





Charlene Engle, CEO Report

I am pleased to present this year's annual report. We hope you enjoy learning more about our programs and our accomplishments over the last fiscal year.

The pandemic has created situations that could not have been imagined, placing us in a position to make unprecedented decisions within limited timeframes. At the forefront of all decisions has been the safety of our staff and those we serve. However, we knew that now more than ever, people would need us to be boots on the ground and remain a "community in action."

A huge thank you to the Board of Directors that have provided constant support, making themselves available to help us as we have had to make decisions in a timely manner. They have remained up to date as things have continually evolved, helping us get the word out to our communities on available funding and providing referrals in order to reach those most in need.

We were unable to gather for our staff appreciation this year. This event serves as a catalyst for recognizing the hard work and contribution of our staff. They are the backbone of the agency and have worked tirelessly this year to develop and implement plans, moving beyond their comfort zones, in order to remain committed to serving our customers in creative and innovative ways. I could not be more proud of the staff's dedication, support, and professionalism during very frightening and uncertain times.

Eight staff completed our agency's leadership academy this year. The academy's purpose is to offer interested staff the opportunity to develop greater leadership capacity and serve as potential succession planning for the agency. It was much more than we could have hoped for. The participants were consummate professionals, illustrating a desire to learn and the ability to think strategically. It was an absolute pleasure to work with such an amazing group of staff!

In March 2020, Governor Beshear established the Team Kentucky Fund to help Kentuckians experiencing employment-related financial hardship as a result of the pandemic. A committee, led by Lieutenant Governor Jacqueline Coleman and co-chaired by five former Kentucky lieutenant governors, was formed to identify and implement strategies to maximize the impact of the Team Kentucky Fund. Gateway, along with the other community action agencies across the state of Kentucky were honored to be selected to administer these funds, which has served as an important resource for people experiencing a loss of income. In addition to Team Kentucky, we have leveraged all other resources in order to provide comprehensive services that have ranged from rental assistance to meal services.

We are excited by our new public transportation service in Montgomery County, aptly named MOCO Transit. Local government officials and business leaders throughout the county has made this service possible through their monetary donations. It is a quintessential example of what can be accomplished when a community works together to create services and opportunities for their citizens.

Working remotely and conducting business through virtual means is the strange, new landscape that has become our reality. It has been a challenge but one that has taught us many lessons which we will implement to make the agency stronger. Stay tuned to see what's next!



Storms make trees take deeper roots!

Gateway Board Members

Target Sector

Norma Patton, Secretary
Margaret Ann Miller
Michele Johnson
Brenda Tolson
Christina Adkins
Jennifer Munday
Jamie Brunk
Grant Sorrell
Melissa Nickell, EC Specialist
Wendy Puckett

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Judge Wallace Johnson
Judge Bobby Rogers
Judge John Will Stacy
Judge Rick Stiltner
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Stephanie Crouch
Robert Hamm

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Phyllis Lawson, Vice Chair
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Margie Gross
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John Henderson
William Shields 'Rusty' Hedrick
Rhonda Sloan



Brad LeMaster, Board Chair Report

On behalf of myself and the board of directors we are proud to present the agency's annual report. This has been a year of firsts and we have had to conduct

business in a new way. We are proud of how staff have responded to the challenges presented by the pandemic, figuring out new and creative ways to serve people when face to face isn't an option.

We seated the 2020-2022 Board of Directors in July of this year. We have an incredible group of members that work together for the betterment of the agency. We have been able to accomplish great things, growing the agency to include new grants, new funding streams, and creating new employment opportunities. The work of a not for profit community action is complex, requiring highly trained and dedicated employees in order to reach the best community outcomes. In order to be competitive in attracting and retaining highly skilled personnel, the board has worked closely with the CEO in evaluating the agency's salary schedule and benefit package, increasing pay scales and adding benefits as budgets would allow.

We have conducted a comprehensive review of our bylaws that were vetted by an attorney. It was a timely undertaking that has allowed the implementation of language pertaining to virtual meetings that are vitally important in our current reality.

The board will continue to support the efforts of leadership and manage our governance oversight and responsibilities with a focus on safety and an emphasis on quality services.



Gateway Administrative Staff & Program Director



Kristy Gamble, CFO

Kristy Gallion, CCO



Tristan Daniel, CTO

Martina Roe, Director of Early
Childhood



Wendy Crain-Lawson, Director
of WIOA/KYNECT

Angie Elliott, Director of CSBG/
LIHEAP



Wallace Rose, Director of
Weatherization

Money, Money, Money!!!

In FY 2019, Gateway had an increase of approximately 27% in revenue from the prior year. Due to receiving additional funding in our current programs, the Accounting Department was able to hire another Accounting Specialist.

\$9.8 million was expended in comprehensive services in support of stronger families and communities.

