Our Mission
To promote economic mobility by helping people living in poverty achieve self-sufficiency.

Our Vision
We envision a future where the citizens we serve achieve and maintain a standard of living above the established federal poverty guidelines.

Our Values

- **Respect** - treat everyone with dignity and respect.

- **Customer-focused** - Implement a customer-focused approach by removing barriers to self-sufficiency and economic mobility.

- **Excellence** - Maintain a high level of excellence in service delivery and operations.

- **Advocacy** - Exhibit strong leadership in advocacy efforts to improve the lives of individuals and communities.

- **Innovation** - Promote innovation by creating an inclusive culture that embraces change and creates unconventional ideas.
GOVERNING BOARD

ALACHUA COUNTY
Marihelen Wheeler, Board Vice-Chair
Public Sector

David Wilson, Treasurer
Private Sector

Avery Vinson, Secretary
Private Sector

Rev. Earnestine Butler
Community/Low Income Sector

LEVY COUNTY

Marlon Gayle
Public Sector

Kimberly Baxley
Private Sector

Pastor Lance Hayes
Community/Low Income Sector

MARION COUNTY

Scot Quintel, Board Chair
Private Sector

Cheryl Martin
Public Sector

Dr. Gwendolyn Dawson
Community/Low Income Sector
Greetings,

I am pleased to present our Annual Report for the 2021-2022 Program Year. This report summarizes and highlights our program services and outcomes we have shared with you throughout the year on our website and other social media platforms.

“CFCAA on the R.I.S.E, Raising and Improving Self-Sufficiency Expectations”, CFCAA has been proudly serving Central Florida’s low-income communities since 1981, providing programs and services that assist individuals and families on their path to self-sufficiency. As community needs change and evolve, we continually assess our programs and services to determine how we can better address these needs.

To that end, among the agency highlights featured in the annual report, The Excellence Commission, on behalf of the National Community Action Partnership, (NCAP) has determined Central Florida Community Action Agency, Inc. has successfully completed the requirements of the Bronze Tier of the Pathways to Excellence program. Central Florida Community Action Agency, Inc. joins the ranks of a small but growing group recognized for its “Commitment to Excellence” in the Bronze Tier.

Central Florida Community Action Agency, Inc. would not be able to fulfill our mission without the hard work and support of our Board of Directors, staff, volunteers, donors, and community partners. I offer my sincere gratitude and appreciation to all those who contribute to the fight to end poverty through R.I.S.E, Raising and Improving Self-Sufficiency Expectations.

My best,

Caroline W. Ruff-Looney, CCAP
Chief Executive Officer
SERVICE AREA NEEDS
FROM OCTOBER 1, 2021 THROUGH SEPTEMBER 30, 2022

Employment is a critical need

CFCAA REACH

3,577 square miles service area with a population of approximately 681,422 residents.

CFCAA PROGRAM SERVICES

- LIHEAP: 74.1%
- RISE: 19.1%
- WAP: 6.5%
- MISC: 0.3%

Other Service Area Needs

- Housing
- Transportation
- Education
- Basic Needs
WHO WE SERVE

FROM OCTOBER 1, 2021 THROUGH SEPTEMBER 30, 2022

HOUSEHOLD TYPE

<table>
<thead>
<tr>
<th>Household Type</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Non-related Adults With Children</td>
<td>24</td>
<td>3%</td>
</tr>
<tr>
<td>Other</td>
<td>66</td>
<td>8%</td>
</tr>
<tr>
<td>Single Parent Male</td>
<td>80</td>
<td>10%</td>
</tr>
<tr>
<td>Multigenerational Household</td>
<td>144</td>
<td>17%</td>
</tr>
<tr>
<td>Two Adults NO Children</td>
<td>333</td>
<td>39%</td>
</tr>
<tr>
<td>Two Parent Household</td>
<td>349</td>
<td>4%</td>
</tr>
<tr>
<td>Single Parent Female</td>
<td>1752</td>
<td>20%</td>
</tr>
<tr>
<td>Single Person</td>
<td>1782</td>
<td>20%</td>
</tr>
</tbody>
</table>

