This year’s 2018 Annual Report is a milestone publication. This is the first annual report to be issued under our new name, Great Lakes Community Action Partnership. For 53 years, we served communities as WSOS Community Action Commission. Those four letters stood for Wood, Sandusky, Ottawa and Seneca counties. These counties were the core of our service region upon our founding in 1965, and they remain our core counties today.

However, during the course of our 50-plus years, we expanded beyond this four-county region and now provide programs in other counties, states and even nations. So, in late 2018, we became Great Lakes Community Action Partnership (or “GLCAP” for short) to better reflect the scope of our agency. This name change came with a move to a new downtown Fremont headquarters facility that brought together 85 employees under one roof. Consolidating staff in one facility has allowed better work-flow and communication among departments and has been a much welcomed move.

Sadly, in 2019 we lost a long-time member and chairperson of our GLCAP Board of Directors, Chris Galvin, who passed away due to a sudden illness. Chris worked as the executive director for the United Way of Greater Toledo’s Ottawa County office and served for 13 years on our board. Chris’s insight and passion was invaluable in guiding GLCAP and WSOS to carry out our mission, and she will be deeply missed.

These changes—whether happy or sad—remind us that our work is always dynamic and will always be met with periods of challenge and exuberance, loss and gain, hardship and joy. No matter what season we are in, we will always carry out our mission to help individuals, families and communities thrive, and strive to achieve our vision to make hope, opportunity and ability possible for all whom we serve.
A NEW BEGINNING

The end of 2018 brought a new beginning for WSOS, as we changed our name to Great Lakes Community Action Partnership. However, we also made another major move that year. In September, after a months-long renovation of a long vacant building that once housed a department store, we opened our new headquarters in downtown Fremont. The renovation was financed by a 30-year low-interest USDA loan that modernized the facility to accommodate our staff.

The building houses the most staff of any of our facilities, with 85 staff members working within our headquarters. Renovations included adding private intake rooms, conference rooms, an employee dining area, and other changes.
GLCAP Headquarters also houses the Northwest Ohio Community Technology Learning Center, a state-of-the-art training facility funded by a $725,000 Ohio Capital Budget request. The center is a partnership between GLCAP and Terra State Community College and provides a space for training opportunities that include adult classroom learning, distance video conferencing, and online education. GLCAP has extended use of the technology center and conference rooms to local organizations that need a space for meetings, distance learning or other needs.

A grand opening for the facility with a ribbon-cutting ceremony (above) and public tours took place Nov. 2.
### Revenue by Sources

<table>
<thead>
<tr>
<th>Source</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Federal</td>
<td>$28,020,604</td>
</tr>
<tr>
<td>State &amp; Local</td>
<td>$3,648,230</td>
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<tr>
<td>Program Income</td>
<td>$4,035,962</td>
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<tr>
<td>In-Kind Contributions</td>
<td>$51,891</td>
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<td>Miscellaneous Revenue</td>
<td>$573,927</td>
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<tr>
<td><strong>Total Revenue</strong></td>
<td><strong>$36,330,614</strong></td>
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### Current and Fixed Assets

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<thead>
<tr>
<th>Category</th>
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</thead>
<tbody>
<tr>
<td>Current Assets</td>
<td>$8,413,834</td>
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<tr>
<td>Revolving Loans Receivable</td>
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<tr>
<td>Property and Equipment</td>
<td>$7,527,352</td>
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<tr>
<td>Loans Receivable</td>
<td>$189,771</td>
</tr>
<tr>
<td>Loans Receivable — Related Parties</td>
<td>$5,287,273</td>
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<tr>
<td><strong>Total Assets</strong></td>
<td><strong>$21,814,973</strong></td>
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### Liabilities and Fund Balances

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
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<tr>
<td>Current Liabilities</td>
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<td>Notes Payable</td>
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<td>Loans Payable</td>
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<td>Loans Payable — Related Parties</td>
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<td>Fund Balances</td>
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<tr>
<td><strong>Total Liabilities &amp; Fund Balances</strong></td>
<td><strong>$21,814,973</strong></td>
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</table>