Gateway Community Action Summary of Financial Activities Agency Fiscal Year Ending June 30, 2019

Revenue from all sources	\$ 9,872,379
Expenses from all services	9,888,985
Increase in net assets	(16,606)
Net assets at beginning of year	507,232
Advance Monies Returned	-
Total unrestricted net assets	<u>\$ 490,626</u>

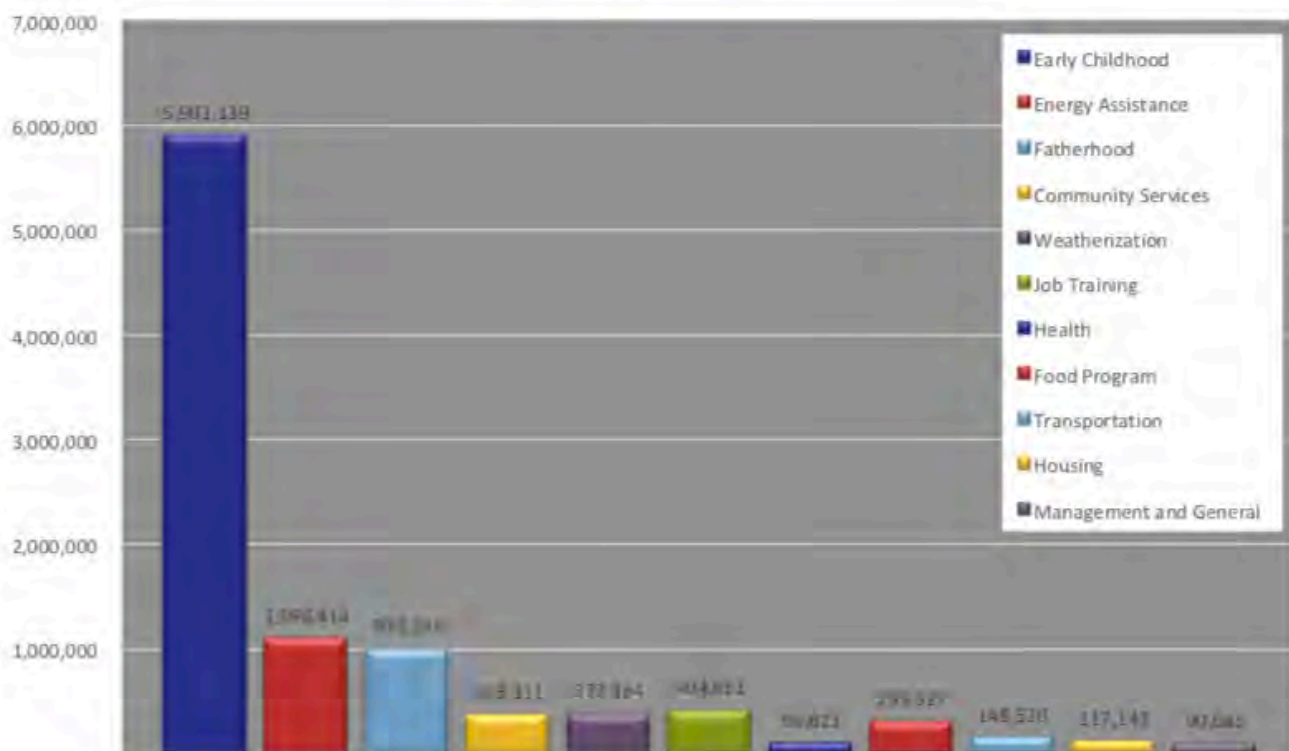
Notes: In addition, non-federal share from personal services, occupancy, meals, and miscellaneous were \$931,985, which are included in the above figures.

Sources: FYE 6/30/19 audited financial statements for Gateway Community Action.

Revenue by Sources for FYE 6/30/19 Total - \$9,872,379



Total Expenses by Service Categories for FYE 6/30/19 Total - \$9,888,985



Information Technology

Technology has always been an important aspect of our services, helping to drive innovation in our agency. However, in March of this year, technology surpassed being merely important and rose to the level of an absolute need in order to continue business operations in the face of the pandemic. The addition of a technology support technician in order to assist with the deployment of an increasing number of devices has been monumental. At this point, more than ever, the success of the agency is dependent upon reliable technology that is consistently available and delivered to all employees.

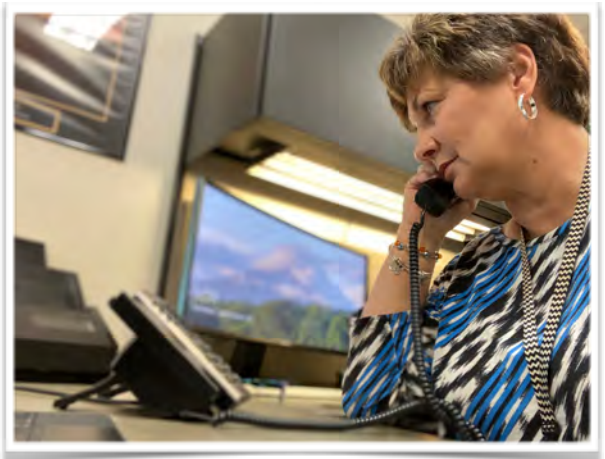


COVID-19 sent the majority of staff into a telecommute status, creating the need for VPN's, equipment with the capability needed to work remotely, and audio/video communication platforms such as Google Meets and Zoom in order to continue normal business meetings and interactions. Within a one-week period, the administrative and management team came together, developed strategies, and executed established plans. Our systems provide the ability to telecommute and our robust, reliable, and secure network has allowed us to conduct business in today's current and precarious circumstances.

