





## Charlene Engle, CEO Report

We are pleased to present this year's annual report. COVID has been front and center for almost two years but we have found ways to push through, even in the most difficult of situations. That is a testament to our staff, board, community partners, and those we serve.

If I had to choose one thing to talk about this year it would have to be technology. As COVID raged, agency technology took center stage and became our "lifeline" for conducting business.

Board meetings moved to Zoom and internal meetings moved to Google Meets. Head Start and Early Head Start classrooms provided virtual lessons using Google Classroom and outreach staff used the WaitWhile app so customers could safely stay in their vehicles while awaiting a text for their appointment.

We moved to a web-based accounting software and now have an HR/payroll online software that allows staff the freedom and flexibility to manage many of their own documents. Our agency in-service, which typically occurs with all agency staff in August has not occurred since 2019. We have used our HR software to innovatively record welcoming messages, agency training updates, and external pre-recorded training sessions.

Phone systems, electronic signature platforms, mobile devices, IPAD's, all have become our daily connection to our customers and to each other. The learning curve for staff has been steep but I'm proud to say that everyone has stepped up and made it work.

When I think of the last year, the word resiliency comes to mind. Community action is known for being resilient, for staying in step with current events, while maintaining our core values which were outlined in President Johnson's 1964 state of the union address more than 50 years ago. Navigating the COVID landscape has been difficult and has taken the resiliency, determination, and focus of all staff, the support and guidance of our board, and the patience and understanding of our customers.

We look forward to moving past the pandemic but will never completely return to our pre-COVID practices. We will maintain many of the "new" ways of conducting business that has allowed us to reach more people. We will create new structures while ensuring we stay true to our core mission of helping people. Necessity is the driver of most change and in the words of Maya Angelou, "do the best you can until you know better, then when you know better, do better!"

We hope you enjoy reading about all of the amazing work that has continued to occur during a difficult and challenging time in our history.

***Far and away, the best prize that life offers is the chance to work hard at work worth doing. - Theodore Roosevelt***



## Gateway Board Members

### Target Sector

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

### Public Sector

Judge Harry Clark  
 Judge Wallace Johnson  
 Judge Bobby Rogers  
 Judge John Will Stacy  
 Judge Rick Stiltner  
 Mayor Al Botts  
 Shenea Easterling  
 Stephanie Crouch  
 Robert Hamm  
 Debbie Little

### Private Sector

Brad LeMaster, Chairman  
 Phyllis Lawson, Vice Chair  
 Pam Branam  
 Emily Boyce  
 Marcelle Doggett  
 Margie Gross  
 William Shields 'Rusty' Hedrick  
 John Henderson  
 Rhonda Sloan  
 Brandon Wells

## Brad LeMaster, Board Chair Report

Welcome to another annual report! We have continued to deal with the challenges that COVID has created. Staff have found innovative and creative ways to provide services and have utilized technology more efficiently than ever before.



The board of directors have not been exempt from the need for creativity. Our last full board in-person meeting occurred in March of 2020. After that, our meetings moved to virtual. A few months ago we began offering a "hybrid" option. That option gave members the choice of in-person or virtual and for those that attended in person, social distancing was observed.

The ability to meet virtually is due to the agency's IT department and the measures quickly put into place to make that possible. The agency has created a "Zoom Room" in their central office building, adding monitors and other equipment necessary for a better virtual experience for those members participating through Zoom. Future plans include an updated audio system to create better sound quality.

Meeting virtually meant our bylaws had to be updated to support our "new" reality. An ad-hoc committee spent several months reviewing laws, regulations, and policies with the draft taken before an attorney for final review. The board has been very involved in and approving the ongoing updates of many other agency policies to reflect the changes of doing business in the midst of a pandemic.

It continues to be an honor to serve as chair of this wonderful organization. This year, more than ever, we have witnessed the resiliency of the board, the staff, the community, and our customers that have needed our services more than ever before.

*An effective group spirit on a board is one that attracts members, makes them want to work with one another, and gives them a sense of pride and satisfaction in the program and the board itself*

*-Cyril Houle*

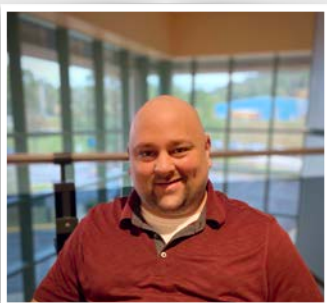
## Gateway Administrative Staff & Program Directors



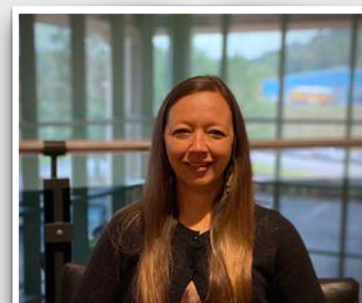
Kristy Gamble, CFO



Kristy Gallion, CCO



Tristan Daniel, CTO



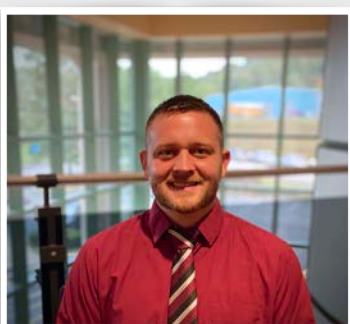
Martina Roe, Director of Early Childhood



Wendy Crain-Lawson, Director of WIOA/KYNECT



Angie Elliott, Director of CSBG/LIHEAP



Evan O'Neal, Director of Weatherization



Leah Kohr, Director of Community Initiatives

## MONEY, MONEY, MONEY!!!

In FY 2020, Gateway had an increase of approximately 24% in revenue from the prior year. Due to receiving additional funding in our current programs, the Accounting Department was able to implement a new fund accounting software.

