



# 2020 ANNUAL REPORT



Helping People. Changing Lives.

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## BRIDGES

### Community Action Partnership

*Serving Families in Champaign, Delaware, Logan, Madison, Shelby, and Union counties in Ohio*

#### PRESENTED BY:

Terry Emery, Board President  
Andrew Binegar, Executive Director

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Ohio Association of  
Community Action Agencies

# MESSAGE FROM THE BOARD OF DIRECTORS PRESIDENT AND EXECUTIVE DIRECTOR

To our Partners and Friends:

This is the 55th year that Bridges Community Action Partnership has served the region and we are pleased to provide you with our 2020 Annual Report for our fiscal year that runs from Jan 1, 2020 to December 31, 2020.

As you know, 2020 has been like no other that most of us can recall. The onset of the COVID-19 pandemic changed so many things starting back in the spring. Despite that, Bridges stayed true to our mission – to empower people in need by partnering with them to better their lives and realize personal prosperity. And with the ongoing support of many community partners and friends like you, we have been able to continue making a positive difference to those in need in west central Ohio.

The year 2020 has knocked us all back on our heels. We have all been hit squarely in the face with a deadly pandemic. We have been brutally reminded again that systemic racism persists in our country. And the resulting economic downturn has caused thousand of families to seek help from social services agencies for the first time.

But this is when we as a Community Action are at our best: on the front lines, providing bridges to opportunity, finding innovative ways to help those in need, helping folks find their way forward all while protecting the health and safety of our staff and the families we serve. We had to close our physical doors, but we never stopped for one moment helping struggling families.

Through it all our dedicated staff has worked hard to provide hope and stability, pivoting to help folks remotely but understanding that connecting with families would be harder.

We also realized that we could not do this work alone – that the best way forward to help as many families as possible was to build bridges with our partners, using each other's strengths to make the strongest collective impact.

The pandemic is having a devastating and lasting effect on all of us, but we can be reassured by knowing that we are all in this together: our CAA staff is in this together; our community partners are in this together; our supporters and funders are in this together. None of us is alone, and that is the way forward and through to the other side.

The pandemic has made abundantly clear the importance and necessity of people joining together to achieve common goals, both for themselves and each other. Indeed, the events of 2020 have made our resolve and commitment to that approach greater than ever.

Sincerely,

*Andrew Binegar*

Andrew Binegar  
Executive Director

*Terry Emery*

Terry Emery  
Board President

## ADMINISTRATION STAFF



Andrew  
Bineger  
  
Executive  
Director



Marla  
George  
  
Associate  
Director



Kari  
Eckard  
  
CFO



Alexis  
Tilson  
  
HR  
Manager



Jonnie  
Akers  
  
Executive  
Assistant



Marie  
Dunston  
  
Emergency  
Services  
Director



Ross  
Cunningham  
  
Financial  
Services  
Director



Jennifer  
Arnold  
  
Getting  
Ahead  
Director

## AGENCY STAFF

Alexa Porter  
Amber Green  
Amy Bryant  
Bart Disbennett  
Benjamin Hall  
Benjamin Main  
Billy Pinnick  
Brian Barnhill  
Cassandra Fultz  
Christopher Eirich  
Danielle Smith

David Curnutte  
Deborah Abbey  
Diana Coffman  
Diana Robinaugh  
Eric White  
Gail Gabel  
Heather Bumgarner  
Hunter Roberts  
Jenifer Weber  
John Simpson  
Kim Hoelscher

Kim Taylor  
Laura Dillard  
Logan Fischer  
Lynda Lukey  
Machelle Mabry  
Marcella Barhorst  
Martin Bowersmith  
Michael Brewer  
Michael Duncan  
Mitch Marshall  
Pauline Klinger

Payton Conrad  
Robert Zimmer  
Ruth Snare  
Samantha Shaw  
Sharlene McGuinness  
Sierra Beaty  
Susan Loudenback  
Tamara Reid  
Theresa Buchanan  
Tonya Mathers

## HOW WE SERVE

### Mission Statement:

Bridges empowers people in need by partnering with them to better their lives and realize personal prosperity.