The addition of the Head Start extended service areas of Bracken, Fleming, Lewis, Mason, & Robertson counties, saw our numbers of deployed devices double to more than 200 computers, 100 cameras, 100 phones, 300 tablets, and dozens of printers.

Our network has grown to include 28 sites made up of over 100 pieces of network equipment. The network is at the core of everything we do and allows for innovative solutions to problems like videoconferencing and internet connected phone systems.

Our newly implemented phone system continues to grow and now includes our Head Start extended service area. It will be finished early in the upcoming year at all remaining Head Start sites. This allows for better communication internally across the agency as well as ensuring parents have a way to communicate directly with their child's teachers. Our new phone system can be used anywhere an



employee has an

internet connection. While the pandemic was not even a consideration when we undertook our phone upgrade, it came as a timely endeavor. Since the phone uses an internet connection, incoming calls can be answered and managed wherever an employee is physically working. We have also upgraded internet connections in many of our sites in order to support the new phone system and minimize downtime.



We continue to look for new and innovative ways to improve the agency's technology capabilities. The success of the IT department is directly tied to the productivity of employees, the health of the agency, and the positive experiences of customers.

Human Resources Report

The Human Resource Department has primary responsibility for managing and assisting with all employee related matters including such functions as policy administration, recruitment, benefits administration, employment and labor laws, new employee orientation, training and development, labor relations, personnel records retention, health & safety, and legal & regulatory compliance. HR works closely with all agency programs to support and respond to their needs.

The HR department works with administrative staff to complete an annual review of the Personnel Policies & Procedures, which are taken before the Gateway Board of Directors for consideration and approval. The Personnel Policies and Procedures outline the agency's expectations and requirements for all employees and are readily available online for personnel.

July 2019 - June 2020 Employment Statistics

Applications Received: 300+

Interviews Conducted: 240+

New Staff Onboarded: 130

Onboarding is an introduction that assists staff as they navigate their newly assigned responsibilities. We recognize the importance of ongoing professional development and each director offers staff assigned to their program a full spectrum of trainings specific to their regulations and program initiatives. In addition, employees come together annually to participate in an agency wide in-service where we host a variety of training topics designed to maintain a safe and cooperative work environment. During the agency's last in-service session, staff enjoyed the following topics:



Agency Updates/ROMA, Personnel Policies and Procedures Updates, Ethics and Employee Engagement, Financial Updates & Employee Web Based Portal Review, Managing Technology, Sexual & Workplace Harassment Prevention, Recognizing and Reporting Child/Elder Abuse, OSHA Health & Safety, Active Shooter – Planning for Survival, Customer Service, Evaluating Staff – Supervisor Training

Managing a roster of 250+ employees is always a challenge, but with the COVID-19 pandemic that began creating chaos for businesses in early March, a new set of unprecedented challenges and has lead us into uncharted territory. We have continued to work diligently to ensure the health and safety of the agency staff, customers, and our citizens. As a result of the pandemic, a great deal of time has been dedicated to remaining abreast of the latest information from our local government, our funding agencies, and the myriad of laws and regulations that set guidelines and best practices.





Low Income Home Energy Assistance Program (LIHEAP)

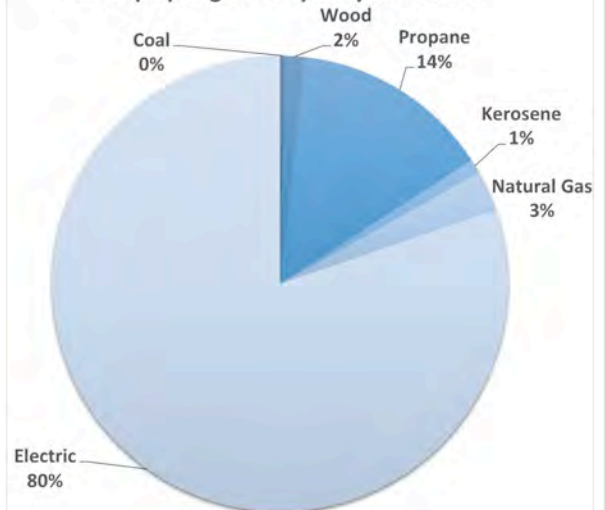
LIHEAP, a federally funded program provided through the Office of Community Services, Administrative for Children and Families, helps families and children stay warm in the winter.

In fiscal year (FY) 2019, Gateway provided \$963,922 in funding to assist 5,785 households. Heating assistance consisted of wood delivery, kerosene, and payments made on the customer's behalf directly to propane and electric companies.