Over \$12.5 million in comprehensive services was expanded in support of Gateway citizens throughout our five counties. This results in stronger families and stronger communities.

### Gateway Community Action Summary of Financial Activities Agency Fiscal Year Ending June 30, 2020

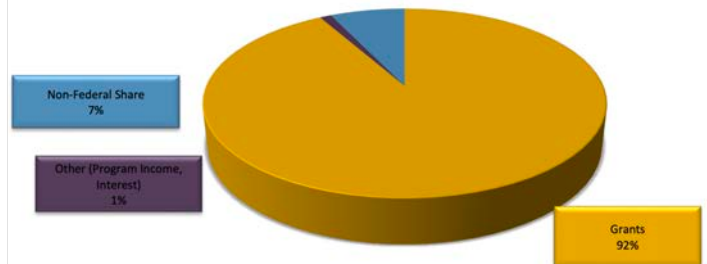
Revenue from all sources	\$ 13,002,669
Expenses from all services	12,536,252
Increase in net assets	466,417

Net assets at beginning of year	490,626
Advance Monies Returned	-
Total unrestricted net assets	\$ 957,043

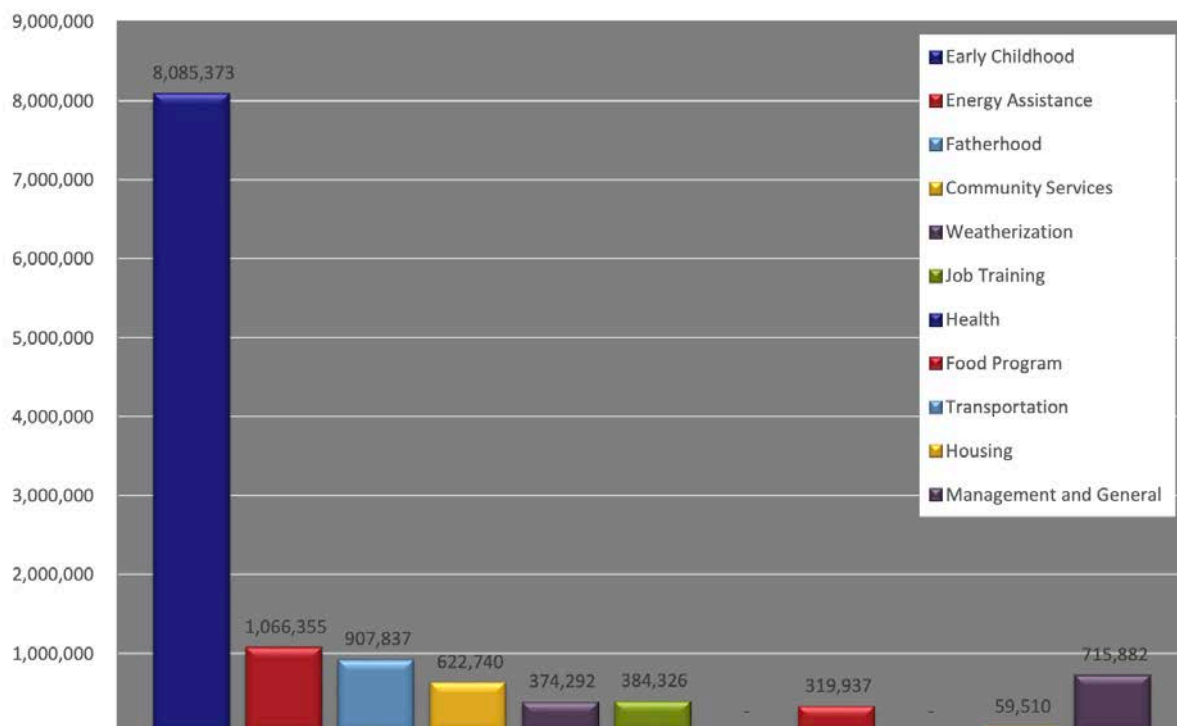
**Notes:** In addition, non-federal share from personal services, occupancy, meals, and miscellaneous were \$931,152, which are included in the above figures.

**Sources:** FYE 6/30/20 audited financial statements for Gateway Community Action.

Revenue by Sources for FYE 6/30/20  
Total - \$13,002,669



Total Expenses by Service Categories for FYE 6/30/20  
Total - \$12,536,252



# Human Resource Management System Success

It is our pleasure to share with you this report, which highlights the activities of Gateway's Human Resource Department. The department has focused on building Gateway's reputation as a leading employer, which stems from our commitment to providing quality comprehensive services to our customers. We do this by providing guidance and leadership in the areas of talent acquisition, human rights, compensation, performance management, health and safety employee/labor relations, performance management, employee accommodation, and employment legislation compliance.



It's imperative for Gateway to maintain a proactive health and safety culture. Throughout the 2020-2021 year we have worked diligently to ensure the health and safety of the agencies staff, customers, and our communities, especially with the issues that have arisen as a result of the COVID-19 pandemic. It has taken a daily commitment to remain abreast and compliant with a myriad of regulations, guidance, and best practices updated frequently by local, state, and federal agencies.

Over the past year we have implemented a new HR/Payroll software to assist with continued agency growth. The new software provides greater visibility through job postings to external job boards and providing applicants an electronic application that can be completed on any phone or electronic device. It also allows for greater employee involvement, providing employees with user friendly access to enter, update, and manage their own HR data; time entry, leave requests, access to complete agency forms, and participate in trainings.