39% OF HOUSEHOLDS WERE HEADED BY A SINGLE PERSON & 39% OF HOUSEHOLDS WERE HEADED BY A SINGLE PARENT FEMALE

RACE

CLIENTS ARE FROM A VARIETY OF ETHNIC BACKGROUNDS REPRESENTING THE DIVERSE COMMUNITIES WITHIN OUR SERVICE AREA

<table>
<thead>
<tr>
<th>Race</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>African American</td>
<td>7957</td>
<td>71.1%</td>
</tr>
<tr>
<td>White</td>
<td>1916</td>
<td>17.1%</td>
</tr>
<tr>
<td>Other</td>
<td>751</td>
<td>6.7%</td>
</tr>
<tr>
<td>Multi-race</td>
<td>495</td>
<td>4.4%</td>
</tr>
<tr>
<td>Unknown</td>
<td>28</td>
<td>0.3%</td>
</tr>
<tr>
<td>Asian</td>
<td>25</td>
<td>0.2%</td>
</tr>
<tr>
<td>Native Hawaiian and Other Pacific Islander</td>
<td>14</td>
<td>0.1%</td>
</tr>
<tr>
<td>American Indian or Alasha Native</td>
<td>7</td>
<td>0.1%</td>
</tr>
<tr>
<td>TOTAL</td>
<td>11193</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

AGE

<table>
<thead>
<tr>
<th>Age Group</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>0-5</td>
<td>1611</td>
<td>14%</td>
</tr>
<tr>
<td>6-13</td>
<td>2481</td>
<td>22%</td>
</tr>
<tr>
<td>14-17</td>
<td>1127</td>
<td>10%</td>
</tr>
<tr>
<td>18-24</td>
<td>758</td>
<td>7%</td>
</tr>
<tr>
<td>25-44</td>
<td>469</td>
<td>4%</td>
</tr>
<tr>
<td>45-54</td>
<td>842</td>
<td>7%</td>
</tr>
<tr>
<td>55-59</td>
<td>480</td>
<td>4%</td>
</tr>
<tr>
<td>60-64</td>
<td>641</td>
<td>6%</td>
</tr>
<tr>
<td>65-74</td>
<td>313</td>
<td>3%</td>
</tr>
<tr>
<td>75+</td>
<td>4</td>
<td>0%</td>
</tr>
</tbody>
</table>

Age distribution:
- 6-13: 22%
- 14-17: 10%
- 18-24: 7%
- 25-44: 22%
- 45-54: 7%
- 55-59: 4%
- 60-64: 6%
- 65-74: 3%
- 75+: 0%
## Central Florida Community Action Agency, Inc.

**Statement of Activities**

**Year Ended September 30, 2022**

<table>
<thead>
<tr>
<th>Revenue:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Grant revenue</td>
<td>$7,477,078</td>
</tr>
<tr>
<td>Other revenue</td>
<td>1,847</td>
</tr>
<tr>
<td><strong>Total revenue</strong></td>
<td><strong>7,478,925</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Expenses:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Program services:</td>
<td></td>
</tr>
<tr>
<td>Energy assistance</td>
<td>5,194,426</td>
</tr>
<tr>
<td>Community services</td>
<td>1,336,608</td>
</tr>
<tr>
<td>Weatherization assistance</td>
<td>458,436</td>
</tr>
<tr>
<td>Other program services</td>
<td>18,950</td>
</tr>
<tr>
<td><strong>Total program activities</strong></td>
<td><strong>7,008,420</strong></td>
</tr>
<tr>
<td>Management and general expenses</td>
<td>494,001</td>
</tr>
<tr>
<td><strong>Total expenses</strong></td>
<td><strong>7,502,421</strong></td>
</tr>
</tbody>
</table>

**Change in net assets without donor restrictions**

<table>
<thead>
<tr>
<th>Net assets without donor restrictions - Beginning of year</th>
<th>176,262</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Net assets without donor restrictions - End of year</strong></td>
<td><strong>$152,766</strong></td>
</tr>
</tbody>
</table>

### FY 2022 FINANCIAL HIGHLIGHTS

- **93%** of all funding received goes directly to program services.
AGENCY IMPACT AT-A-GLANCE
FROM OCTOBER 1, 2021 THROUGH SEPTEMBER 30, 2022

**UNDUPLICATED HOUSEHOLDS SERVED**
4,530

**UNDUPLICATED INDIVIDUALS SERVED**
11,193

- Weatherization Assistance
- Education Assistance
- Rent Assistance
- Electric Assistance