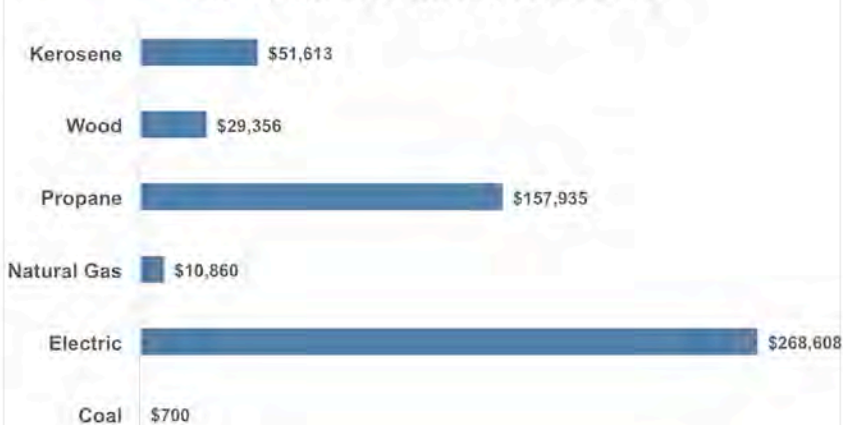
LIHEAP Subsidy November-December 2019



Liheap Spring Subsidy-May-June 2020



Liheap Crisis-January-April 2020



Gateway Community Action's Community Service Block Grant Scholarship Recipients

It is always a pleasure to see our youth excel and Gateway is pleased to offer \$500 scholarships to help with their education. In order to be considered for a scholarship, students are required to submit proof of enrollment at a university or technical college and the completion of the FAFSA application. In addition, they are required to submit an application, proof of income, and an essay in their own words describing the qualities that made them deserving of the award.

Zachary Clemons and Marisa Brown, pictured below, are extraordinary young people and are very deserving of the scholarship. We wish them every success as they enter this new phase of their lives and the very best in all of their future endeavors.



"I have found a passion in serving others in my community. This scholarship will help me pursue my degree in math and science and minor in health promotions. I hope to settle in Eastern KY and continue to give back to the area I know and love."

-Zachary J. Clemons

"Receiving this scholarship is an investment towards my community's future. This scholarship will allow me the opportunity to give back to my rural community and let me become more capable to encourage future students to be driven towards a successful life. I am attending Morehead State University pursuing a degree in Agricultural Education and minor in Agribusiness. "

- Marisa R. Brown



"Our goals are the roadmaps that guide us and show us what is possible in life."

Tenant Based Rental Assistance (TBRA)

Safe and affordable housing is one of the most basic and important needs of all families. Through the TBRA program, we connect families with available housing units and serve as a liaison with landlords in order to create seamless transitions into homes that offer shelter and security everyone needs.

We have assisted thirty-five individuals and families, 60% of which were deemed homeless, transition into affordable and safe housing. These individuals and families will have the time to work toward budget management and long term housing.



"We were homeless and Gateway helped us so much in finding a home. They even helped us get stuff for our new home. I am so thankful for Gateway. We would still be homeless in the cold if it wasn't for them. Thank you so much for everything."

- Susan

"As owner of White's Rental Properties, working with Gateway Community Action has been a blessing and an asset for my rental business. The employees that I have worked with, have always been very helpful and eager to help their clients and also the landlord. I am always glad to work with them. This program is a win - win situation for tenant and landlord. Thank you so much for helping the tenants and for helping me - as a landlord."

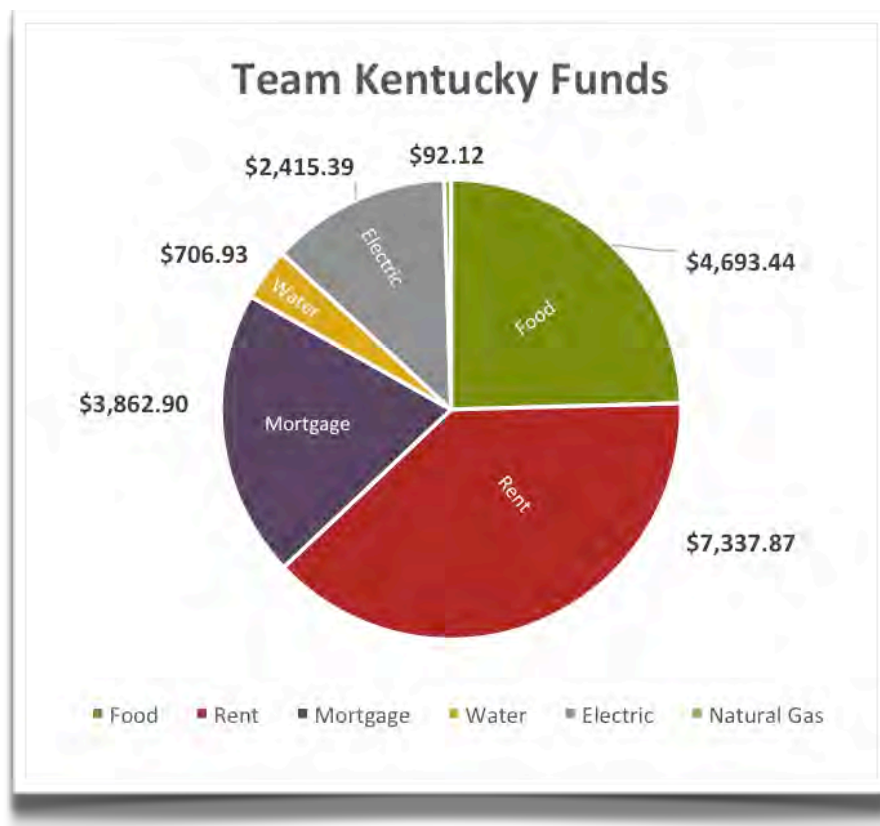
- Sincerely, Joyce White.



