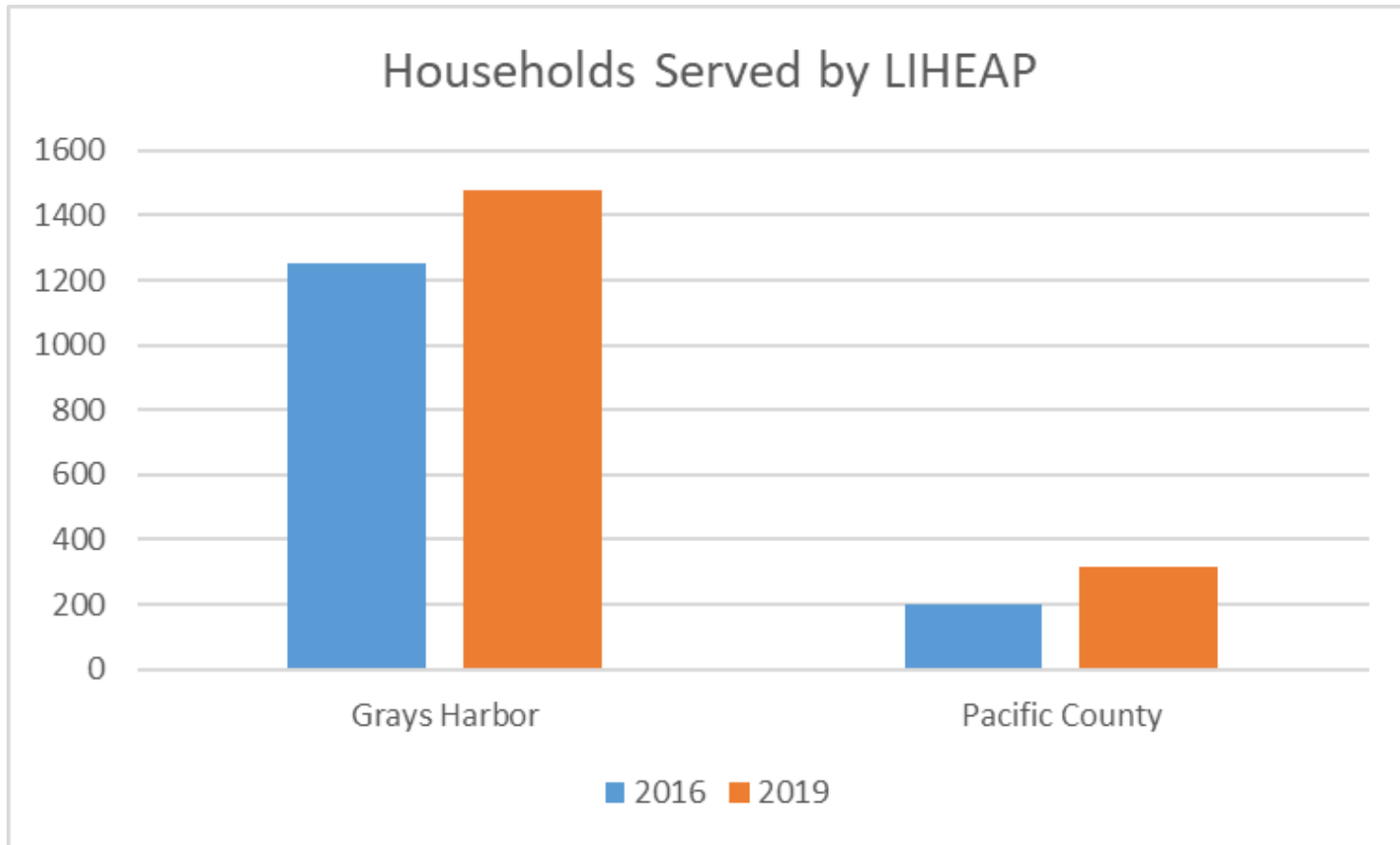
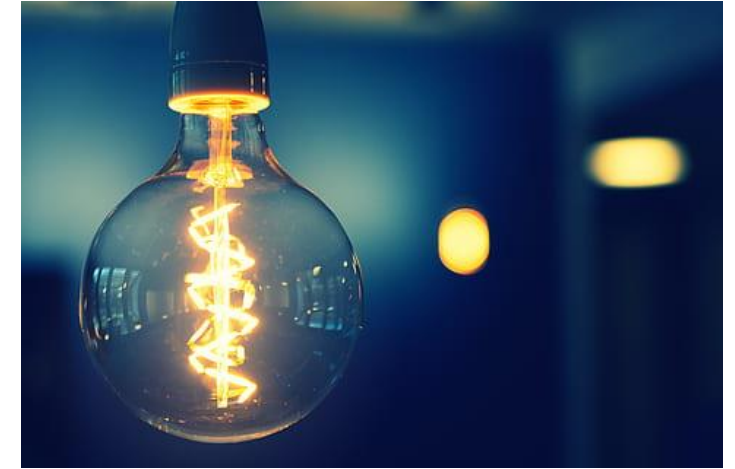
“The process was amazing and I am so grateful for it! Last year our house never made it above 65 degree, this year we are at 72! The humidity in my house came down to a normal level, and our power bills went down a ton even though we added two babies in November. Jim and his team are definitely recommended and this program is such a blessing! They treated us like family, answered questions promptly, and genuinely cared about what they were doing and why!” – Jasmine G.



