



PATHWAYS TO EXCELLENCE

BRONZE LEVEL AGENCY



**Central
Florida** Community
Action Agency, Inc.
AMERICA'S POVERTY FIGHTING NETWORK
Serving Alachua, Marion, & Levy Counties

**2023 - 2024
ANNUAL
REPORT**

MISSION, VISION, AND CORE VALUES



VISION

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



MISSION

Our mission is to empower individuals in poverty to achieve self-sufficiency through initiatives and community collaborations that foster economic mobility.



CORE 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 developing an inclusive culture that embraces change and creativity.

BOARD CHAIR MESSAGE



Dear Friends and Community Partners:

It is both an honor and a privilege to serve as the Board Chair of Central Florida Community Action Agency, Inc. As we continue our work to break the cycle of poverty and empower individuals and families toward economic independence, I want to take a moment to thank you - for your interest, your engagement, and your potential support.

The past year has brought profound challenges to our communities. Rising costs of living, housing instability, and economic uncertainty have impacted countless lives across Alachua, Levy, and Marion Counties. Through it all, Central Florida Community Action Agency, Inc. has remained steadfast - providing housing assistance, energy-saving

support, educational pathways, and emergency preparedness resources to those who need it most.

None of this is possible without compassionate individuals, committed corporate partners, and organizations like yours. Whether through a generous sponsorship, a one-time gift, or ongoing support, your contribution helps us expand out reach and deepen our impact.

On behalf of the Board of Directors, I extend my sincere appreciation to our staff, volunteers, and every donor who joins us in the mission of helping families rise above poverty and build lasting self-sufficiency. Together, we can help create a future where stability and opportunity are not just goals - but realities for every neighbor in need.

With gratitude,

Marihelen Wheeler

Board Chair
Central Florida Community Action Agency, Inc.

CEO MESSAGE

Greetings,

I am pleased to present the annual report for the 2023–2024 program year. During this period, our programs and services continued to make significant progress in supporting low-income individuals and families across Alachua, Levy, and Marion counties.

“Empowering Progress, Strengthening Communities”

This year, we proudly joined Community Action Agencies nationwide in celebrating the 60th Anniversary of the Community Action Network. This milestone honors six decades of dedication to eradicating poverty and promoting economic mobility. As part of this national movement, Central Florida Community Action Agency, Inc., remains committed to advancing equitable solutions and increasing access to opportunities for those we serve.



Throughout the year, our agency continued to deliver impactful programs addressing critical needs, including housing stability, food security, energy assistance, and workforce development. These efforts are grounded in a deep understanding of the unique challenges faced by our communities and a strong commitment to collaborative, community-driven solutions.

I want to extend my sincere gratitude to our Board of Directors, staff, volunteers, and community stakeholders for their unwavering support and engagement. Whether through our website, monthly newsletter, or social media platforms, we strive to keep our community informed and connected to the positive changes that occur every day.

As we look ahead, we remain focused on building resilient communities and creating pathways to self-sufficiency. With continued collaboration and commitment, I am confident that we will meet tomorrow's challenges with the same dedication that has brought us this far.