Team Kentucky Fund

In March 2020, Governor Andy Beshear established the Team Kentucky Fund to help Kentuckians experiencing an employment-related financial hardship. During the COVID-19 public health emergency Kentucky's Community Action Network was honored to be selected as a strategic partner of Team Kentucky. Our role is to assist with the collection and evaluation of applications for assistance. Applications can be submitted via an Online Application Program developed by the Commonwealth of Kentucky or, if necessary, a paper application.

Gateway, as part of the Community Action Kentucky network, provides eligible applicants with vouchers, up to \$1,000 per household to be used for rent, mortgage, groceries, and utilities.



Gateway has approved 27 applications and assisted 82 individuals with the completion of applications to date. \$19,1058.65 has been provided to help individuals and families in need.

TEAM
KENTUCKY

Crusade for Children



Gateway receives \$8,500 from the Crusade for Children Foundation to support our collaborative effort between Gateway Community Action Head Start and Rowan County Board of Education. This funding will allow us to purchase poured in place playground surfacing for the outdoor play area at the new Rowan County Head Start/Preschool facility.

Successful projects consist of good planning and cooperation among key stakeholders. The intent of this project is to provide surfacing that allows for safe and accessible entry into the playground.

Early Head Start Works



Cindy Armentrout, a 63-year old Grandmother raising four of her grandchildren, recently moved to Rowan County. Through a referral from the local school district, Ms. Armentrout contacted our Early Head Start program. She commented on how friendly and helpful staff were as she navigated the enrollment process for her grandson Raiden.

Raiden enjoyed a year in the Early Head Start program before transitioning to Head Start. Ms. Armentrout said both she and Raiden have grown as a result of the program. Raiden has benefitted from being with children his own age and has developed a strong sense of self. Ms. Armentrout has enjoyed the opportunity to volunteer, stating; *"This program has helped me in many ways. It*

allowed me to meet new people when I moved to this area. I love that Gateway has allowed me to be a volunteer with the program. It has made me feel better about myself and by volunteering, I have the opportunity to watch the kids grow and change."

We appreciate all of our volunteers and value the importance of family involvement in creating positive outcomes for children. Volunteering helps the program too! Parents and certified volunteers assist with services we would normally pay staff to complete, providing non-federal share dollars for the program and illustrating local support of the services. We have logged more than 600 volunteer hours and 160 of those hours were spent in our Early Head Start classrooms.

"Volunteers are not paid, not because they are worthless, but because they are priceless!"

Head Start Literacy Activity

We are always looking for fun ways to integrate learning into our classrooms and encouraging volunteerism is one of them.



Ms. Sharon Gillespie, pictured, is a local author of a children's book entitled, *"Zoe a Trio of Stories"*. Ms. Gillespie participated in a literacy activity and was gracious enough to read her story to our students and then donated the book to our classroom! Having stories read, along with a variety of books in the library area, help children practice critical thinking and supports emerging skills such as paying attention in large group settings, developing an appreciation for the written language, and peer to peer interactions such as sharing and taking turns, all of which are important stepping stones

for later school success. Through school readiness assessments, we have seen a 47% growth in literacy scores of our four year olds, making them Kindergarten ready!



COVID-19 Early Head Start/Head Start

Gateway Early Head Start and Head Start typically has classrooms filled with children throughout our service area. This year has been vastly different as a result of the COVID-19 pandemic. Through the support of our communities and in partnership with our families, we were able to meet the challenges that accompanied the pandemic. Through the use of technology and utilizing other means of communication that ensured the safety of staff and families, we provided services to our children while being #healthyathome.



Through a very difficult and uncertain time, we continued to maintain contact, provide supplies, educational materials, and most importantly, a connection to their school environment to provide a sense of normalcy. The close of our classrooms was a sad time. We missed seeing the children every day, we missed the hugs, hearing the laughter, and watching children grow and flourish through classroom instruction. However, we also gained a great deal. Our relationship with families flourished, we realized how much can be accomplished together, and we celebrated separately, but together, all of the innovative learning opportunities created in the home.

During a time when nothing felt normal, we are proud of our staff, families, and communities for rising to the occasion to help our children feel safe and remain connected. In our efforts we have distributed over 1,700 diapers and over 500 meals to our children and families. Our staff have facilitated more than 58 virtual meetings to ensure program services are provided on a daily basis. We have continued to complete assessments and track more than 600 outcomes for our Early Head Start and Head Start children, seeing growth that will ensure our children are kindergarten ready!

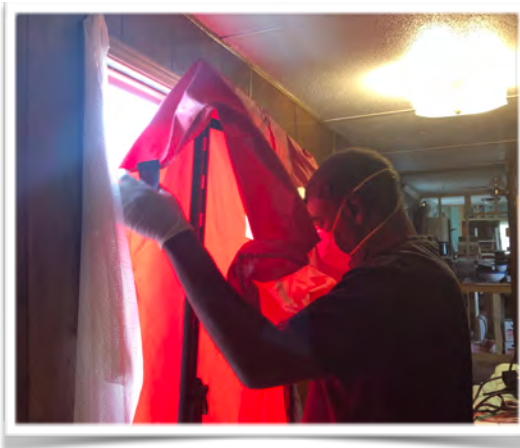


Weatherization Assistance Program

This year, Gateway's Weatherization Assistance Program has helped make seventeen homes safer and more energy efficient. Thirty-two occupants resided within those seventeen homes, twenty-two of which were elderly and/or disabled and five were children.