“I am so lucky to receive so much help from you and your office, you went the extra mile to insulate my house for FREE!! Thank you for making such a big and positive change in my life. Everyone was so nice and accommodating. Matt & Craig were awesome....they did a great job and were very friendly, very hard workers. Jim explained a lot of what was being done, that was helpful. I am excited to get my next PUD bill....instead of being scared to open it. Happy and Grateful and Warm!!!” -Beverly C.

LIHEAP

(Low Income Home Energy Assistance Program)



2016

- 1,456 Households Served
- 1,253 in Grays Harbor County
- 203 in Pacific County

2019

- 1,794 Households Served
- 1,480 in Grays Harbor County
- 314 in Pacific County

Community Court

"Aberdeen Community Court is a problem-solving therapeutic court formed specifically to address enduring misdemeanor crime problem in the City of Aberdeen." –Press Release to Announce the Program's 100th Graduate

- Program Start: February 27, 2017
- Graduated 100th Participant in 2019
- Estimated Community Value since program start: \$315,407
- ECV based on reduction in costs for jails, public defender and victims as well as Community Service hours worked.
- 81% Reduction in Recidivism
- Created the weekly Services Entry Event

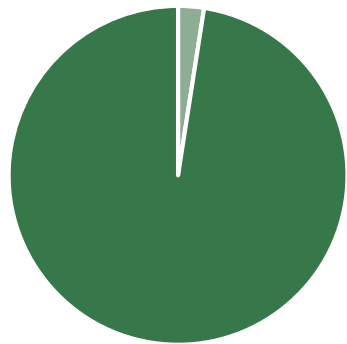


Pathways Care Coordination

2018

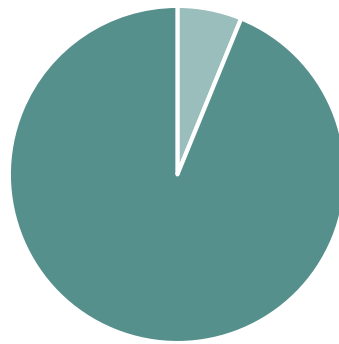
- 16 Clients Enrolled
- 342 Pathways Completed

Enrollments



■ 2018 ■ 2019

Pathways Completed



■ 2018 ■ 2019



2019

- 634 New Clients Enrolled
- 5,197 Additional Pathways Completed

FCS (Foundational Community Supports)

Supported Housing:

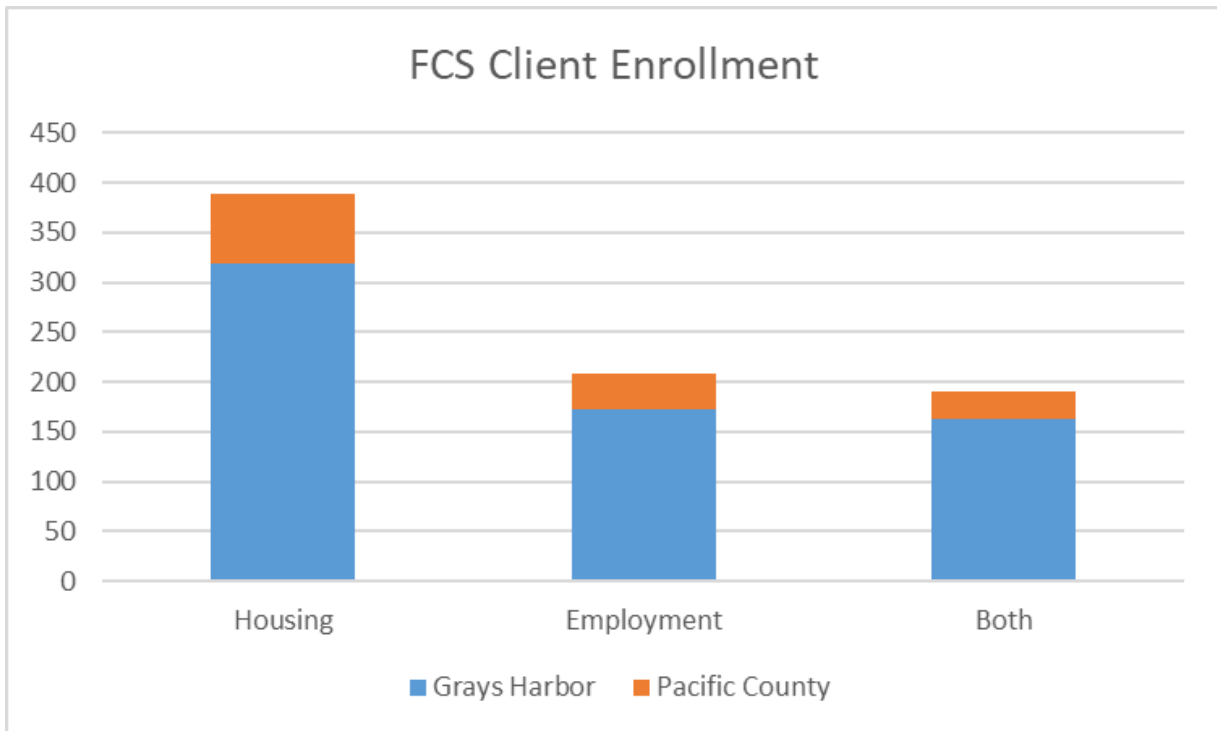
- Grays Harbor: 319
- Pacific County: 69

Supported Employment:

- Grays Harbor: 172
- Pacific County: 36

Clients Enrolled in Both Supported Housing and Employment:

- Grays Harbor: 162
- Pacific County: 28



Totals:

Grays Harbor: 653
Pacific County: 133



Representative Payee

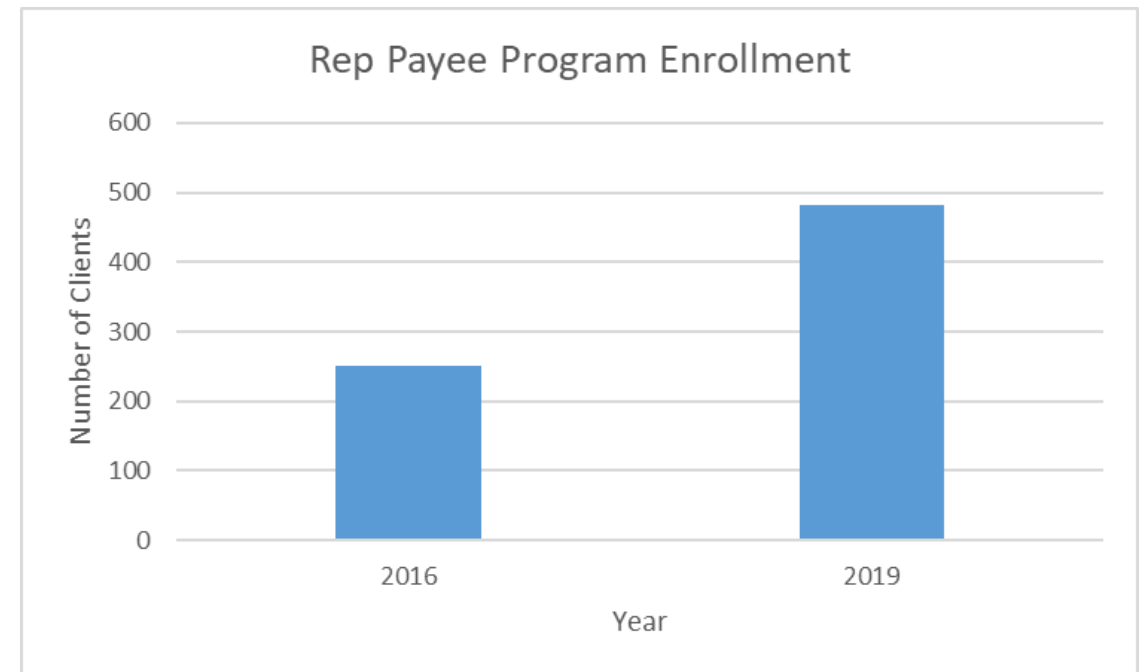
2016

- 251 Clients Enrolled



2019

- 483 Number of Clients Enrolled
 - 181 Thurston and Mason Counties
 - 302 Grays Harbor and Pacific Counties



Transportation (Non-Medical)

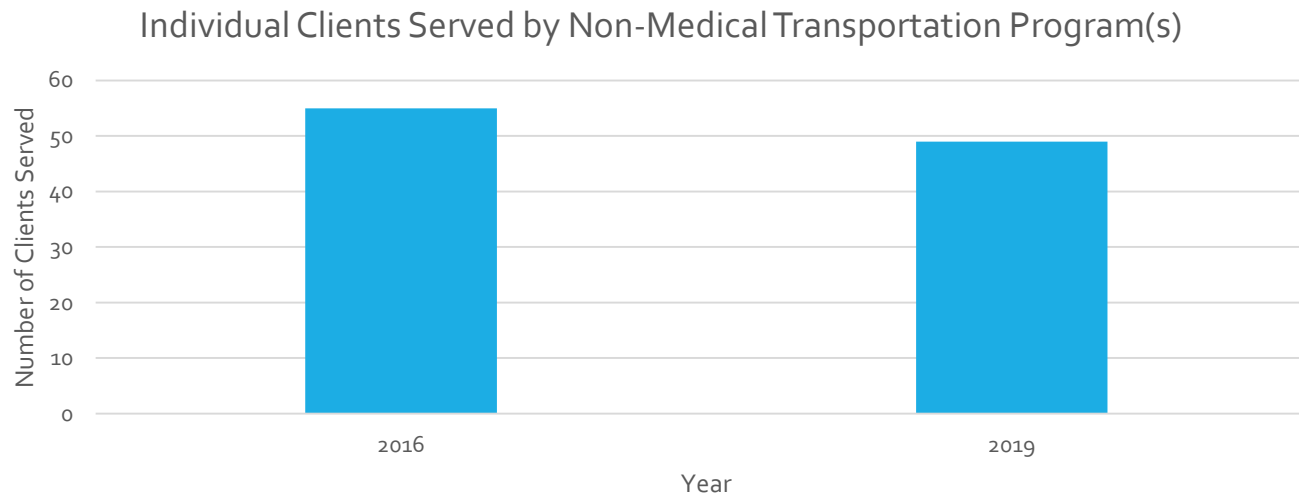
Previously JARC, now Driven to Opportunity