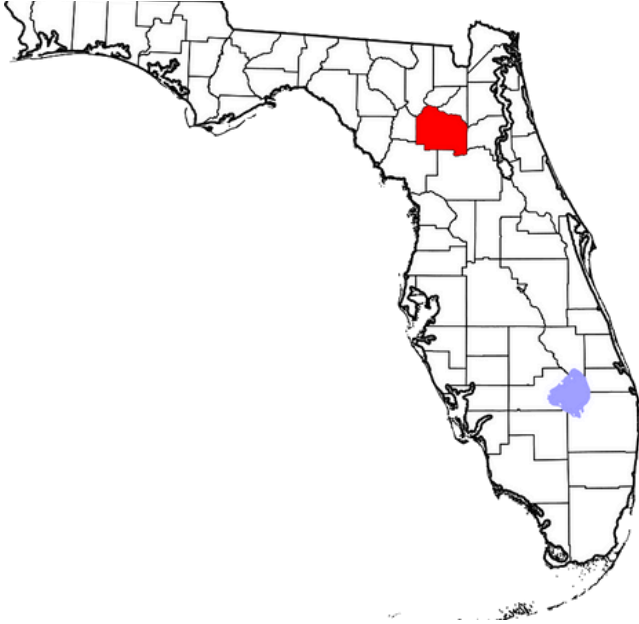
My best,

Caroline

Caroline W. Ruff-Looney, CCAP
Chief Executive Officer

GOVERNING BOARD

October 1, 2023 - September 30, 2024



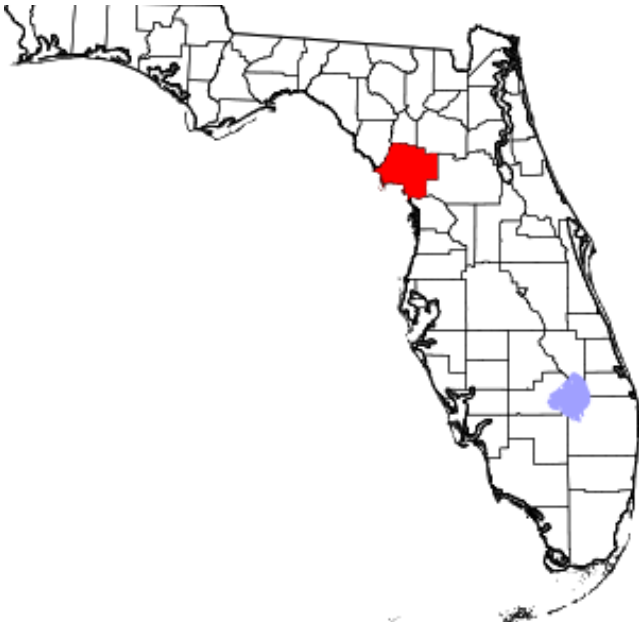
ALACHUA COUNTY

Marihelen Wheeler, Board Chair
Public Sector

David Wilson, Treasurer
Private Sector

Avery Vinson, Vice-Chair
Private Sector

Rev. Earnestine Butler
Community/Low Income Sector

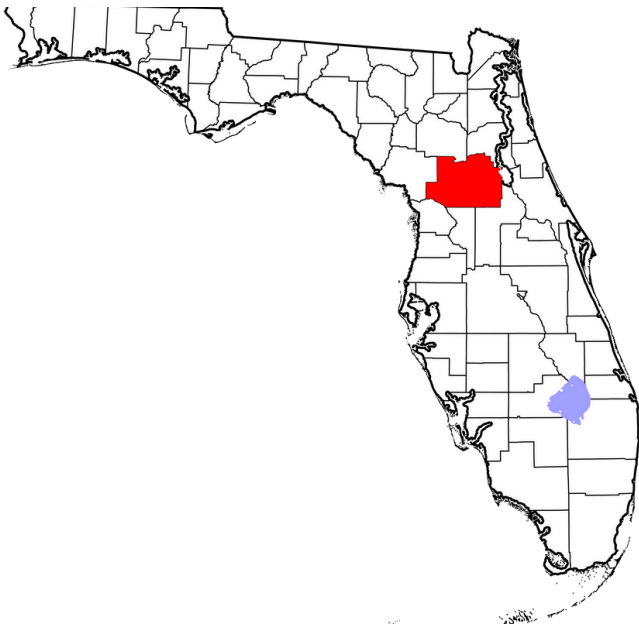


LEVY COUNTY

Marlon Gayle, Secretary
Public Sector

Kimberly Baxley
Private Sector

Pastor Lance Hayes
Community/Low Income Sector



MARION COUNTY

Cheryl Martin
Public Sector

Bishop James Stockton, III
Community/Low Income Sector

Dr. Gwendolyn Dawson
Community/Low Income Sector

IMPACT AT-A-GLANCE



6,159

Individuals Served
(UNDUPLICATED)



3,496

Households Served
(UNDUPLICATED)



114

Homes
Weatherized

Counties
Served



181

Educational
Support Services



463

Received Rent
Assistance



5,183

Received
Energy
Assistance

Over



\$5 million

Invested in programs that
reduce poverty and empower
families in Alachua, Levy,
and Marion counties.