**FINANCIAL SUMMARY**

Statement of Financial Position as of September 30, 2018

A complete financial statement with auditor’s report is available at glcap.org/about
Expenses by Program Area

<table>
<thead>
<tr>
<th>Program Area</th>
<th>expenses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adult and Youth Development</td>
<td>$6,399,529</td>
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<tr>
<td>Child Development</td>
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<td>Community Development</td>
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<td>Housing and Energy</td>
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<td>Seniors</td>
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<tr>
<td>Fundraising</td>
<td>$15,518</td>
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</table>

Total Expenses $35,112,092
AFTERSCHOOL

Our AfterSchool program provides a safe educational environment for students when the school day is over. In 2018, GLCAP operated AfterSchool programs and Summer School programs at Clyde-McPherson Middle School and Fremont Ross High School. Students enjoyed tutoring, educational presentations, recreation, career development and parent engagement opportunities through the program.

Special activities throughout the year included the Lights on Afterschool event (left) to draw attention to the importance of afterschool programs and a tour of Motion Controls Robotics in Fremont to introduce students to career opportunities available in the robotics field.

2018 numbers

66 students in Clyde-McPherson Middle School and Fremont Ross High School

68 students in Clyde-McPherson and Fremont Ross Summer School

Over the years, the AfterSchool program has collaborated with GLCAP’s Fatherhood program on several events that have been of interest to both groups. For instance, AfterSchool students and Fatherhood program dads heard a message last fall from speaker Javier Sanchez, who offered good advice for parents and students alike. Fatherhood provided parenting support to 200 dads in 2018.
GLCAP’s Rural Community Assistance Program (RCAP) serves the seven-state region of Ohio, Indiana, Illinois, Kentucky, Michigan, West Virginia and Wisconsin by providing training, technical assistance and other needs for small, rural communities. In 2018, RCAP leveraged $169,587,197 in funds for community projects throughout this seven-state region. RCAP offers on-site training, and also hosts events such as the RCAP Field Day (right) in which water operators, city administrators and other officials are able to take part in hands-on demonstrations and seminars on asset management.

Community Development services also provided rural households with 52 private water well assessments and helped with 37 septic system replacements in 2018. Additionally, community development provides economic development and community planning services to multiple communities in our region.

2018 numbers

Community officials provided with training through the Rural Community Assistance Program (RCAP) 2,227

Communities helped with on-site technical assistance in the seven-state Great Lakes RCAP region 611

Household water well loans made in Ohio, Michigan and Wisconsin 24

RCAP’s Geographic Information System (GIS) mapping services assisted 74 communities in 2018. The program digitally maps infrastructure lines, critical access points, and other important data so officials and workers can have a comprehensive view of their community’s water systems, sewer lines and other vital infrastructure.
A significant portion of GLCAP’s work involves helping people with immediate needs such as housing and utility assistance. In 2018, we helped 1,628 households with winter utility payments through the Emergency Home Energy Assistance Program, and helped 480 elderly or disabled households with cooling assistance through the Summer Crisis Program. Energy assistance staff also helped 2,660 households set up affordable payment plans through the Percentage of Income Payment Plan (PIPP) Plus program, which sets affordable monthly utility rates for low-income customers according to household income. GLCAP also provides homelessness prevention services that include rental assistance, permanent supportive housing, case management and supportive services, and veteran-specific housing assistance and job training.

**2018 numbers**

- **1,628** homes receiving winter utility payment assistance in Wood, Sandusky, Ottawa and Seneca counties
- **969** households provided with permanent or temporary housing to prevent homelessness
- **243** veterans who were homeless or at risk of becoming homeless who received housing and/or job training assistance

GLCAP staff and participants also find other ways to help our communities. For instance, our AfterSchool students (opposite) in 2018 donated blankets to local police to use as comfort items for victims during calls. Each summer, we also host our All Together Fremont event, which includes a school supply giveaway by ecumenical group Living in Faith Together (LIFT) of Fremont (left).
While older homes may have character, many lack sufficient insulation, which contributes to energy loss and high utility usage. GLCAP’s Home Weatherization Assistance Program (HWAP) seeks to remedy this by **insulating homes (right)**, installing energy-saving LED light bulbs, adding energy-efficient water measures, providing health and safety improvements and conducting other measures to improve energy-efficiency of homes of low- to middle-income residents.