With the implementation of the new software we have seen an increase in the number of employment applications, receiving more than 400 over a 6 month period as well as an increased ease of onboarding for 25 new hires.

It has been a busy year for the HR Department as we continue to focus on supporting a highly performing dynamic workforce of engaged employees. In reflection, we are extremely proud of all the work that has taken place and are looking forward to what's to come.



## Community Service Block (CSBG) Grant Scholarship Recipient



We're pleased to announce this year's CSBG scholarship recipient, Allison Keeton. Ms. Keeton will receive \$500.00 to put towards her college education. She will be pursuing a degree in Agriculture Education at Morehead State University. Her goal is to become a 4-H agent and work with the local extension office.

To qualify, students must have been CSBG eligible, a US citizen and have been active in the county in which they reside. Students must show proof of enrollment in a University or Technical College, and completed the FAFSA application.

Congratulations on receiving the CSBG Scholarship! We wish you the best in all future endeavors.

## Funding Spent Helping Empower Individuals and Families

**LiHeap Fall Subsidy Breakdown by County & Utility Dollars Spent**

	Propane	Electric	Natural Gas	Wood	Kerosene
<b>Bath</b>	\$21,450.00	\$21,950.00	\$4,600.00	\$3,600.00	\$3,850.00
<b>Menifee</b>	\$16,350.00	\$21,050.00	\$2,200.00	\$1,550.00	\$1,169.31
<b>Montgomery</b>	\$4,250.00	\$36,581.00	\$3,150.00	\$800.00	\$1,650.00
<b>Morgan</b>	\$36,100.00	\$37,400.00	\$800.00	\$2,000.00	\$7,743.78
<b>Rowan</b>	\$10,050.00	\$65,950.00	\$2,600.00	\$2,550.00	\$2,199.76
<b>Totals:</b>	<b>\$88,200.00</b>	<b>\$182,931.70</b>	<b>\$13,350.00</b>	<b>\$10,500.00</b>	<b>\$16,612.85</b>

**LiHeap Winter Crisis Breakdown by County & Utility Dollars Spent**

	Propane	Electric	Natural Gas	Wood	Kerosene
<b>Bath</b>	\$32,851.06	\$60,827.25	\$2,955.34	\$4,900.00	\$7,507.46
<b>Menifee</b>	\$29,371.00	\$28,802.65	\$1,454.71	\$3,430.00	\$2,774.49
<b>Montgomery</b>	\$9,473.18	\$66,574.99	\$2,036.73	\$1,680.00	\$3,116.45
<b>Morgan</b>	\$76,875.75	\$35,023.23	\$1,223.73	\$3,800.00,	\$13,000.49
<b>Rowan</b>	\$19,369.42	\$76,130.06	\$1,133.43	\$5,600.00	\$3,898.27
<b>Totals:</b>	<b>\$169,940.41</b>	<b>\$267,358.18</b>	<b>\$8,803.94</b>	<b>\$19,410.00</b>	<b>\$30,297.16</b>

**Liheap Fall Subsidy Funds spent by County**

	<b>Funds Spent</b>	<b># of Applications</b>	<b>% of Funds Spent</b>
Bath	\$55,400.00	293	18%
Menifee	\$42,319.31	235	13%
Montgomery	\$46,431.70	260	15%
Morgan	\$84,093.76	468	27%
Rowan	\$83,349.76	471	27%
<b>Total:</b>	<b>\$311,594.53</b>	<b>1727</b>	<b>100%</b>

**Liheap Crisis Funds spent by County**

	<b>Funds Spent</b>	<b># of Applications</b>	<b>% of Funds Spent</b>
Bath	\$109,041.11	416	20%
Menifee	\$65,832.85	231	17%
Montgomery	\$82,881.35	301	6%
Morgan	\$129,923.20	400	46%
Rowan	\$106,131.18	419	11%
<b>Total:</b>	<b>\$493,809.69</b>	<b>1767</b>	<b>100%</b>

**CSBG CARES Funds spent by County**

	<b>Funds Spent</b>	<b># of Applications</b>	<b>% of Funds Spent</b>
Bath	\$61,170.71	226	17%
Menifee	\$36,147.59	160	10%
Montgomery	\$89,424.90	305	25%
Morgan	\$60,089.91	323	19%
Rowan	\$101,247.39	425	29%
<b>Total:</b>	<b>\$348,080.50</b>	<b>1439</b>	<b>100%</b>

**Healthy @ Home funds by County**

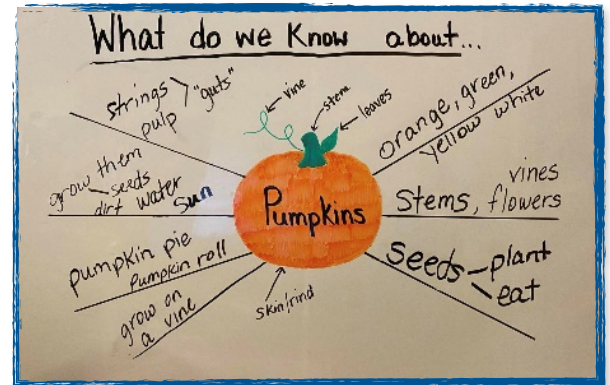
	<b>Funds Spent</b>	<b># of Applications</b>	<b>% of Funds Spent</b>
Bath	\$47,364.48	184	17%
Menifee	\$19,933.61	160	7%
Montgomery	\$34,742.02	125	13%
Morgan	\$60,047.74	219	22%
Rowan	\$112,042.58	366	41%
<b>Total:</b>	<b>\$274,130.43</b>	<b>1024</b>	<b>100%</b>