2016 - JARC

- 55 Individual Clients Served

2019 – DTO

- 49 Individual Clients Served
- 5,023 Rides Given



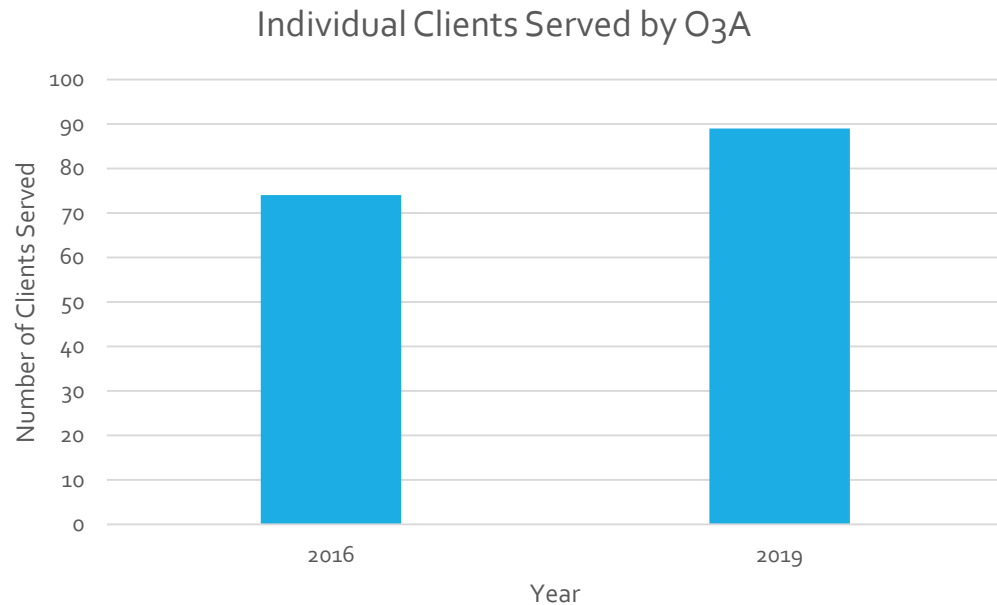
"Clients that are low income or live in rural area of GH and Pacific Counties use our services to get back and forth to employment, training or other work related activities"
– Amanda F., Transportation Supervisor



Transportation (Medical) – O3A

2016

- 74 Individual Clients Served



2019

- 89 Individual Clients Served (20% Increase over 2016)
- 269 Round Trip Rides Given
- 6 Dedicated Volunteers
- 1,396 Volunteer Hours

"Clients in GH county use this service to get to and from medical appointments, surgeries and other necessary places like trips to the grocery store."

– Amanda F., Transportation Supervisor



Senior Nutrition: Congregate Meals

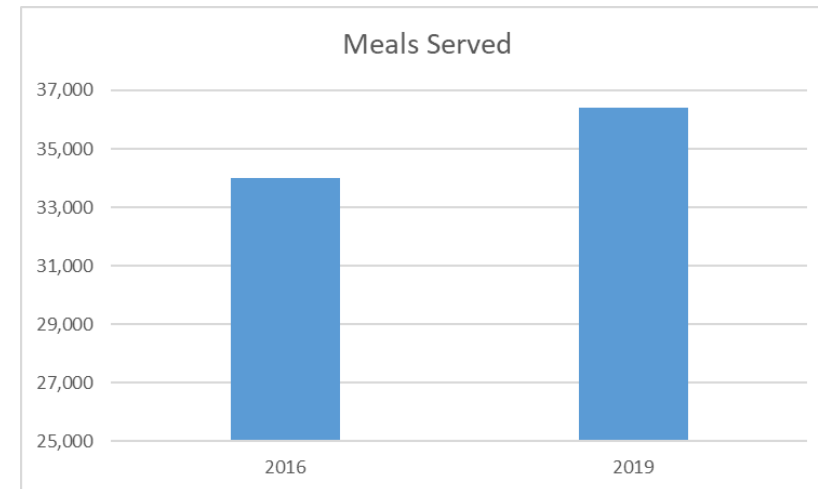
2016

- 5 Senior Centers Served
- 33,989 Meals Served



2019

- 5 Senior Centers Served
- 775 Seniors Served
- 36,390 Meals Served
- 75 Volunteers
- 11,048 Volunteer Hours