GLCAP also operates the Electric Partnership Program (EPP), which provides energy-efficient light bulbs, appliances and education to help residents improve their utility usage and save on utility expenses and retain more income for other needs.

**2018 numbers**

- **homes weatherized in Erie, Huron, Ottawa, Sandusky, Seneca and Wood counties** 153
- **households receiving energy-efficiency help through the Electric Partnership Program** 1,006

Low-income households pay 8.2% of household income on utilities — nearly triple that of the costs paid by higher-earning households. Energy-saving solutions through HWAP and EPP can reduce the cost burden for lower-earning residents and allow them to retain income that otherwise would be spent on utilities.
Family engagement and a rich educational environment are key components of GLCAP Head Start and Early Head Start programs. GLCAP operates centers in Lucas, Ottawa, Sandusky, Seneca and Wood counties to provide classes for children whose families might otherwise not be able to afford preschool. Head Start and Early Head Start ensure that all children have access to high quality early learning experiences and opportunities, regardless of their family’s income.

GLCAP also strives to include parents in their children’s classroom education. We encourage parents to volunteer in the classroom, participate in their center’s policy council, join the policy committee that governs GLCAP Head Start programs, or take part in monthly family nights at their centers.

2018 numbers

805 children enrolled in part-day or full-day Head Start center-based programs

600 children enrolled in Head Start through partnerships with childcare programs

We build healthy kids at Head Start. Serving nutritional snacks and meals, encouraging students to get medical and dental checks, and educating children and families on good wellness practices are all ways in which Head Start promotes health among our participants.
In addition to center-based preschool programs, GLCAP offers home-based Head Start and Early Head Start education programs for children and families. Home-based programs provide families with weekly one-on-one learning sessions in their own homes.

The program’s curricula embraces a philosophy that the parent is the child’s first and most important teacher. Thus, home-based coaches work with parents as well as children so that families can create a positive home environment for their children’s growth and development.

As with our center-based programs, we offer Home-Based Education parents the opportunity to take part in policy councils or in the policy committee that is the governing body of GLCAP’s Head Start and Early Head Start programs.

2018 numbers

children enrolled in Head Start or Early Head Start Home-Based programs 140

In addition to weekly at-home teaching sessions, GLCAP Home-Based programs provide enrolled families a chance to join in regular playgroup sessions (opposite, right) to promote child socialization and give parents a chance to connect with one another.
Homeowners know that worn-out roofs, old electrical wiring, leaking plumbing and other household issues can quickly escalate into even bigger problems. For those who cannot afford to fix these issues, the Community Housing Impact & Preservation (CHIP) program offers no-cost home repairs to preserve the integrity and safety of the house. GLCAP administers the CHIP program in Allen, Erie, Hancock, Huron, Lorain, Lucas, Ottawa, Putnam, Sandusky, and Seneca counties.

Housing inspectors (left) work directly with homeowners to assess the house, evaluate the needs of the structure, and coordinate with local contractors to repair the most pressing needs of the home. In doing so, CHIP gives homeowners the confidence that smaller issues will not become major concerns, providing residents with peace of mind.

2018 numbers

176 homes receiving repair or rehabilitation through the Community Housing Impact & Preservation program

39 seniors who received health and safety-related home repairs through the Senior Helping Hands program

In 2018, GLCAP’s Senior Services enacted the Senior Helping Hands program to provide health and safety related home repairs for eligible seniors in Sandusky County. The program offers seniors window screen repair, hand-held shower wands, modifications for handicap toilet access, grab bar and handrail installation, repairs for uneven steps (left) and floors, and other services.
GLCAP’s Great Lakes Consortium for International Training & Development provides international, intercultural programs that are among the most unique offered by a community action agency. The consortium works in multiple countries to promote civil society, leadership and economic development.