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.



SERVICE AREA NEEDS

FROM OCTOBER 1, 2023 THROUGH SEPTEMBER 30, 2024



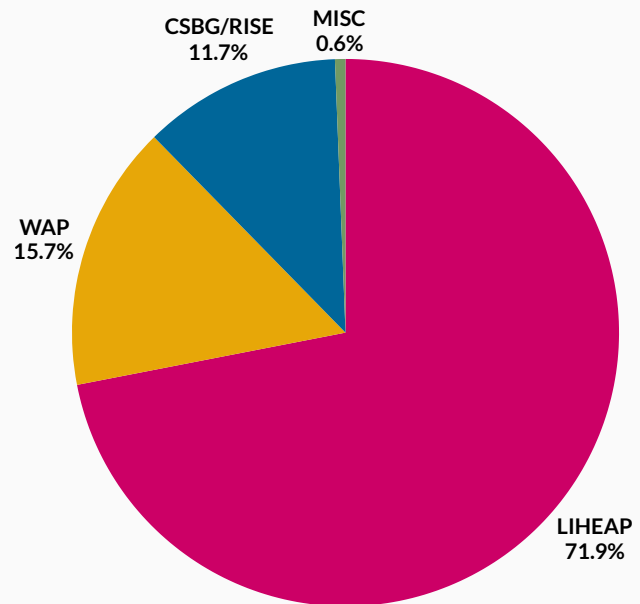
HOUSING is a critical need

CFCAA REACH



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

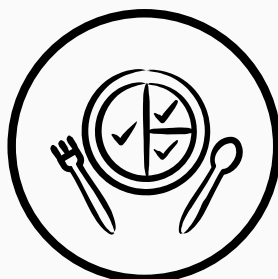
CFCAA PROGRAM SERVICES



Other Service Area Needs



CHILDCARE



FOOD &
NUTRITION



EMPLOYMENT



EMERGENCY
SERVICES

2023/2024 Financial Report

Central Florida Community Action Agency, Inc.

Statement of Activities

Year Ended September 30, 2024		Without Donor Restrictions
Revenue:		
Grant revenue	\$	5,405,400
Other revenue		37,171
Gain on sale of assets		10,000
Total revenue		5,452,571
Expenses:		
Program Services:		
Energy assistance		3,653,962
Community services		595,066
Weatherization assistance		798,765
Other program services		31,335
Total program services		5,079,128
Management and general		339,582
Total expenses		5,418,710
Change in net assets		33,861
Net assets - Beginning of year		162,875
Net assets - End of year	\$	196,736

FY 2024 FINANCIAL HIGHLIGHTS

93.7% OF ALL FUNDING RECEIVED GOES
DIRECTLY TO PROGRAM SERVICES

ACCOMPLISHMENTS & OPPORTUNITIES

FOCUS AREA: Maximum Feasible Participation

Consumer Input and Involvement

CFCAA values the voices of those we serve. Every three years, we conduct a Community Needs Assessment, and Customer Satisfaction Surveys are collected regularly. These insights help us understand the root causes of poverty, identify barriers to self-sufficiency, and connect individuals and families to the resources they need most.