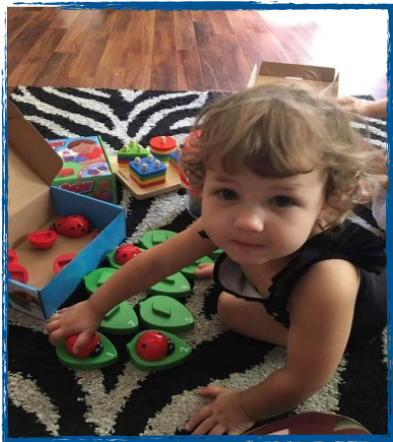
## Creating Pathways to STEM

In response to mounting evidence that acquisition of STEM concepts at an early age are a strong predictor of later academic success, Gateway Head Start/Early Head Start is creating a shift to improve the level and quality of instruction offered to our young students.

Ms. Tiffany Conley, Head Start teacher, implemented a discussion board that allowed children to reflect on what they learned during a pumpkin study. The study was conducted through virtual learning platforms, book readings, and weekly activities.



As early childhood educators, our teaching staff embrace the importance of nurturing the natural curiosity of young minds by developing interest in science, technology, engineering and math (STEM). The Head Start and Early Head Start programs have integrated STEM activities through child-centered projects. Pictured are Head Start/Early Head Start students engaged in STEM activities including robotics, earth science, and math.



The Child and Adult Care Food Program (CACFP) partners with Head Start programs to provide healthy meals for over seventy thousand Kentuckians. CACFP provides monetary reimbursement for meals that meet the required eligibility components. This is a critical service, providing financial assistance

for participating Head Start and Early Head Start programs. We are proud to report that a CACFP compliance desk review this year resulted in a clean report with ZERO findings! We commend our direct service staff, our partners, and our managerial staff for their excellent oversight and administration of the Child and Adult Care Food Program (CACFP).

## Custom Built Trike

Oaklea began her formal early education experience at Gateway Early Head Start in Bath County. Oaklea's family moved to Menifee County where she was able to transition to Gateway Head Start, at the age of three. Her family has been very impressed with the program and has indicated that the program has provided much support to Oaklea's success.

Oaklea is a very adventurous little girl who loves exploring and being outdoors. Diagnosed with a development delay at age 2, she has experienced difficulty with the balance and coordination she needs to ride a bike.

We were pleased to work in collaboration with Bluegrass Ambucs to access a custom built bike.

The family was ecstatic when it was announced that Oaklea was a recipient. One family member traveled from another country just to be with Oaklea for this joyful and life changing event.

Oaklea was so excited to receive her custom built trike from Bluegrass Ambucs! Her new trike allowed Oaklea to participate in outdoor activities much like any other child. She had it mastered before she was able to take it home.



## Head Start Hero



The Kentucky Head Start Association (KHSA) and Region IV Head Start Association celebrates Head Start Heroes by recognizing and appreciating staff for their accomplishments and valuable contributions.

This scholarship is designed to recognize a Head Start/Early Head Start staff that is making significant contributions to their local program and community by encouraging their continuing education at an institution of higher learning.

Gateway's very own Tiffany Samaniego, EHS/HS Operations Director, was selected at the local KHSA level to compete at the regional level, where she was chosen as the recipient of this prestigious award and scholarship. She received a commemorative plaque and a one-time scholarship of \$1000 toward an undergraduate degree at an institution of higher learning.

Congratulations Tiffany and thank you for striving each day to make a positive difference in the lives of children.





The Administration for Children and Families (ACF) conducted a Focus Area Two (FA2) monitoring review of Gateway's Head Start and Early Head Start administrative and program

operations during the week of January 25, 2021. We illustrated compliance with all requirements set forth in the Federal Head Start Program Performance Standards (HSPPS), Public Law 110-134, Improving Head Start for School Readiness Act of 2007, and state mandates. This is a rigorous federal review and we are extremely proud to report that Gateway was found to be fully compliant. This is made even more impressive by the sheer volume of information reviewed over several months. During the week of the review as multitude of interviews were conducted with various key stakeholder in addition to reviews of data and data analysis. Providing quality instruction in safe environments for children entrusted to our care is our daily goal and we are proud of our staff for their attention to detail and commitment to quality. We extend our gratitude and appreciation to our board of directors, policy council, parents, and community partners for their daily support and meaningful involvement in the review process.





## Weatherization at WORK

Gateway's Weatherization Assistance Program serviced 13 homes this year and 92% of those homes were occupied by elderly and/or disabled clients.

Weatherization services improved the living conditions of occupants through the following efforts:

Installed 301 bags of insulation

Applied 118 tubes of caulk

Installed 102 LED light bulbs

Replaced/Installed 12 new heating systems

Installed 10 low flow energy efficient shower heads

Installed 13 carbon monoxide monitors

Installed 43 smoke alarms

Installed 13-bathroom exhaust fans



We are pleased to provide a service that allows people to be more comfortable in their homes and others realize significant annual savings on their heating and cooling cost.