The Weatherization crew improved the living conditions of occupants through the following efforts:

- Installed 340 bags of insulation
- Applied 187 tubes of caulk
- Installed 136 LED light bulbs
- Replaced/Installed 14 new heat systems
- Installed 22 low flow energy efficient shower heads
- Installed 17 carbon monoxide monitors
- Installed 68 smoke alarms
- Installed 17-bathroom exhaust fans



Customer Spotlight

Mrs. Dunn is an eighty-year-old widow residing in a 1995 14x70 mobile home in rural Morgan County. Mrs. Dunn applied for the Weatherization program to help with her heating and cooling costs. She stated her home just didn't feel as comfortable in the winter and was supplementing her electric furnace with a ventless propane wall heater.

A thorough pre-inspection was conducted by our Quality Control Inspector that included blower door testing, duct blaster testing, furnace inspection, and checking existing levels of insulation in the home. We were able to replace Mrs. Dunn's 25 year old furnace with a much more efficient heat

pump system that would both heat and cool. Duct sealing to prevent losing heat to the outside was performed along with general air sealing to prevent drafts and air from entering the home. LED light bulbs were used to replace the older inefficient incandescent bulbs. In addition, twelve bags of blow-in fiberglass was installed in the roof of the home to increase the R-value. All weatherized homes receive health and safety attention. A ground cover was installed under the mobile home to help prevent moisture from entering the home along with four smoke alarms and a carbon monoxide monitor. Pressure relief piping was installed on the hot water system per code, and a new continuous-run bathroom exhaust fan was installed to improve air quality as well as removing moisture from the home.

Mrs. Dunn expressed to us her gratitude for the improvements and said her home immediately felt more comfortable. With these improvements, Mrs. Dunn can expect lower utility bills and energy savings in the years to come.



New Pathways for Father & Families Program



A team from the National Fatherhood Regional Center (NFRC) visited Gateway's Fatherhood program, spending two days viewing class sessions and talking with staff, partners, and participants. The site visit team had an opportunity to meet with prison wardens and staff to gain their insights on the successfulness of the program. Wardens discussed the importance of helping inmates benefit from programming on a range of topics that encompass traits and characteristics of a good father, how to manage healthy relationships, developing a strong work ethic, and effectively managing money.

The team was highly impressed with program outcomes and during a conference hosted by the Administration for Children and Families, Gateway was honored with an award for data input.

"They have a tremendous job in terms of matching services to client population. Serving individuals in Appalachia is very different. They not only work well with clients in the community but tailor services to an incarcerated population which is really important. I think they have done a tremendous job with that."

~ Dr. Michele Staton, University of Kentucky Research Foundation Data Analysis Department

Classes at Montgomery County jail as part of their Substance Abuse Program (SAP) is held for 4 ½ weeks, four hours per day, for nine days. Rowan County Detention Center hosts classes every nine weeks with one class per week for four hours. Completion of the content takes two months and this fiscal year, 79 individuals completed the programs.

The class structure for state prisons take the longest to complete. Classes are offered weekly in two-hour sessions for eighteen weeks. To be eligible, inmates must have six months or less remaining on their sentence and have a clear conduct. If all sessions are completed, inmates receive "good time" which provides a 90-day reduction of their sentence. 189 inmates successfully completed the program and were awarded good time.



Voices of Participants

"When I first got here, I didn't think it would work. I finally started seeing myself in things people said about themselves. I came to find out it was my way of thinking. I tried to manipulate my way through life and had a hard time admitting I am an alcoholic. When you come here, you have to make a commitment to better yourself. Get clean, get clear mind and you get to learn what you need to be in your kid's life. You find God. This is teaching basic footwork for sustaining family"

~Jeremy, MIC Participant

"I thought it would be boring, but we had a good facilitator. I've learned how to work my debts and how to get rid of them. I learned from the fatherhood program how to listen more and be an inspiration and not a dictator – to lead by example"

~ Devon, MIC Participant

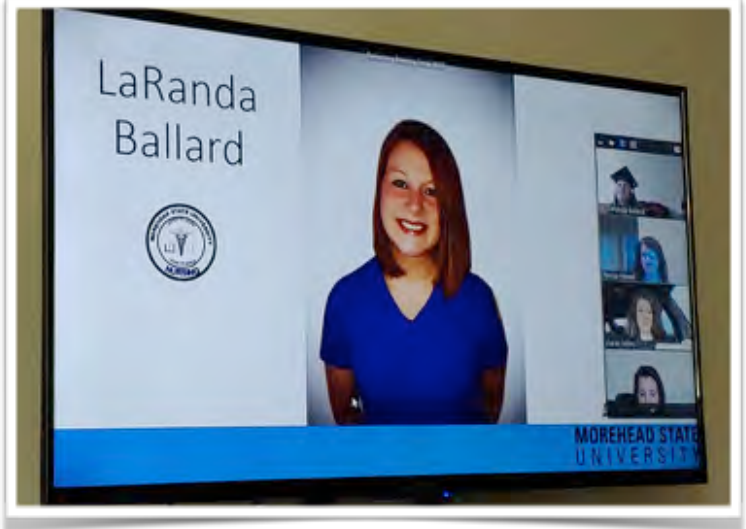
Kentucky Career Center JobSight Helps Clients Meet Employment Goals



Dylan came into the Kentucky Career Center JobSight in October 2019 looking for employment. He stated *"I have never had a job, I have never worked, but I would like to."* His Career Advisor asked about his interest and found out he would be open to working at a gas station. A job search led to applying for a position at Cougar Corner, a local gas station.