### Vision Statement:

Joining together and connecting with people to build a bridge of hope, prosperity, and equality in our community.

### CORE VALUES:

- I** – Integrity
- C** – Compassion
- A** – Accountability
- R** – Respect
- E** – Excellence

# EMERGENCY SERVICES

## HOME ENERGY ASSISTANCE PROGRAM

The Home Energy Assistance Program (HEAP) provided by Bridges Community Action Partnership helps income eligible households' combat extreme costs associated with cold winters and hot summers. Every year, the Agency provides the energy assistance program to our six county area. Families throughout the six county area struggle with the high cost of home energy bills and face the stress of disconnection threats from the energy providers.

The goal of HEAP is to assist the most vulnerable individuals in our communities. Once approved for a HEAP benefit, the family or individual receives a one-time credit that is applied to both their electric and gas provided.

BRIDGES provided energy assistance to **5,693** households this past year.

## WINTER CRISIS PROGRAM

The Winter Crisis Program falls under our Home Energy Assistance Program (HEAP). In our HEAP Winter Crisis Program, the agency helps with utilities (natural gas and electric), heating with wood, corn pellets, or coal and providing bulk propane or fuel oil. To use this assistance for heating with bulk propane or fuel oil, the individual must have a notice of disconnect or 25%/25 days or less of bulk fuel.

This program will run November 1<sup>st</sup> – March 31<sup>st</sup>. To be eligible the total household income must be at or below 175% of federal poverty guidelines.

Last winter, BRIDGES provided assistance to **2,105** households.

## SUMMER CRISIS PROGRAM

The Summer Crisis Program also falls under our Home Energy Assistance Program (HEAP). In our HEAP Summer Crisis Program, the agency helps with utilities (electric only), by providing air conditioners once every three years, by providing fans once every three years, and assisting with deposits on new services or transfers of old bills.

This program will run July 1<sup>st</sup> – August 31<sup>st</sup> and is offered in all six counties. To be eligible the total household income must be at or below 175% of federal poverty guidelines and must be 60+ years of age or medical documentation is required.

Last summer, BRIDGES provided assistance to **1,083** households.



# EMERGENCY SERVICES – CONTINUED

## PERCENTAGE OF INCOME PAYMENT PLAN

Percentage of Income Payment Plan (PIPP) is another energy assistance option available at Bridges. PIPP makes energy bills more affordable to customers by entering a monthly budget billing payment plan based on utility usage with the participating utility company. The customer pays a portion of the budget billing and the State of Ohio pays the remaining

amount. A PIPP customer pays approximately 6% of the total household income. There are currently 1,621 enrolled in PIPP resulting in \$82,000 in benefits to customers.

BRIDGES currently has **3,093** households enrolled in PIPP.

**Ohio** | PIPP

## EMERGENCY SHELTERS

With our own private shelters in Madison and Shelby counties, we can help when a client is faced with homelessness. We understand and we are here to help the client get back on their feet and on the path toward self-sufficiency. Our priority is to ensure that our clients are safe with short term accommodations. This could include negotiating with the client's current living arrangements to extend their stay,

as we find them a more permanent residence. If this is not an option, we will help by placing our clients in our own private shelters or other appropriate accommodations.

BRIDGES helped **62** people last year in our shelters.

## WORK RELATED ASSISTANCE PROGRAM

The Work-Related Assistance Program helps those who have difficulty gaining or maintaining employment due to transportation needs, uniforms, and everything else that it takes to succeed in the workforce. Assistance with this includes clothing purchases (such as work boots, uniforms, and interview attire), transportation, training fees and other work-related expenses, assistance with

barriers to employment such as funding GED exams, and assistance with resume writing, job searches, and mock interviews. To be eligible, the total household income must be at or below 200% of federal poverty guidelines.

BRIDGES helped **42** people with work related barriers last year.

## WATER UTILITY ASSISTANCE PROGRAM

The Water Utility Assistance Program helps with the disconnection or deposits for water bills, up to \$150.00. To be eligible for this the total household income must be at or below 200% of federal poverty guidelines.