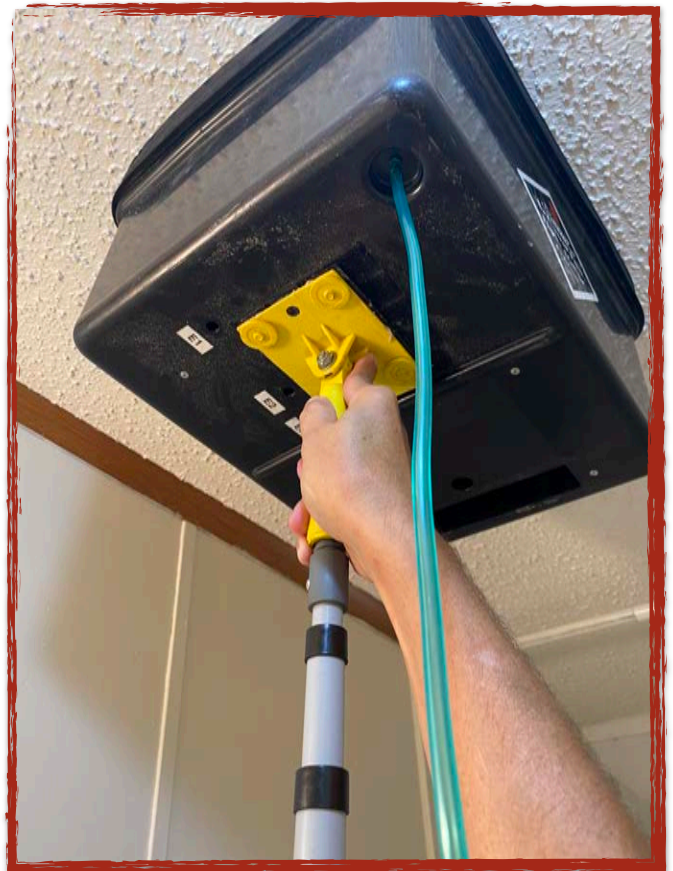
## Weatherization Works!



Mr. and Mrs. Romans pictured above was in desperate need of assistance to combat the increasing energy consumption and costs of their home. After visiting their local outreach office for possible services, they heard about the Weatherization Assistance Program. Mr. Romans 70 and Mrs. Romans 68 live in a 1998 32x70 mobile home in rural Morgan County. Ms Romans stated; *"rooms throughout my house are drafty and depending on which room I'm in, some rooms were hotter and some were cooler, and my electric bills are too high"*.

Once approved, 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 and duct work in the home. Those results were entered into our auditing system and it was determined there were several measures that could be taken to help resolve their extremely high energy burden. Mr. and Mrs. Romans 23-year-old furnace we replaced with a much more efficient heat pump system that would both heat and cool. Measures were conducted such as duct sealing to prevent drafts entering the home. Replaced light bulbs with LED light bulbs to increase energy efficiency. In addition, we utilized blow-in fiberglass insulation was installed in the roof and belly of the home, along with a new continuous-run bathroom exhaust fan to improve air quality as well as removing moisture from the home.

Mr. and Mrs. Romans expressed to us their gratitude saying *"thank you guys so much for all that you have done for our home. You have helped lower our utility bills, there is no more drafts going from room to room, and you have taken a lot of worries off of us because we were not able to have these necessary things done to our home that it needed, especially with the health conditions that we have had"*. With these improvements Mr. and Mrs. Romans can expect to have lower utility bills and energy savings during the harsh summers and winters to come.





# Healthy Marriage and Responsible Fatherhood (HMRF)

On September 30, 2020, the Office of Family Assistance (OFA) announced 113 HMRF grant awards to various organizations in 30 states to provide activities to promote Healthy Marriage and Responsible Fatherhood activities. This is the fourth time that Gateway has been part of HMRF funded programs. This round we received two grant awards – one for Healthy Marriage and one for Responsible Fatherhood. Gateway was one of only thirteen organizations nationwide who received awards for both programs, and the only organization receiving the Healthy Marriage grant in the state of Kentucky. These programs play a key role in helping the OFA achieve its goals to foster economically secure households and communities for the well-being and long-term success of children and families.



## Healthy Marriage/FRAMEWorks. - Family, Relationship, and Marriage Education Works

This award is a five year grant (2020-2025) with an annual operating budget of over one million dollars. This new program brought six new staff positions to the agency and will serve up to 100 clients annually. The program is open to singles and couples over the age of 18 in the nine county service area of Bath, Clark, Estill, Madison, Menifee, Montgomery, Morgan, Powell, and Rowan. As part of this program, Gateway was one of five grantees selected to participate in the SIMR Research Project – (Strengthening the Implementation of Marriage and Relations). The focus of our project is to improve recruiting, retention and engagement, and to test methods and strategies for larger scale groups.



## Responsible Fatherhood/FIRE- Fatherhood Family-focused, Interconnected, Resilient, and Essential

This is also a five year program (2020-2025) with an annual operating budget of over one million dollars. This new program brought five new staff positions to the agency and will serve up to 500 clients annually. The FIRE Program serves participants who are incarcerated or are part of a substance abuse recovery program in the 14 county service area of Bath, Boyd, Carter, Clark, Elliott, Estill, Greenup, Lawrence, Madison, Menifee, Montgomery, Morgan, Powell, and Rowan.

Both FRAMEWorks and FIRE programming consists of education and support services for promoting healthy relationships, parenting skills, financial literacy and job coaching. The funding for these two programs has allowed us to expand our services and open two remote offices to better serve our communities.