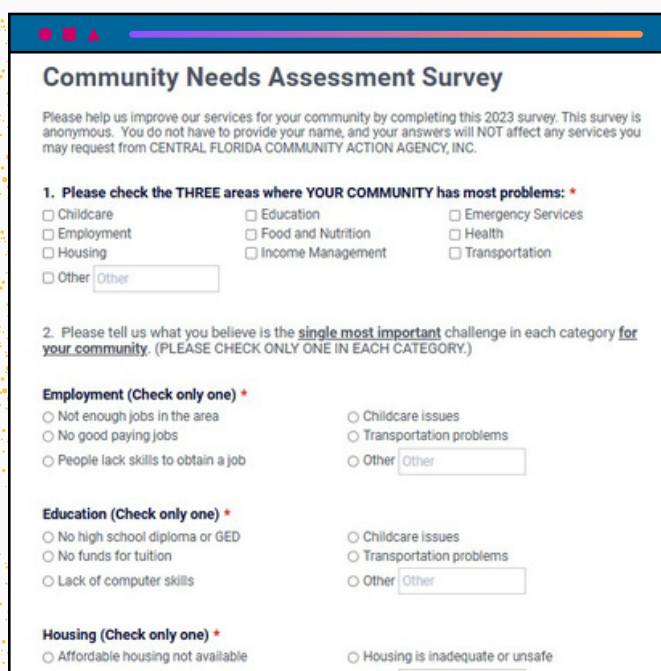


WE NEED YOUR FEEDBACK

2023 COMMUNITY NEEDS ASSESSMENT SURVEY

 **Central Florida** Community Action Agency, Inc.
AMERICA'S POVERTY FIGHTING NETWORK
Serving Alachua, Marion, & Levy Counties

<https://form.jotform.com/230306304046139>



Community Needs Assessment Survey

Please help us improve our services for your community by completing this 2023 survey. This survey is anonymous. You do not have to provide your name, and your answers will NOT affect any services you may request from CENTRAL FLORIDA COMMUNITY ACTION AGENCY, INC.

1. Please check the THREE areas where YOUR COMMUNITY has most problems: *

☐ Childcare	☐ Education	☐ Emergency Services
☐ Employment	☐ Food and Nutrition	☐ Health
☐ Housing	☐ Income Management	☐ Transportation
☐ Other		

2. Please tell us what you believe is the single most important challenge in each category for your community. (PLEASE CHECK ONLY ONE IN EACH CATEGORY.)

Employment (Check only one) *

☐ Not enough jobs in the area	☐ Childcare issues
☐ No good paying jobs	☐ Transportation problems
☐ People lack skills to obtain a job	☐ Other

Education (Check only one) *

☐ No high school diploma or GED	☐ Childcare issues
☐ No funds for tuition	☐ Transportation problems
☐ Lack of computer skills	☐ Other

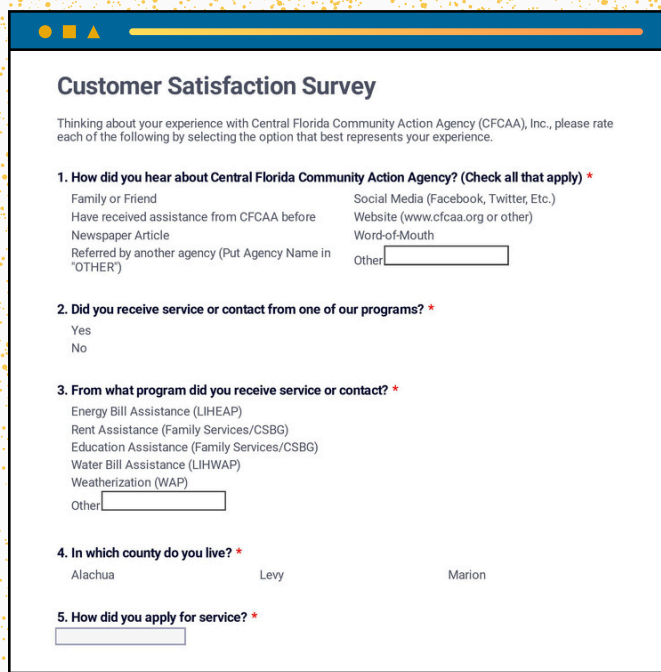
Housing (Check only one) *

☐ Affordable housing not available	☐ Housing is inadequate or unsafe
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 **Central Florida** Community Action Agency, Inc.
AMERICA'S POVERTY FIGHTING NETWORK
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CUSTOMER SATISFACTION SURVEY



Customer Satisfaction Survey

Thinking about your experience with Central Florida Community Action Agency (CFCAA), Inc., please rate each of the following by selecting the option that best represents your experience.