**143** households were helped in 2020 with water assistance.

# EMPOWERMENT SERVICES

## GETTING AHEAD PROGRAM

Getting Ahead is a 9-week step-by-step life planning process and training offered to adults who are hardworking, play by the rules and are highly motivated to leave poverty behind. Training shows participants how to use the hidden rules of class to build positive relationships by working with co-investigators to research the cause of poverty and how to “get ahead”.

**38** individuals were helped during 62 classes in Delaware, Logan, and Union Counties.

In Getting Ahead, participants (investigators) examine their current situations to better understand how our society and economy work.

The two parts of this program are important to addressing poverty.

First, the Getting Ahead sessions help you create a mental model of poverty; discover the driving forces and hidden rules of social class; assess your resources; understand the barriers of change and develop your own unique life plan to move away from poverty.

Second, you will carry out your plans with the assistance of a mentor (ally) and share your knowledge about poverty to assist the community in planning and decision-making.

## INDIVIDUAL DEVELOPMENT ACCOUNT PROGRAM

An Individual Development Account (IDA) is a matched savings account designed to help low-income families save towards home ownership, small business ownership, post-secondary education.

In addition to earning matched dollars, IDA clients attend financial skill-building classes and financial literacy

**5** new IDA's were opened in 2020. Of the 5, **3** purchased homes.

education, including budget counseling and long-term case management.

An IDA can be traditional or non-traditional. Traditional IDAs can only be used for starting a small business, funding post-secondary education, or buying a home. Non-traditional IDAs are more flexible and can be used for purposes such as buying a used car.

Bridges Community Action Partnership's financial partner for IDAs is Richwood Bank in Marysville, Ohio. Participants open an account with Richwood Bank, and all deposits made will be matched by the IDA. The bank or credit union will handle all transactions to and from the IDA.

## VOLUNTEER INCOME TAX ASSISTANCE

The Volunteer Income Tax Assistance (VITA)/Tax Counseling for the Elderly (TCE) programs are IRS-sponsored program designed to help low- and moderate-income taxpayers, individuals with disabilities, the elderly, and individuals with limited English. The VITA/TCE programs have resulted in millions of dollars returned to local taxpayers.

Services can include: - Free tax preparation services from IRS-certified volunteers - Free credit report - Direct deposit refund, which is available 7 to 10 days after submitting refund.

Available in all six of our service counties (Union, Delaware, Madison, Champaign, Logan, and Shelby) as well as Marion County

**\$3,047,282** was refunded to clients with the help of **26** volunteers.

# RESIDENTIAL SERVICES

## WEATHERIZATION

Home Weatherization Assistance Program (HWAP) helps with reducing energy costs by providing free weatherization and energy – saving services. These services can include home inspection for safety and energy efficiency, installation of insulation, reducing air leakage, repair or replace furnaces, and access to other repair programs.

To be eligible, the total household income must be at or below 200% of federal poverty guidelines.



## COLUMBIA GAS WARM CHOICE

The Warm Choice program is funded by Columbia Gas. Customers of Columbia Gas, who qualify can use these services: home energy inspection, attic and wall insulation, air sealing, safety checks on gas appliances, and heating unit repair/replacement and weatherization.

To be eligible, the client must be a customer of Columbia Gas, the total household income must be at or below 150% of federal poverty guidelines. Mobile homes are not eligible on this program.

## VECTREN PROJECT TEEM

Project Teem is funded by Vectren. Customers of Vectren, who qualify, can use these services: home energy inspection, attic and wall insulation, air sealing, safety checks on gas appliances, and heating unit repair/replacement and weatherization.

To be eligible, the client must be a customer of Columbia Gas, the total household income must be 200 – 300 % of federal poverty guidelines. Mobile homes are not eligible on this program.

## ELDERLY HOME REPAIR

The Elderly Home Repair Program helps eligible homeowners over 60 years old with minor repairs to make their homes safer and more accessible.