Follow up the next day and then a week later found that he had settled into a routine. He said; *"I've met a lot of new people and I'm becoming more outgoing and talkative"*. He expressed a tremendous amount of appreciation for the services offered through the Career Center as well as the assistance and support of his Career Advisor.

Menifee Countian LaRanda Ballard visited the Frenchburg Kentucky Career Center JobSight in early 2019, inquiring about help with completing her nursing program. LaRanda shared that she was in her last year of nursing school and was determined to finish. She was a fulltime student, mother of three, studying constantly, and completing clinical hours each week. Gateway was able to help with tuition, books and travel. LaRanda graduated May 15, 2020 and immediately began applying for jobs. She was offered a job at Baptist Health in Montgomery Alabama and accepted the position. She said, *"It was my dream to live in Alabama and be close to the ocean. It just feels like it is meant to be."*



Lineman Rodeo at Maysville Community & Technical College. Out-of-School Youth Jacob Cantrell was assisted with tuition and supportive service through the Kentucky Career Center Jobsight. Jacob graduated from Maysville community & Technical College on August 9th 2019. He began work for Precision Cable on October 14th 2019.

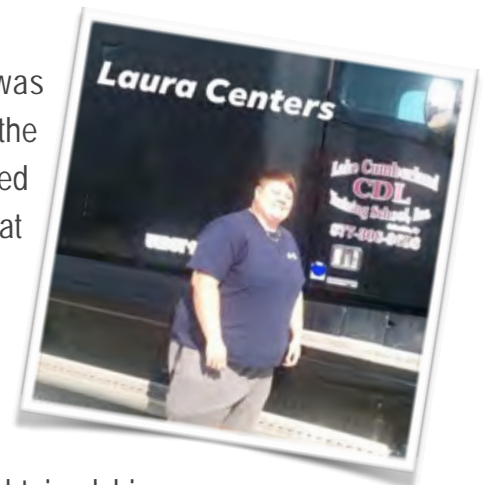
WIOA Customers are on the ROAD to SUCCESS

Ernest Vest was a Coal Miner who was at a crossroads. The mines were slowly shutting down and it was hard to find another job in his field. When he found himself out of a job he did not know where to turn. He had always wanted to get his CDL so he met with a Career Advisor. "I really appreciate what the Kentucky Career Center has done for me". Ernest Vest was quoted saying his Career Advisor; "Enrolled me as a client and set me up with training at the Lake Cumberland CDL school. She assisted me with transportation to school and didn't leave me hanging after the training but helped me get my first real job as a CDL driver for B & J Supply. Now I travel all over the United States. The Kentucky Career Center provided me with the means and ability to make a good living for my family. Not bad for an old coal miner".



Heather Chester, Dislocated Worker was assisted with CDL training through the Community Impact Grant. Heather obtained her CDL and is on the road to success. She said "Thanks to the Kentucky Career Center JobSight in Menifee County for the help."

Laura Centers, Dislocated Worker was assisted with CDL training through the Community Impact Grant. Laura obtained her CDL and stated she was grateful for the help at Kentucky Career Center JobSight office in Menifee County.



Rocky Dulen is the first youth that completed our new opportunity youth program. He has successfully completed the CDL Training and obtained his CDL Licenses. Rocky said he wanted to thank the Kentucky Career Center for everything they did for him. The Career Center has given him an opportunity that he would not have had without their support.