## Fatherhood Program Participant True Story

The MOST important information for us to share is a personal testimony from one of our Fatherhood Program graduates. Here's what Alex has to say:

*"Most traumas start at a young age. Lately I have been lead to find victory over them from great perspective and new views of a sober living. Most started at a young age though. When I was six, my half-brothers and I were placed in foster care with 12 other children with a man who drank all of the time. His wife just wanted us for the money. My half-brother's father eventually took all three of us in and tried to raise us, but we were shuffled from place to place including my half-brother's grandmother's house.*

*After I got a little older I remember testing drugs. I tried to fit in with the other athletes and started marijuana and alcohol. I never had much cash so I made money by selling other substances and became the middle man.*

*I lived with a woman who became pregnant and later found out the baby was not mine, but then stayed in their life trying to support them trying to use father skills I was never shown. After 3 ½ years, I caught my girlfriend with another man. There was a fight with this man and I ended up with a stab wound.*

*I spent some time in jail and after I got out I felt such a void of being loved and wanting a family of my own but didn't know how to relate to anyone. I began smoking meth and tried drugs through an IV. The drugs didn't seem to affect me so I used more and more.*

*I felt hopeless and unwanted and I didn't want to live. I couldn't see how blessed I was. God saved me from being electrocuted while I was working on a meter. He had also healed me from a car wreck I had had as a teenager.*

*Once I counted my blessings I figured it was time to do rehab. I went to a rehab for a month and started coming down off the drugs and realized I needed more sobriety.*

*I began Shepherds Shelter/Ross Rehab. It was strange at first because I never learned how to relate to people. I began connecting with people and connecting spiritually.*

*Gateway Community Action Agency classes started. They began by showing me how healthy communication matters and how to build a great foundation. During our classes there was learning, laughter and stories which helped us strengthen our bonds. The teachers taught us it is ok to communicate and get to the real root of the problems and to become confident in who we are. The Gateway class also taught us we can be great fathers, the give and take in relationships built on truthful love. They also taught us how to budget money. I am very thankful for all of their help and will remember them in my job seeking. Thanks again for this great experience that helped teach and shape me."*

With love, Alex



Alex (Fatherhood Program Graduate)  
and Jill Adams (Program Facilitator)

## Partner Shout Out

Kentucky River Foothills Development Council has been a long time partner for HMRF programs. As a delegate for Gateway, they provide services in four of the nine counties and are essential to program success. Melissa Gross, HMRF Director at Foothills has been a key resource and leader in HMRF education for over ten years.

**Kentucky River Foothills  
Development Council, Inc.**



David Carroll, Executive Director of Northeast Kentucky Community Action and his staff have partnered with Gateway to allow us to offer Fatherhood services in their community action jurisdiction. Their spirit of collaboration has allowed us to reach more people in the state.



The University of Kentucky (UK) is leading two impact

evaluations to collect and analyze data in order to gain a better understanding of how HMRF programming changes attitudes and behaviors in participants. This the second round of funding where UK has partnered with Gateway. The data from these studies helps determine if a program is effective, and what strategies work best. Only an impact evaluation can determine whether a program caused changes, such as change in client

outcomes. We are proud to say that studies show that our participants are “hopeful about their future” after taking our classes.

In addition Gateway is proud to be a member of the Commonwealth Center for Fathers and Families. This is a collective statewide initiative bringing together the ideas and resources of those from all disciplines working and advocating for the importance of fatherhood work.

Gateway is proud to be part of these community-based efforts to promote strong, healthy family formation and maintenance, responsible fatherhood and parenting, and economic stability. Healthy relationships and healthy families lead to healthy communities. We are passionate about the work we do.

*“What can you do to promote world peace? Go home and love your family.” — Mother Teresa*



## Gateway KCC JobSight Puts Former Miner Gene Keeton Back in the Driver's Seat of His Career



For Morgan Countian Gene Keeton, the Eastern Kentucky coal mines were a familiar place.

After more than two decades of nearly constant work, Keeton was hit with a layoff in February 2020. *"I had about 23 years in the coal industry and drew unemployment for about two and a half months and then I ended up getting a job on a road construction crew." "We got laid off from there after about four months when the road got finished."*

This pattern of uncertainty had gone on long enough, he adds, and it was time to take bigger steps to get to a more stable place. One call to Gateway Kentucky Career Center set all of that in motion for Keeton.

A partner in the Kentucky Career Center JobSight network of workforce centers, Gateway Kentucky Career Center JobSight provides Workforce Innovation and

Opportunity Act (WIOA) services in Morgan and Menifee counties under contract with the Eastern Kentucky Concentrated Employment Program, Inc. (EKCEP). Those services include programs for adults, dislocated workers, and for in-school and out-of-school youth who may need assistance honing skills such as résumé building or networking with local employers, or who need assistance being retrained or going to school.

As a laid-off coal worker, Keeton qualified for assistance through the Hiring Our Miners Everyday (HOME) initiative, which helps former coal industry workers and their spouses get back into the job market with retraining and job placements.

Keeton says he knew that he wanted to get his commercial driver's license (CDL) from the start.

*"I was tickled,"* Keeton says, stating that he was enrolled in the July 2020 CDL class at the Maysville Community and Technical College. "

With his experience driving 10-wheeler trucks while working in the mines, he explains that he was already pretty well versed in the ins and outs of CDL driving, he just hadn't been formally instructed.

Not only were his instructors helpful, but Gateway was able to pay for his full tuition and continued to offer assistance to Keeton throughout his class, including helping him build his résumé so he would be ready to tackle the job market once he got his CDL.

*"They actually even printed me off a bunch of them to where when I go put in applications somewhere, I'd fill out the application then I'd put one of those résumés with the application to show all the stuff I've done and everything,"* he adds.

Keeton passed his licensing test at the end of November 2020 and took just a few weeks before starting his first CDL job as a dump truck deliverer for Logan Industries.

*"To be honest with you, I like this job a whole lot better than the coal mines,"* Keeton admits. *"I'm in a good warm truck in the winter and an air-conditioned truck in the summer. I'm not wading in the mud or out in the weather, and my knees don't bother me as bad doing this as they did working in the mines where I was constantly climbing."* *"Unless they run me off, I plan on staying here,"* he adds with a laugh.