This program provides services such as wheelchair ramps, grab bars or walk-in showers, plumbing, electrical repairs, roof repair/replacement, and heating unit repairs/replacement.

To be eligible, the client must be a homeowner. Although there is no income guideline, the client may be required to provide a copayment based on income.





# RESIDENTIAL SERVICES – CONTINUED

## PROJECT SAFE HEAT

Project Safe Heat is an inspection and cleaning service of furnaces for homeowners over 60 years old in Delaware and Union Counties. Services include furnace clean and tune-up (safety inspection), free carbon monoxide detector, and other potential repairs up to \$500.00.

To be eligible, you must be a resident in Delaware or Union county and be a homeowner older than 60.

BRIDGES helped  
**31** households  
with Project Safe  
Heat last year.

## HOUSING TRUST FUND

The housing trust fund helps eligible low-income homeowners by helping with home repairs. These services include roof repairs/replacement, handicap modifications and accessibility, heating unit repair/replacement, electrical and plumbing services, health or safety issues, and minor home repair.

To be eligible, the total household income must be 50% of the area median income for your county. Only homeowners are eligible for this program.

BRIDGES helped  
**58** households  
with Housing  
Trust Fund last  
year.

## ELECTRIC PARTNERSHIP PROGRAM

Electric Partnership Program (EPP) helps by reducing the electricity usage of income – eligible Ohioans. By being an EPP provider, Bridge Community Action Agency can conduct in-home electricity audits, as well as installing appropriate energy – efficient measures.

To be eligible, the client must be a customer of AEP, DP&L, or Ohio Edison and the total household income must be below 150% of federal poverty guidelines.

BRIDGES helped  
**479** households  
with EPP.



## RESIDENTIAL SERVICES - CONTINUED

### AEP OHIO

Those individuals who qualify for HEAP or PIPP plus, may be eligible to receive assistance from AEP making their home more energy efficient and reducing energy costs. AEP Ohio Low-Income Program is designed to work with the Home Weatherization Assistance Program (HWAP) to provide free services and repairs making clients homes safer and more energy efficient. These services can include electrical safety inspections, electric furnace repair/replacement, electric hot water tank repair/replacement, insulation (all-electric homes only), CFL or LED light bulbs, and low-flow showerheads and faucet aerator replacement.

To be eligible, clients must be a customer of AEP and the total household income must be at or below 200% of federal poverty guidelines.



### OHIO EDISON - COMMUNITY CONNECTIONS

The Community Connections Program is funded by Ohio Edison. This program is designed to work with the Home Weatherization Assistance Program (HWAP) to provide services including electrical safety inspections, electric furnace repair/replacement,

electric hot water tank repair/replacement, insulation (all-electric homes only), CFL or LED light bulbs, low-flow showerheads and faucet aerator replacement and potential roof repairs. To be eligible, the client must be a customer of Ohio Edison. The total household income must be at or below 200% of federal poverty guidelines.



### DP&L - SMART ENERGY

The smart Energy Program is funded by DP&L. This program is designed to work with the Home Weatherization Assistance Program (HWAP). This program can provide electrical safety inspections, electric furnace repair/replacement, electric hot water tank repair/replacement, insulation (all-electric homes only), CFL or LED light bulbs, low-flow showerheads and faucet aerator replacement and potential roof repairs.

To be eligible, the client must be a customer of DP&L. The total household income must be at or below 200% of federal poverty guidelines.

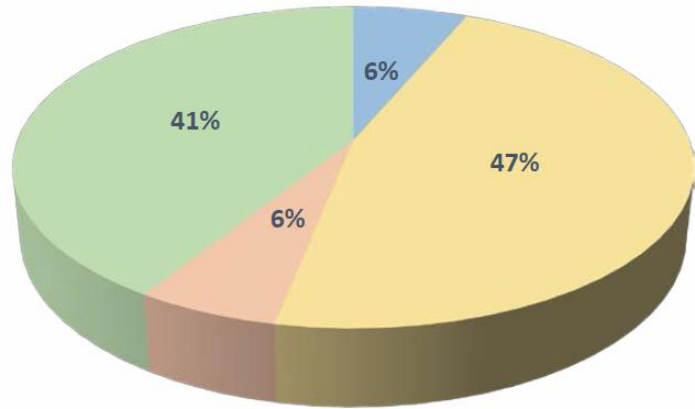


BRIDGES helped  
**46** households  
with our electric  
programs last  
year.