1. How did you hear about Central Florida Community Action Agency? (Check all that apply) *

☐ Family or Friend	☐ Social Media (Facebook, Twitter, Etc.)
☐ Have received assistance from CFCAA before	☐ Website (www.cfcaa.org or other)
☐ Newspaper Article	☐ Word-of-Mouth
☐ Referred by another agency (Put Agency Name in "OTHER")	☐ Other

2. Did you receive service or contact from one of our programs? *

Yes
No

3. From what program did you receive service or contact? *

Energy Bill Assistance (LIHEAP)
Rent Assistance (Family Services/CSBG)
Education Assistance (Family Services/CSBG)
Water Bill Assistance (LIHWAP)
Weatherization (WAP)
Other

4. In which county do you live? *

Alachua Levy Marion

5. How did you apply for service? *

ACCOMPLISHMENTS & OPPORTUNITIES

FOCUS AREA: Vision and Direction

Organizational Leadership

At CFCAA, leadership is about action and impact. Our board and staff are deeply committed to the Community Action Promise, working together to create opportunities, remove barriers, and help families thrive.



IMPACT



ACCOMPLISHMENTS & OPPORTUNITIES

FOCUS AREA: Maximum Feasible Participation

Community Assessment

The 2023 Community Needs Assessment was conducted by CFCAA from July 2020 through May 2023 under the guidelines of the Community Services Block Grant (CSBG) funding source. During this time period various data points, trends, surveys, etc. were constantly being reviewed and Strategic Plan and Community Action Plan being updated.



2023 Community Needs Assessment



www.cfcaa.org



Areas of Major Community Problems

The next several pages will take an in-depth look at work CFCAAs service area residents and others had to say about the needs within the community

Respondents were asked to rate the major category of community needs (Employment, Education, Housing, Emergency Services, Food and Nutrition, Childcare, Transportation, Health, and Income Management) by indicating which top 3 areas contained the most problems for their community.

Out of 425 surveys, the top three areas of community's needs identified for CFCAA's service area (Alachua, Levy, & Marion):

1. Housing (CNA page 17-18)
2. Childcare (CNA page 19)
3. Emergency Services (CNA page 20)

Stakeholder Surveys:

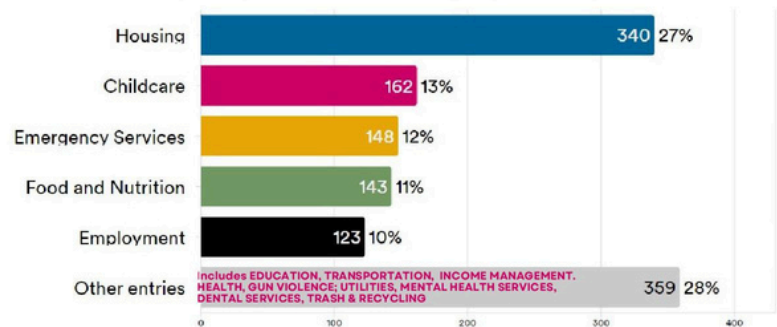
To ensure broad participation, surveys were shared through email, text messages, the CFCAA website, and social media platforms.

Listening to our community is central to CFCAA's Mission and Vision. Over a three year period, CFCAA gathered meaningful feedback from a variety of stakeholder surveys, including:

- Agency Clients
- Community Partners
- Elected Officials
- Board Members
- Staff and Leadership Member
- Others (informal partners, for profits, businesses, etc.)