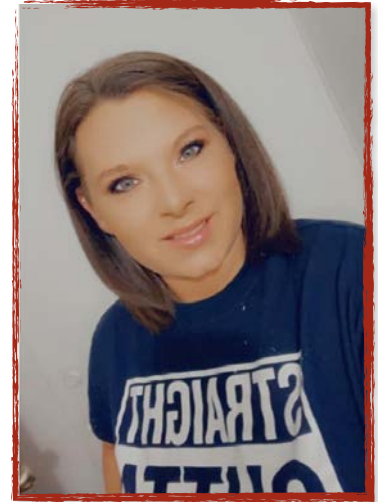
For anyone questioning whether they should get help with their career path, Keeton says not to hesitate to give Gateway or their local Kentucky Career Center a call.

*"I'd recommend anyone who wanted help finding a job to go on and go to Gateway,"* he says.



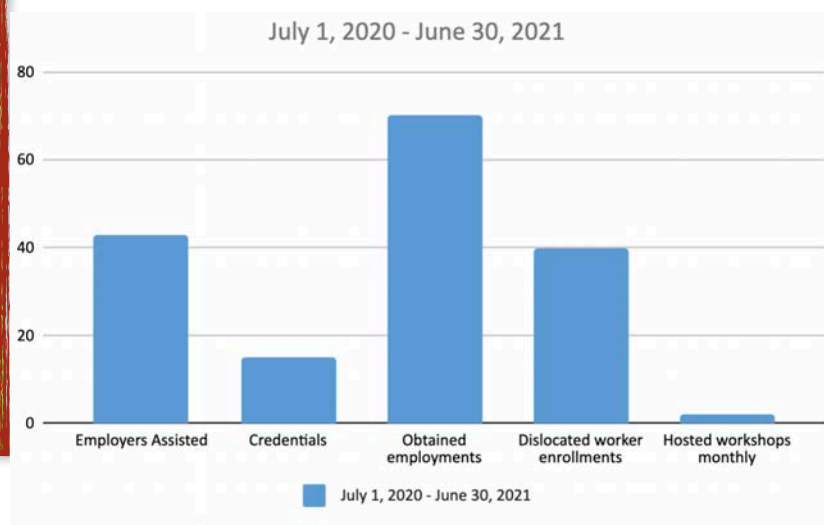
## Program Participant Success

Tara came into the Kentucky Career Center in August of 2020 and immediately began working toward her GED in order to begin job searching. She obtained her GED the very next month and began working on her resume gaining interview tips. She obtained employment at the Dollar General in October of 2020, as a cashier and has since moved into assistant manager.



Garrett Tackett, currently attending MSU and majoring in business administration, was interested in the One Up pilot program through EKCEP. This program provides experience that will bring interns into the corporate field and allow them to be a part of the day-to-day operations within the Human Resources and Talent Acquisitions departments. After a few meetings and completion of paperwork, he is currently working at Appalachian Regional Healthcare, Inc. in West Liberty, Ky. He is scheduled to complete the program in November of 2021. He is learning valuable skills that will give him a "One Up" in his chosen career.