# FINANCIALS

## Bridges 2020 Budget \$6,777,906

<b>Agency</b>	\$433,655
<b>Emergency Services</b>	\$3,168,032
<b>Empowerment Services</b>	\$393,685
<b>Residential Services</b>	\$2,782,534
<b>Total</b>	\$6,777,906



■ Agency                      ■ Emergency Services  
■ Empowerment Services   ■ Residential Services

	Full Time Equivalents	Actual Full Time Employees	Actual Part Time Employees	Total
Emergency Services	25	25	0	25
Weatherization	13	13	0	13
Empowerment Services	2	2	0	2
Agency	6	6	0	6
<b>Total</b>	<b>46</b>	<b>46</b>	<b>0</b>	<b>46</b>

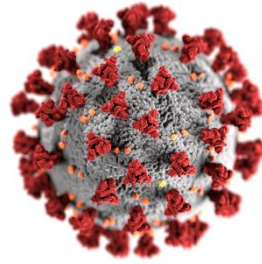
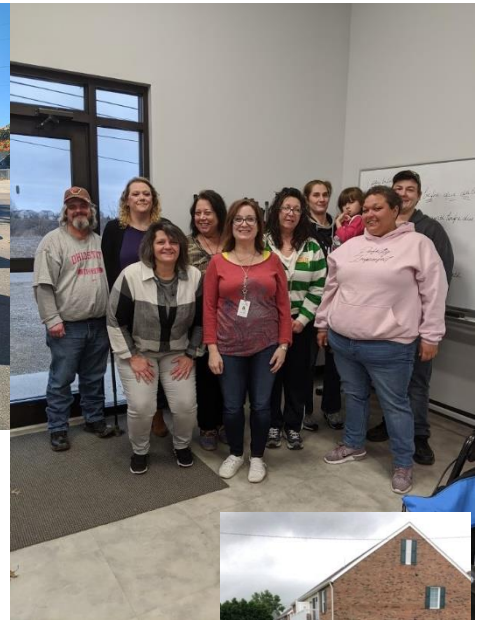
## BRIDGES BOARD OF DIRECTORS

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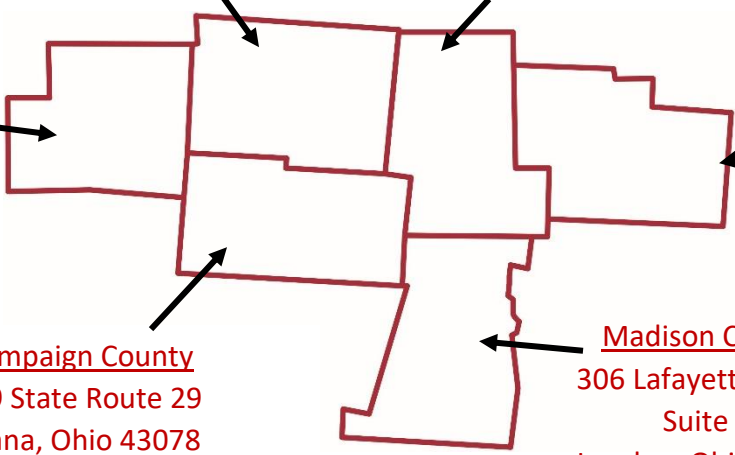


Logan County

165 E. Lake Street  
PO Box 74  
Lakeview, Ohio 43331

Union County

232 N. Main Street  
Suite D  
Marysville, Ohio 43078



Shelby County

121 E. North Street  
Sidney, Ohio 45365

Delaware County

555 Sunbury Road  
Delaware, Ohio 43015

Champaign County

1679 State Route 29  
Urbana, Ohio 43078

Madison County

306 Lafayette Street  
Suite A  
London, Ohio 43140

