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Community Action Agency Self-Evaluation Questionnaire **Due NO Later than April 5th

**Please limit responses to each question to no more than half a page and submit on agency letterhead. You may also include links to various portions of websites or submit additional attachments. We would also appreciate any relevant photographs you might have of agency achievements, client services, board involvement, etc. Please include a brief caption for each photograph.

1. How does your organization exemplify innovation and creativity in client services and operations?

We look at the total family and not just the individual. The variety of programs our agency offer meets the needs of the family. The client's initial situation is resolved but we encourage them to sign-up for our STARS Program for further assistance to become self-sufficient.

Whenever clients are seen they receive a call within a few days to see if they received services and how were they treated. If their problem was not resolved we do follow-up with the client. We honor clients of the year at our May Banquet.

2. Describe the various community partnerships your organization has forged within the CSBG service area and their impact on outcomes for participants.

We have formed a variety of partnerships that have the capacity to help our agency live up to its motto which is to "Help People and Change Lives". Partnerships that include but are not limited to: Johnston County Opioid Task Force, Fresh Start Reentry Work Group, NCCARE360, Sanford Cares, Region 7 Housing, Faith Network, Area Ministries, Area Food banks, S3 Housing Connect (shelter, service and stability), United Way 211, local churches, Department of Social Services, City of Dunn CDBG, local realtors association and landlords,

chamber of commerce, local health departments, Johnston County Partners,

All of these partnerships were intentionally formed to help bridge the gap between needs and services for clients in our service areas. These partnerships address concerns that we noticed are adversely impacting many of the clients that come into our agency seeking assistance. By working with partners to try to minimize or eliminate the lack of resources in the areas of affordable housing, access to healthcare, Opioid addiction /substance abuse, food stability, information and referrals, emergency assistance and services to ex-offenders, etc., All of these partnerships have one thing in common and that's breaking down barriers to self-sufficiency and building families, communities and

- 3. If client satisfaction surveys have been completed over the past two years, please provide a summary of the results (not individual surveys" from the most recent one. Please indicate how many individuals completed the survey out of total client volume, as well as survey timeframe.**

See Attached Surveys for 2018

- 4. Please describe the level of board involvement in your organization. This includes volunteer efforts as well as financial contributions.**

The board is very involved in our agency. The majority attends most of the meetings and offers their services in a variety of ways. They sit on the CSBG PAC and the Head Start PAC as representatives of the board and participate in other activities that are designed to enhance the quality and effectiveness of the programs. The fundraising committee seeks ways to raise monies to help pay off the agency's headquarters building and other activities.

- 5. Please describe the fundraising events that your organization has held. How has it helped your agency?**

As stated above, the fundraising committee seeks ways to raise monies to help pay off the agency's headquarters building. The chair of that committee and the other members has held:

- a. Raffle off a donated grill
- b. We have a buy a brick project whereas when 10 bricks are sold, they are then laid in a designated brick garden that surrounds the flag.

- c. Ruffled off cash prize. The 1st place winner was a member of the first board of directors for the agency and he donated the money back to the agency
- d. Silent Auction
- e. 50/50 Raffle

The funds have all gone toward helping meet the financial obligations associated with repaying the loan for the agency's headquarters building.

6. Does your agency receive support from businesses/the private sector? If yes, please provide the name of these businesses and a brief description of how their support strengthens client services.

We receive support from several businesses by sponsoring our banquet and cash donations.

- a. PNC Bank
- b. First Citizens Bank
- c. NAACP
- d. Currin Family
- e. Bishop Frank Taylor
- f. Towns in the three counties, etc.
- g. Q. K. Wall

Churches give us support to assist clients during a crisis.

- a. First Presbyterian in Smithfield
- b. First Baptist in Smithfield
- c. Centenary Methodist Church
- d. Princeton Church of God
- e. United Faith Christian Church – Selma
- f. Lillington Baptist
- g. Lillington Presbyterian
- h. Summerville Presbyterian
- i. Memorial Baptist
- j. St. Luke Presbyterian– Sanford
- k. Barbecue Church – Harnett County
- l. Michener Memorial

We receive in-kind support from the three counties for space.

- a. County of Lee
- b. County of Harnett
- c. Town of Selma
- d. BB&T Bank
- e. Playmate Childcare Development

- f. County of Johnston
- g. Town of Benson

7. Has your agency applied for and received any grants to help provide client services? If so, which services?

Yes, we applied and received grant funds to provide emergency assistance to people in our service area who are in crisis and who meet the eligibility criteria set forth by the funder. This creates opportunities to reach those persons who after the resolution of the crisis situation may then be enrolled in the CSBG STARS Program.

8. What changes has your agency implemented over the past two years to provide better services and improve agency operations and sustainability?

The customer satisfaction survey was implemented to gauge how clients perceived our agency, staff and the scope of services. We are constantly seeking additional funds to both enhance and create opportunities to improve agency operations and sustainability. Data from this survey is compiled and analyzed which will help serve as a measuring tool to gauge our strength and weakness whether real or perceived.



Brandy Boahn received the Lonnie Burton Award at the 2018 Southeastern Association of Community Action Agencies Conference. (SEACAA) Brandy was also named the 2018 Harnett County Super STARS of the Year



CSBG Stars Counselor, Tanisha teaching a Financial Literacy Class



Representatives from the Alpha Kappa Alpha and Zeta Phi Beta Sorority's made a donation of food gift cards to the agency. They

were given to clients coming into the agency in need of food.



2018 JLHCA Annual Agency Banquet celebrating and highlighting the achievements of the clients, programs, staff, stakeholders and the agency. L-r Robert Atkinson, board chair, E. Marie Watson, Executive Director and David Barber, Board member