1. Please check the THREE areas where YOUR COMMUNITY has most problems:



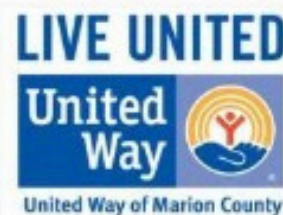
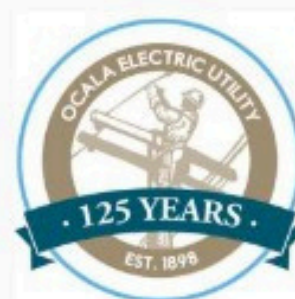
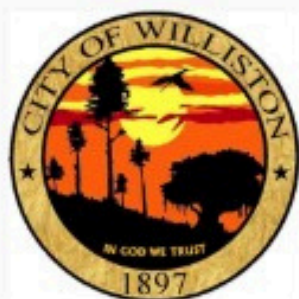
Data	Response	%
Housing	340	27%
Childcare	162	13%
Emergency Services	148	12%
Food and Nutrition	143	11%
Employment	123	10%
Other entries	359	28%

ACCOMPLISHMENTS & OPPORTUNITIES

FOCUS AREA: Maximum Feasible Participation

Community Engagement

CFCAA knows that no single organization can meet every community need alone. Through partnerships with local residents, faith-based and educational institutions, government agencies, and businesses, we unite around a shared goal—helping families achieve self-sufficiency and improving the quality of life in the communities we serve.



MEMBERSHIPS

- Community Foundation of North Central Florida
- Community Foundation for Ocala/Marion County
- Florida Association for Community Action, Inc.
- Greater Gainesville Chamber of Commerce
- National Community Action Partnership

ACCOMPLISHMENTS & OPPORTUNITIES

FOCUS AREA: Operations and Accountability

Data and Analysis

CFCAA uses multiple data systems to monitor who we serve, the services delivered, and the impact of those services. This information informs our CSBG Annual Report and other program reports. The Board of Directors reviews the findings to guide decisions, strengthen programs, and ensure we continue meeting community needs effectively.

FY 2024 CSBG Annual Report

Module 4, Section C: All Characteristics Report - Data Entry Form

Goal 1: Individuals and Families with low-incomes are stable and achieve economic security.

Name of CSBG Eligible Entity: Central Florida Community Action Agency, Inc.
Reporting State: Florida
UEI: [REDACTED]

D. HOUSEHOLD LEVEL CHARACTERISTICS

9. Household Type

Household Type	Number of Households
a. Single Person	
b. Two Adults NO Children	
c. Single Parent Female	
d. Single Parent Male	
e. Two Parent Household	
f. Non-related Adults with Children	
g. Multigenerational Household	
h. Other	
i. Unknown/not reported	
j. TOTAL (auto calculated)	0

Section D.9 States: [REDACTED]

10. Household Size

Household Size	Number of Households
a. Single Person	
b. Two	
c. Three	
d. Four	
e. Five	
f. Six or more	
g. Unknown/not reported	
h. TOTAL (auto calculated)	0

Section D.10 States: [REDACTED]

11. Housing

Housing	Number of Households
a. Own	
b. Rent	
c. Other permanent housing	
d. Homeless	
e. Other	
f. Unknown/not reported	
g. TOTAL (auto calculated)	0

Section D.11 States: [REDACTED]

13. Sources of Household Income

Sources of Household Income	Number of Households
a. Income from Employment Only	
b. Income from Employment and Other Income Source	
c. Income from Employment, Other Income Source, and Non-Cash Benefits	
d. Income from Employment and Non-Cash Benefits	
e. Other Income Source Only	
f. Other Income Source and Non-Cash Benefits	
g. No Income	
h. Non-Cash Benefits Only	
i. Unknown/not reported	
j. TOTAL (auto calculated)	0

Section D.13 States: [REDACTED]

