

Ottawa County



OCCA Annual Report to:  
Ottawa County Board of Commissioners  
March 8, 2016

## 2015 OCCA Highlights/Challenges

- Still have almost the same amount of programs but less staff to implement the programs – 6 people – stretched very thin. Down from 18 staff a few years ago
- Walk for Warmth continued success: 200/300 walkers each year
- Collaboration with Holland & Zeeland BPW & area non-profit agencies
- Food program usage has increased via promotional efforts

Year	Budget	Program Staff*
2005/06	\$2,076,000	12
2006/07	\$1,911,000	10
2007/08	\$1,701,000	10
2008/09	\$2,900,000	16
2009/10	\$3,400,000	18
2010/11	\$2,800,000	16
2011/12	\$2,400,000	12
2012/13	\$2,029,000	9
2013/14	\$1,447,000	6.5
2014/15	\$1,452,000	7.5
2015/16	\$1,300,000	6

\*Does not include shared administrative staff with MI Works

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## Program Information OCCA 2015

Program	Households Assisted
Utility Assistance	<b>538</b> households: Average assistance of \$441
Housing/Weatherization	<b>35</b> : 31 Owner Occupied
Food Assistance: Monthly	<b>353</b> Households/month (seniors)
Food Assistance: Quarterly	<b>685</b> Households/quarter
Migrant Services	<b>95</b> Services/46 households
Tax Assistance	<b>277</b> households: \$438,197 in refunds (\$1,582 average)
MI Enrolls/Medicaid	<b>858</b> individuals paired with a primary care physician

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## Selected Demographics OCCA 2015

Category	%	%
Housing Type	<b>40% homeowners</b>	58% unsubsidized rent
Family Type	14%: Two-parent households 51%: Single adults	13%: Single parent/kids 15%: 2 adults; no children
Family Size	2.13 average family size 3.54 with singles factored out	Range: 1 – 11 people/household
Education	<b>28%: Less than HS</b> <b>45%: HS/GED only</b>	15%: Some College 12%: 2 or 4 year college graduates
Health	90% have health insurance	10% have a disability

Percentages may not equal 100% due to "other", "unknown" or rounding

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## Selected Demographics 2015

Age	<b>32%: 17 &amp; below</b> 38%: 18 - 54	17%: 55 – 69 13%: 70+
Household Income Level*	6%: \$0 - \$4,999 20%: \$5,000 - \$9,999 41%: \$10,000 - \$19,999	20%: \$20,000 - \$29,999 9%: \$30,000 - \$39,999 4%: \$40,000+
Income Type	<b>42%: Earned Income</b> 44%: Social Security/SSI	<b>.008%: TANF/PATH</b> 4%: Pension
% of Poverty Level	<b>43%: Up to 50%</b> <b>28%: 51% – 100%</b> 14%: 101% – 125%	8%: 126% – 150% 4%: 151% – 200% 2%: 201% and over

\*Utility Assistance & Weatherization clients only

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## FEDERAL POVERTY GUIDELINES

Persons in Family/Household	2015	2016
1	\$11,770	\$11,880
2	\$15,930	\$16,020
3	\$20,090	\$20,160
4	\$24,250	\$24,300
5	\$28,410	\$28,440
6	\$32,570	\$32,580
7	\$36,730	\$36,730
8	\$40,890	\$40,890
For families/households with more than 8 persons, add \$4,160 for each additional person.		

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## Customer Stories

“Thank you so very much for helping me out with the winterization of my home. You gave me such a wonderful gift. I am so grateful!! Your crew did a wonderful job”.

Thank you note from single mom helped through Weatherization

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## Customer Stories

“Mike” was working out of state as a painter and did not feel well for several weeks. He ended up in the hospital with cardiac arrest. He returned to MI where he lives here in Ottawa County and is not able to work due to Doctor’s orders. He doesn’t qualify for Unemployment because of being unable to work at the current time. He has applied for disability but has not yet qualified. OCCAA assisted with utility assistance to help keep power on in the home.

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## Customer Stories

“John” is a single dad raising his son. He works seasonally as an industrial painter. His natural gas had been off for almost a year and he was using space heaters for heat, which made his electric bill very high. He had a \$150 deposit with the gas company to pay and found a second job to pay the deposit. He was so grateful to have his gas turned back on that he called to say thank you later that same day. He told me if I ever needed anything, he would be there to help. By helping him his utility bills, his electric bills will now be manageable as well since he no longer needs to use space heaters. He was teary eyed at the appointment when he realized his whole bill was being paid.

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## Home Rehab Before



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## Home Rehab After



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## 2016 & Beyond

- Organizational Standards Compliance
- Strategic Planning – future of Ottawa CAA, especially without MI Works
- Regional Collaboration for CAA in West MI
- ROMA – Results Oriented Management & Accountability – (case management & self-sufficiency focus)

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