## Helping One Person At A Time

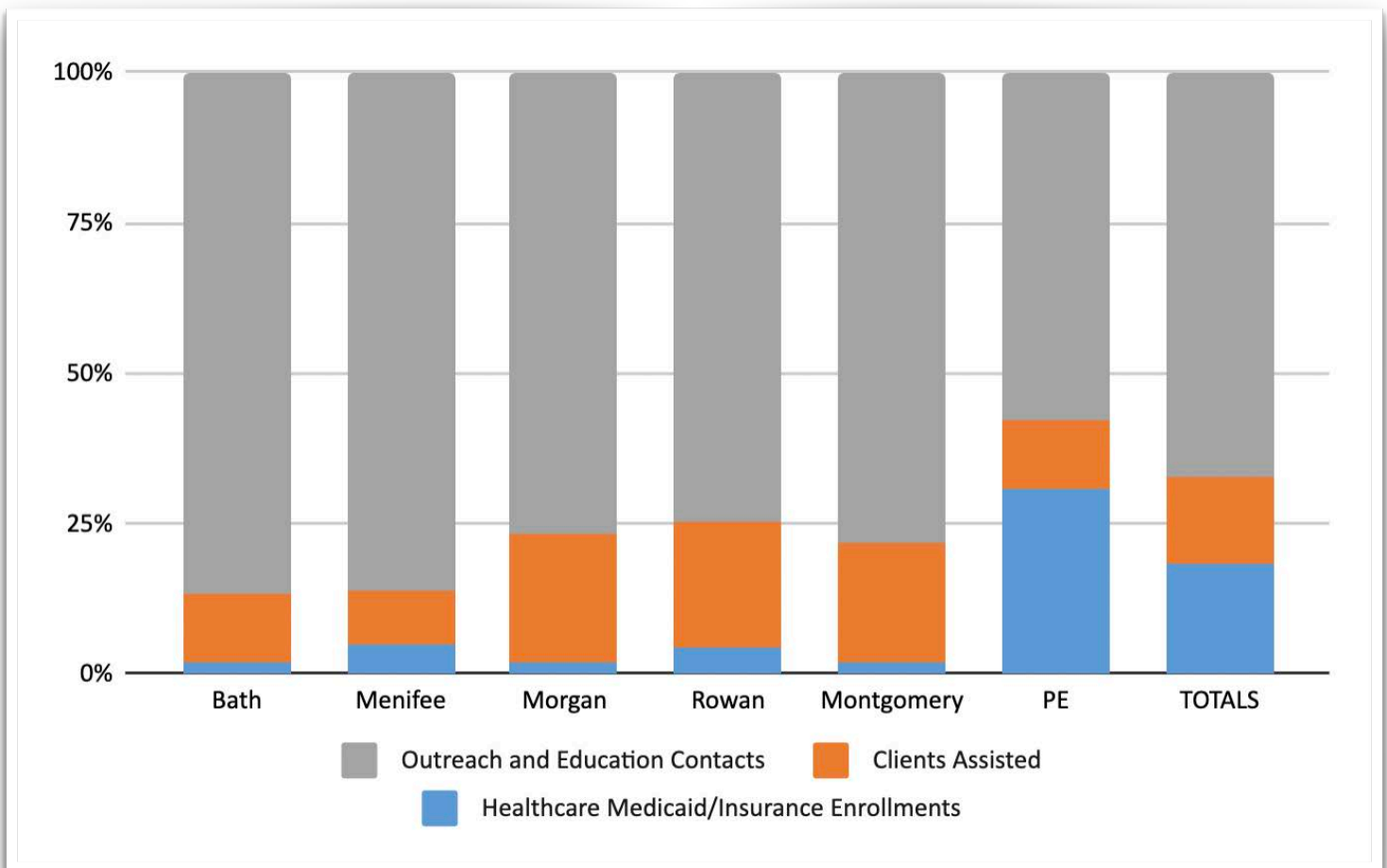




## kynect Helps People

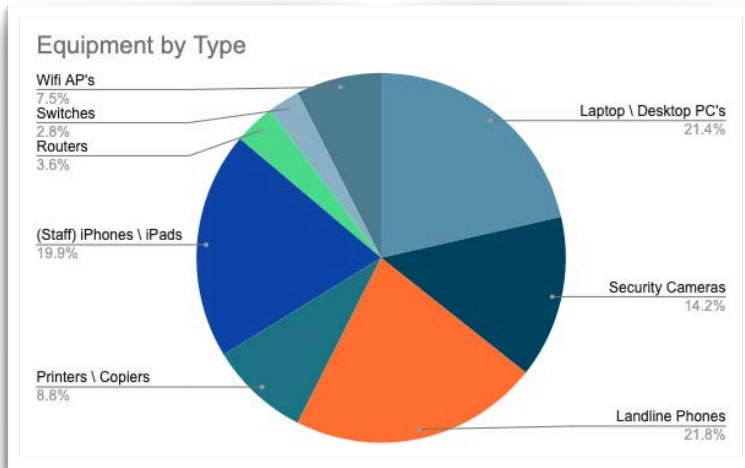
Mrs. Cecil stated that she worked all of her life for 37 years and the last 22 was in a factory setting. *"It got to the point I just couldn't do it anymore. I was scared and very stressed because for the first time in many years I was going to be without health insurance. I didn't know where to turn. I called Kim Plank and she pointed me in the right direction and helped me with the application over the phone. It was like a ton of bricks off of my shoulders it was a very easy process. I want to thank Kim for all of her help and the information she gave me. She really helped me and my husband with the health insurance process."*

## Making A Difference



## Gateway Expands Technology

Technology continues to be a big part of how we do business in our agency. Everything from meeting with partners over video conferencing to getting documents signed electronically has enabled us to continue doing business during time of uncertainty. We had the networking foundation to allow employees to continue working even from their homes when needed.



Our IT environment now includes more than 200 computers, 100 cameras, 100 phones, 400 tablets, and dozens of printers.

Our network has grown to include 28 sites made up of over 100 pieces of network equipment. We continue to improve and expand our network to cover more places where we are doing business these days. We now have installations that cover 11 counties and include some telework offices.

Our new phone system, while not that new now, has been at the core of this expansion. The flexibility of the system has allowed us to work remotely when needed. It has allowed us to expand into other counties very quickly without the need for specialized lines or equipment. It provides a level of consistency in communication across the agency.

We continue to improve our internet connections across the agency when the need arises. We are always improving the way we connect our employees across such a large geographic area.

Our primary focus will remain the success of our employees in order to serve our clients.

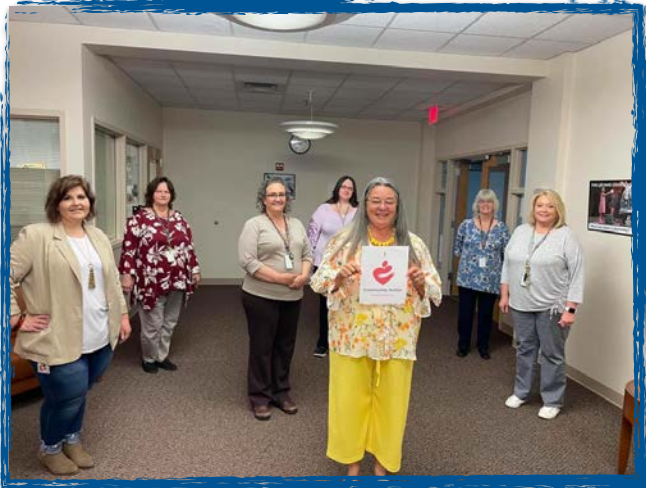




## A Year In Review.....









151 University Dr.  
West Liberty, KY 41425  
606-743-3133 or toll free 1-800-927-1833  
[www.gatewaycaa.org](http://www.gatewaycaa.org)  
Facebook: <https://www.facebook.com/gcscap>