14. Other Income Source

Other Income Source	Number of Households
a. TANF	
b. Supplemental Security Income (SSI)	
c. Social Security Disability Income (SSDI)	
d. VA Service-Connected Disability Compensation	
e. VA Non-Service Connected Disability Pension	
f. Private Disability Insurance	
g. Worker's Compensation	
h. Retirement Income from Social Security	
i. Pension	
j. Child Support	
k. Alimony or other Spousal Support	
l. Unemployment Insurance	
m. EITC	
n. Other	
o. Unknown/not reported	

Section D.14 States: [REDACTED]

Rules: please report the types of Other Income on other non-cash benefits received by the household who reports income other than employment



Low-Income Home Energy Assistance Program Quarterly Performance Management Report

Subrecipient Information

Subrecipient Name: [REDACTED]
Subrecipient Contact Name: [REDACTED]
Subrecipient Contact Phone Number: [REDACTED]
Subrecipient Contact Email: [REDACTED]
Quarter and Date Range Reported On: [REDACTED]

I. Total Households Assisted

	Q1: [REDACTED] Check	Q2: [REDACTED] Check	Q3: [REDACTED] Check	Q4: [REDACTED] Check
1. Number of assisted households				
2. Number of assisted households during the same period last year				

II. Performance Management

	A. Total Occurrences Q1 & Q2
1. Number of Occurrences of households where LIHEAP prevented the loss of home energy.	
2. Number of Occurrences of households where LIHEAP restored home energy.	

CSBG Program Board Report (March 28, 2024)

COVERS January 2024 and February 2024

R.I.S.E (Raising and Improving Self-Sufficiency Expectations Program):
Currently Total contracted clients are enrolled in the R.I.S.E Program

COUNTY	NUMBER OF CURRENT PARTICIPANTS
Alachua	5
Levy	1
Marion	8
Terminations (Successful and Unsuccessful)	3

CSBG SERVICES	HOUSEHOLDS	NUMBER OF INDIVIDUALS IMPACTED
Education & Cognitive Development: Post-Secondary Education, Before/After School Activities, College Readiness, summer camp, etc.	13	41
Employment: Obtained employment, maintained for 90+ days, increase in pay, obtained skills, etc.	0	0
Housing: Obtained affordable housing, emergency assistance, emergency minor home repair (not covered by Weatherization)	0	0

SUCCESS STORY

FROM OCTOBER 1, 2023 THROUGH SEPTEMBER 30, 2024



R.I.S.E
star

**Marrissa
Scaroni**

Marrissa Scaroni's journey through the Central Florida Community Action Agency, Inc. R.I.S.E. program exemplifies determination, resilience, and the transformative impact of support in achieving personal and professional goals. As a graduate of Galen College of Nursing, Marrissa successfully balanced the challenges of earning her degree while raising four daughters, a testament to her dedication and strength. She credits the R.I.S.E. program as a vital resource that provided the necessary support to complete her nursing education, sharing that it was a "life-changing blessing" that empowered her to overcome obstacles and reach her goals. Marrissa's journey culminated in her current role at North Florida Hospital, where she works in the Orthopedic Unit.

Marrissa's success has been a source of pride for CFCAA, especially as she was selected as a participant in the agency's Secret Santa program in December 2024. The thoughtful gifts she received, including work uniforms, clogs, and other essentials, were a small way to honor her hard work and perseverance. Her recent success in passing the NCLEX and becoming a licensed nurse in the state of Florida is a reflection of her commitment and the positive impact of the R.I.S.E. program. As an agency, CFCAA is deeply proud of Marrissa and her accomplishments, and we look forward to seeing her continue to thrive in her nursing career. We wish her the very best in all her future endeavors.

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

STAY CONNECTED



info@cfcaa.org



www.cfcaa.org



x.com/cfcaa_



linkedin.com/cfcaa



instagram.com/central_fl_caa



facebook.com/cfcaa



EMPOWER FAMILIES. CHANGE LIVES.



DONATE

Join our circle of Action Angels and bring hope to families in need across Alachua, Levy, and Marion counties.

Your support helps CFCAA respond quickly during times of crisis and empower families to build lasting stability.

Visit www.cfcaa.org to choose your impact and become an Action Angel today.