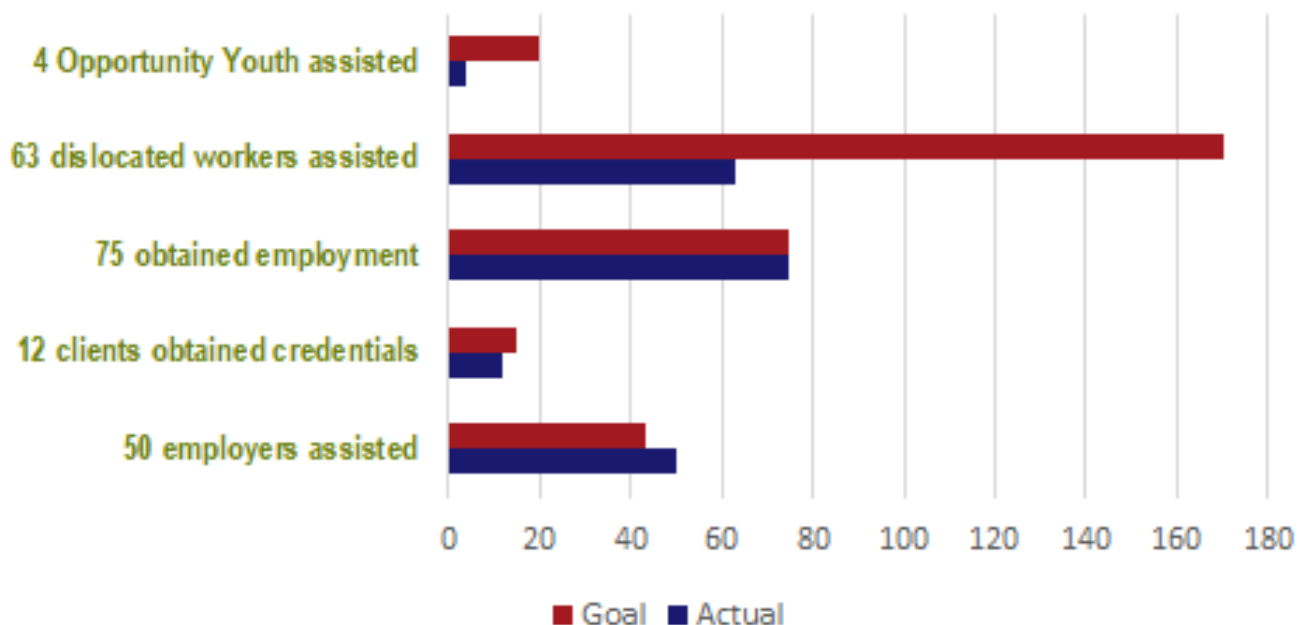


Career Advisor Assistance



The Covid 19 Pandemic put the Kentucky Career Center JobSight/ WIOA staff in a position to assist with Unemployment calls throughout Kentucky. Our four WIOA Career Advisors were trained to help with an array of services that consisted of resetting pins to communication concerns. The staff handled a total of 5633 calls from April – June 2020. They were able to work from home and had headsets to answer calls from an Amazon Connect system via laptop.

WIOA 2019-2020 Goals

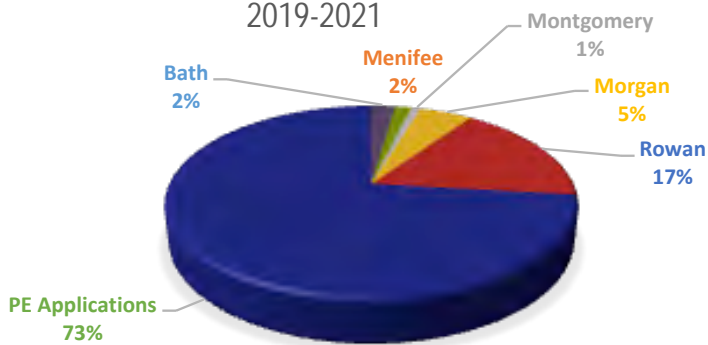


Health Benefit Assister Program

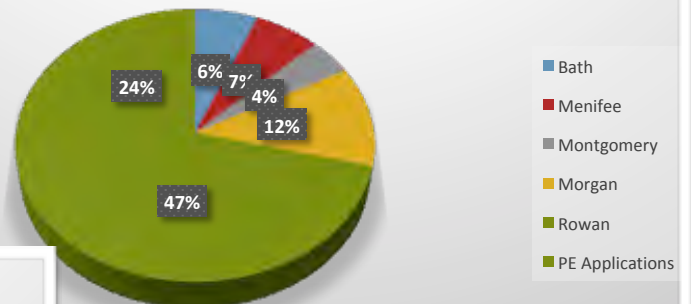
During the COVID-19 emergency, Presumptive Eligibility (PE) application access has been expanded in Self Service Portal to Department for Community Based Services caseworkers and Application Assistants. Conditions such as existing PE income, incarceration, existing insurance checks, citizenship, and calendar year checks were relaxed. During the months of May and June 2020 Assistants completed 1143 applications. A total of 957 PureCloud calls were taken, along with calls to assist those who lost employment across the state due to Covid 19.



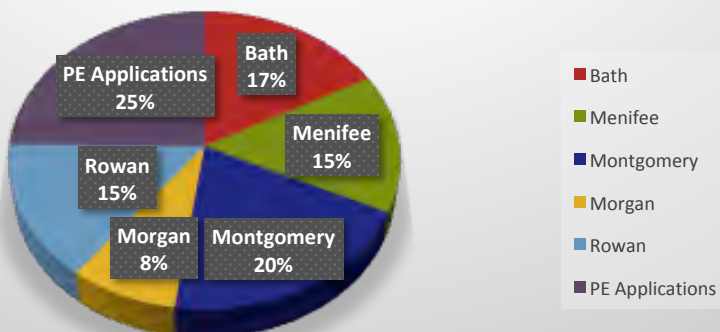
HEALTHCARE MEDICAID/INSURANCE
ENROLLMENTS
2019-2021



Other clients assisted



Outreach and Education Contacts



"My name is Stephanie Osborne and I got help from Kim Plank at Gateway to get healthcare. I appreciate all the help she gave me with the process of getting healthcare. It has helped me tremendously and I'm very grateful."





Gateway Community Action Agency
151 University Dr.
West Liberty, KY 41425
606-743-3133 or toll free 1-800-927-1833