Throughout its history, the consortium has hosted delegations from twenty countries, including Afghanistan, Guatemala, Haiti, Jordan, Lebanon, Tanzania and Uzbekistan. The consortium is currently working with six core countries—Albania, Bulgaria, Hungary, Romania, Slovakia, and Moldova. Visiting delegations learn practices of U.S. nonprofits and other organizations to promote democratic participation and benefit communities in their countries.

The consortium is a partnership of GLCAP, Bowling Green State University, Lourdes University, and the University of Toledo. Consortium programs are funded largely by the U.S. Department of State, along with other organizations.

In spring 2018, a Professional Fellows delegation comprised of visitors from Albania, Bulgaria, Hungary, Romania and Slovakia came to meet Head Start students at our Stricker Family Development Center (right), and took part in an international food experience at our Fremont Senior Center (opposite). The delegation stayed for six weeks to study at host locations throughout the United States.

2018 numbers

foreign participants taking part in programing in the U.S. since the consortium’s founding in 1999 1,400+
GLCAP’s four-year Ready to Work program, which provided no-cost career training for in-demand jobs, wrapped up at the end of 2018. Over the course of the program period, GLCAP was able to provide training for 413 unemployed and underemployed individuals, as well as veterans and spouses of veterans, throughout a 19-county northwest Ohio region. Students trained for careers in advanced manufacturing, health care, information technology, and environmental services.

GLCAP continues to offer job training and workforce development with its Ready to Work Youth Programs in Erie, Ottawa and Sandusky counties, as well career-specific courses such as the marine services technician apprenticeship program.

2018 numbers

413 northwest Ohio residents who trained for in-demand jobs through the Ready to Work program

387 Young adults ages 16-24 in a five-county region who learned employment skills in job training programs

425 students learning skills through the Trade Adjustment Assistance Community College and Career Training program

Located in the new GLCAP Headquarters, the Northwest Ohio Community Technology Learning Center (opposite) provides an area for adult classroom learning and other education opportunities. The classroom provided a good space for résumé writing and career readiness workshops for Sandusky County students training to earn welding certifications (left).
One of GLCAP’s most recognized services in Sandusky County is the Meals on Wheels program that provides weekday home-delivered meals for homebound seniors. Every Monday through Friday, our drivers (right) load up their trucks in the morning to personally deliver meals to seniors throughout the county.

Along with giving seniors the assurance that they will receive a hot, nutritional lunch each weekday, Meals on Wheels offers a sense of security for friends and family members who know that their loved one will be visited each day by a friendly, caring driver. These daily visits give seniors a chance to socialize and also act as a check to ensure that meal recipients are in good health and are doing well that day.

GLCAP nutrition staff prepare thousands of meals every year for seniors in Sandusky County. Staff are always looking for new and exciting ways to serve our seniors, including the addition of food experience events that introduced new cultural cuisines at senior centers in 2018.

2018 numbers

- Homebound Sandusky County seniors receiving Meals on Wheels: 386
- Meals prepared for homebound seniors and guests at senior centers: 66,632
DSP’s are:
Compassion  Integrity
Empathy  Dependability
Patience
The TRIPS Public Transportation service offers Sandusky County residents with reliable transportation for medical appointments, work, shopping trips, and other needs. The fare for general riders is $2-$4 per one-way ride (depending on location of travel). TRIPS drivers (left) pride themselves not only on delivering dependable transportation, but on developing good rapport with passengers. TRIPS is an especially useful service for populations who may have barriers to transportation, and in 2018, TRIPS provided 6,680 rides for seniors, and 5,773 rides for 26 developmentally disabled individuals in Sandusky County.