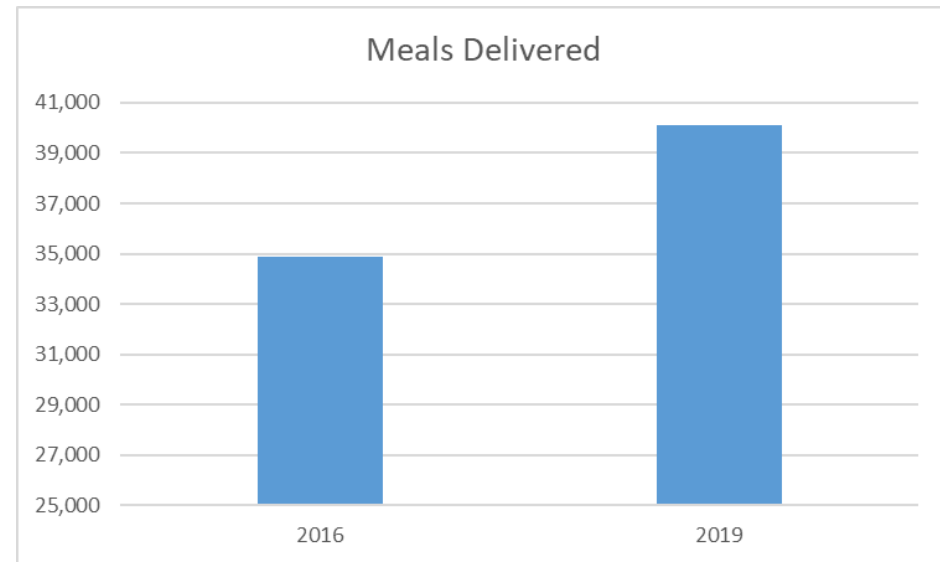
Senior Nutrition: Meals on Wheels

2016

- 15 Routes
- 34,896 Meals Delivered

2019

- 8 Routes
- 15 Volunteer Drivers
- 1,000 Volunteer Hours
- 311 Clients Served
- 40,101 Meals Delivered



Food Banks

2016

- 15 Food Banks Served



2019

- 15 Food Banks Served
- 2,431 Households Served
- 6,238 Individuals Served

Cold Weather Shelter

- CCAP took over the contract for the Cold Weather Shelter in January 1, 2020.
- Original Location was the Pearsall Building (Health Department)
- Moved to 504 F St. in Aberdeen in January of 2020
- 25 Bed Capacity
- At capacity most nights, with some needing to be turned away



HOPE and YHDP (Youth Homelessness Demonstration Program) (upcoming in 2020)

- Youth Shelter tentative opening, July 1, 2020
- 6 Bed Capacity, Ages 12-17, All Genders
- HOPE Program:
 - 30-60 Day Stay with Support Services
 - 6.6 FTE
- Youth Homelessness Demonstration Project (YHDP):
 - More information at:
<https://files.hudexchange.info/resources/documents/YHDP-Fact-Sheet.pdf>
 - 1 FTE



Office Locations

Main Office:

101 E Market St.

Aberdeen, WA 98520

(Public Parking & Entrance on
Broadway)

Phone: (360) 533-5100

Fax: (360) 532-4623

North Pacific County Office:

500 W Robert Bush Dr. / PO Box 1353

South Bend, Washington 98586

Phone: 360-875-4123

South Pacific County Office:

1505 Pacific Ave N

Long Beach, Washington 98631

Phone: 360-642-6100

Thurston County Office:

1217 Cooper Point Rd SW Suite 7

Olympia, WA 98502

Phone: 360-915-8189

Senior Center Locations

Aberdeen Senior Center
208 West Market St
Aberdeen, WA 98520
360-533-3311

Hoquiam Senior Center
703 Simpson Ave.
Hoquiam, WA 98550
360-532-5868

Elma Senior Center
100 West Main Street
Elma, WA 98541
360-482-2377

Pacific County Senior Center
324 Jackson Street
Raymond, WA 98577
360-942-5739

Ilwaco Senior Center
152 First Avenue
Ilwaco, WA 98624
360-642-3990

Management Team - 2019

Craig Dublanko
Chief Executive Office
CraigD@coastalcap.org
Desk: (360) 500-4526
Cell: (360) 581-6054

Jason Hosenev
Director – Housing & Community
Services
JasonH@coastalcap.org
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Cell: (360) 589-9094

Lucy Machowek
Chief Financial Officer
LucyM@coastalcap.org
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John O'Lague
Director – Social & Employment Services
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Cell: (360) 589-0145

Board of Directors - 2019

Public Sector

Ken Albert – *Chair*
Grays Harbor County Treasurer
Montesano, WA

Pete Schave – *Vice Chair*
City of Aberdeen Council Member
Aberdeen, WA

Lisa Olsen
Pacific County Commissioner
South Bend, WA

Patti Lignoski
Raymond, WA

Low-Income Sector

Candy Earls
Low Income Individual
South Bend, WA

Stacia Bilsland
Housing Authority Board
Member
Elma, WA

Coleen Chapin
Columbia Wellness
Aberdeen, WA

Gary Rowell
Director – Union Gospel Mission
Aberdeen, WA

Private Sector

Bill Nickila
Long Beach, WA

Nansen Malin
Seaview, WA

Joann Patton
Cosmopolis, WA

Rob Strabbing
Cosmopolis, WA