**$5,874,384**
SPENT ON CLIENT ASSISTANCE
IMPACT AT-A-GLANCE

FROM OCTOBER 1, 2021 THROUGH SEPTEMBER 30, 2022

HOUSEHOLDS ASSISTED WITH UTILITIES
5,905

HOUSEHOLDS THAT AVOIDED UTILITY SHUT-OFF
4,060

HOUSEHOLDS THAT AVOIDED EVICTION
930

INDIVIDUALS THAT OBTAINED A DEGREE OR VOCATIONAL CERTIFICATE
33

CFCAA is the sole provider of Community Service Block Grant (CSBG), Low Income Home Energy Assistance Program (LIHEAP) and Weatherization Assistance Program (WAP) funds in Alachua, Marion and Levy counties. Through these programs we provide rent and utility assistance, as well as tuition and education assistance, home rehabilitation and energy efficiency programs for homeowners.
The Weatherization Assistance Program enables low-income families to reduce their energy bills by making their homes more energy efficient. Based upon the pre-inspection of the home and available funding, components of the program may include testing air filtration, improving heating and air conditioning methods, replacing or repairing insulation and/or other energy saving measures. As estimated by the United States Department of Energy, these services save weatherization customers an average of $358 annually and return an average of $2.69 in energy and non-energy related benefits for every dollar invested.
SUCCESS STORY

FROM OCTOBER 1, 2021 THROUGH SEPTEMBER 30, 2022

Alachua County

A determined and resilient single mother, our client faced significant challenges just a few years ago, relying on Supplemental Security Income (SSI) and family assistance to make ends meet while earning an hourly wage. But her story took a remarkable turn after completing the RISE Program and earning her certificate.

Before embarking on her transformative journey, our client was living paycheck to paycheck, struggling to provide for herself and her family. As a single mother, the weight of these responsibilities was heavy, but she never lost sight of her dreams. She knew that in order to build a better life for her family, she needed to invest in herself and acquire new skills. That's when she decided to enroll in the RISE Program, a decision that would change her life.

The RISE Program, with its comprehensive support and rigorous training, proved to be the catalyst for our client's success. She committed herself to the program and worked tirelessly to acquire new skills, expand her knowledge, and enhance her employability. Her dedication and hard work did not go unnoticed.

Upon completing the program and obtaining her certificate, our client embarked on her job search with a newfound sense of confidence. She landed a position that paid her a competitive hourly wage of $40.00, a significant improvement from her previous earnings. This job provided not only financial stability but also a sense of accomplishment and pride. With her sustainable income, our client was able to provide a better life for her family, ensuring their needs were met, and even planning for the future.

Our client's success story is a testament to her unwavering determination, hard work, and the transformative power of education and training programs like the RISE Program. She not only improved her financial situation but also set a powerful example for her family. Her story serves as an inspiration to others facing similar challenges, demonstrating that with dedication and the right support, anyone can rise above adversity and achieve their dreams.
CLIENT TESTIMONIALS
FROM OCTOBER 1, 2021 THROUGH SEPTEMBER 30, 2022

The process was easier than expected. The case manager was professional and timely in responding to my emails.

~S. Carter

Thank you so much!!!
Very satisfied, grateful and blessed in my time of need. My grandbabies was abandoned by their mom so I have been accommodating them in so many ways. So appreciated, so I can continue to provide food and accommodate them with clean baths, warm when cold, cool off when hot and a place to rest when they need a break from their overwhelmed dad, that is so good to his children.

I can't express enough of my gratitude. Especially me being disabled and only on a disability check. Helping me with my electricity bill, I don't know what I have done without your generous assistance.

Thanks again
~F. Jordan

CFCAA has been a blessing to me. As my fixed income goes so fast and with my high utility bill, some time I can't pay it all.

And with the increase of my homeowners insurance money can get bottom of barrel real quick.

Thank to the CFCAA staff for helping out the least of these member.

~Y. Mathews
CFAA wishes to extend its profound appreciation to the 100+ formal and informal community partners throughout our Tri-County service area. Their collective support is instrumental in helping us carry out our vital work in the communities we serve.
CONTACT US

Administrative Office
411 N Main Street Suite 210
Gainesville, FL 32601
admin@cfcaa.org
Phone: (352) 373-7667

The Agency serves Alachua, Levy, and Marion Counties and has offices in each county:

Alachua County Office
411 N Main Street, Suite 210
Gainesville, FL 32601
Phone: (352) 373-7667

Levy County Offices
215 SW 5th Street
Chiefland, FL 32626
Phone: (352) 493-1734

50 NW Main Street
Williston, FL 32696
Phone: (352) 505-2203

Marion County Office
2703 NE 14th Street
Ocala, FL 34470
Phone: (352) 732-3008
The Promise of Community Action

Community Action changes people’s lives, embodies the spirit of hope, improves communities, and makes America a better place to live. We care about the entire community, and we are dedicated to helping people help themselves and each other.

Stay Connected

- info@cfcaa.org
- www.cfcaa.org
- twitter.com/cfcaa_
- linkedin.com/cfcaa
- instagram.com/central_fl_caa
- facebook.com/cfcaa