**2018 numbers**

- **31,753** Total number of rides provided through TRIPS Public Transportation
- **10,863** Workforce commutes for 284 workers
- **5,773** Rides for 26 persons with developmental disabilities
- **5,315** Rides for medical appointments

GLCAP also operates the Mobility Management program in Erie, Huron, Ottawa, Sandusky, Seneca and Wood counties. Mobility Management takes a comprehensive look at county transportation resources and assists in coordinating services so that residents in need of transportation find the service that best fits their needs.
GLCAP Senior Services operates a variety of programs to benefit the age 60-plus population of Sandusky County. Senior center locations in Clyde, Fremont and Gibsonburg provide daily events such as games and cards, education, crafting and art activities, health screenings, exercise sessions and more.

Funding from the Sandusky County Senior Levy that passed in late 2015 has also allowed GLCAP Senior Services to further its offerings to seniors with programs such as Senior Helping Hands program that provides minor health and safety related home repairs, and the Senior Express program to offer no-cost transportation for county seniors. We also offer the Senior Life Transitions program, which is a one-stop hub that provides comprehensive information for seniors about services for health, caregiving, transportation and other needs.

While our programs ensure that all seniors in our community have access to nutrition, transportation and other services, we also want to make sure that our seniors are enjoying themselves whenever they take part in our activities. We host special events throughout the year such as our annual summer barbecue and our Senior Day event (opposite, right), which draws hundreds of guests for a day of food, music and fun.
The GLCAP People Helping People Fund provides individuals and families with assistance needs that go beyond what our grants and programs are able to cover. In past years, the fund has helped people secure housing, pay emergency expenses and meet other needs. The fund is supported by donations from our employees, community members and organizations, and GLCAP would like to thank the following for contributing in 2018:

Abdoo Home Builders
Kerry Adkins
Roger Anderson
Applied Energy Products
Michal L. Baker
Elizabeth Balint
Carmen Beltran
William Bevens
Abagail Bomer
Marv Booker
Alex Boroff
Brown & Brown Insurance Agency
Brian Burroughs
Jill Butzin
Jennifer Buxton
Howard Cannon
Carmeuse Lime & Stone
Kimberly Cascio
Kallie Case
Ragan Claypool
Linda & Rodney Combs
Helen Cominsky
Computer Data Services, LLC
Madeleine Corbo
Don Corley
Patricia Croll
Crown Battery
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Ken & Marietta Estep
Sherry Evans
Jim & Molly Fails
Adrienne Fausey
Amy Fidler-Morr
Tom & Connie Fishbaugh
Traci Fosnight
Fostoria Kiwanis
Christine Galvin
Ashley Gamble
Amanda Garner
John & Mary Jane Gibson
John & Carol Hall
Roger Hart
Ginger Hartman
Tim Havice
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Ruthann & David House
Stephanie Hunker
Terry & Connie Jacobs
Diana Kelley
Bethany Kendrick
Benjamin Kenny
Carol L. Kern
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Pat Keys
Sally Kilmer
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King Heating & Cooling Inc.
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Andrew Kruse
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Terri Laeng
Kelly Laugherty
Christina Laurer
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John Logan
Lou Ann Maraldo
Debra Martin
Ralph Martinsek
Charles Mason
Neil Meggitt
James Mehaffie
Melmore United Methodist Church
Gloria Mendoza
Jacob Mitchell
Penny Moore
Christopher Morrison
Kathy Morrison
Kimberly Moyer
Don & Kathleen Nalley, Jr.
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Sheri Navarro
Joshua Newman
Judith Newton
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Robert Rick
Lucy Rios
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Charles Schwochow
Dennis & Josephine Setzler
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Susan Soviar
Steve Frey Plumbing and Heating
Howard Stierwalt
Cory Stine
Style Crest Enterprise, Inc.
Beverly Syrowski
Kim Thompson
Nadine Thompson
Toft’s Dairy, Inc.
Trinity United Methodist Church
Ruth Wahlstrom
Julie Ward
Jacquelyn Wells
Jane Wengel
John Whittaker
Gaye Winterfield
Robert Woessner
Kristin & Brian Woodall
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Our mission: We create partnerships and opportunities to help individuals, families and communities thrive.

Our vision: To make hope, ability, and opportunity possible for all whom we serve.

Our tagline: Helping communities thrive, one neighbor at a time.