

# REFLECTIONS



Helping People.  
Changing Lives.

Volume 1, Issue 2

Winter 2009

Coastal Community Action, Inc.

## CCA Weatherization Services Help Reduce Energy Costs

Through the services of the CCA Weatherization Program, heating and cooling bills of low income, elderly and/or disabled individuals are reduced significantly. The national average household savings on energy bills is about \$218 annually.

Weatherization refers to the insulation of attics, floors, walls, water heaters and pipes, the repair of leaky windows and doors, and the performance of air sealing with the use of the blower door. A variety of health and safety-related issues, if they are energy related or necessary to facilitate the performance of other weath-

erization activities, are also corrected through this program. Such services include electrical and plumbing repairs, furnace cleaning, and tune-ups on all heating systems. Allowable expenses also include the installation of vented range hoods, replacing water heaters, and venting bath exhaust fans and dryers.

All applicants for assistance must qualify by meeting an income requirement at no more than 150% of the federal poverty guidelines. During the current program year, CCA will be weatherizing at least 88 homes in Carteret, Craven, and Duplin

Counties.

CCA's future plans include offering these same weatherization services, such as blower door testing, attic and wall insulation, and air sealing, to the greater community as a fee-for-service program.



Weatherization Crew insulating a home

## CCA Adds New County to Service Area

Coastal Community Action has been awarded a 2009 Single Family Rehabilitation (SFR) grant to provide services in Pender County. \$400,000 will be used to renovate and repair about 9 homes.

The purpose of the SFR program is to provide comprehensive rehabilitation to the homes of eligible low-income elderly and/or disabled individuals, with the goal of

leaving each home virtually equivalent to a new housing unit. The maximum amount that can be spent on hard costs per home is \$40,000, or \$48,000 if the house requires lead-hazard reduction efforts.

The Single Family Rehabilitation Program is funded primarily through the federal HOME Investment Partnerships Program and administered through the

North Carolina Housing Finance Agency (NCHFA). Coastal Community Action has provided or is currently providing similar home renovation services in Carteret, Duplin, Craven, Jones and Onslow Counties.



### Inside this issue:

Senior Corps Volunteers Contribute Toys	2
Employee Health Care a High CCA Priority	2
Adopt-A-Family	3
CCA Hosts Award Luncheon for Volunteers	4
CCA Receives Good Audit Report	5
To Your Good Health	6
CCA Programs	7

### Dates to Remember:

#### February

12—Head Start/BOD/PC Self Assessment training  
16—Presidents' Day (CCA offices and Child Development Centers Closed)

#### March

24—CCA Board of Directors' meeting  
24—Strategic Planning (CCA BOD/Policy Council/Head Start)

#### April

10—Good Friday (CCA offices and Child Development Centers Closed)  
23—CCA Volunteer Appreciation Luncheon

**Employee Health Care a High CCA Priority**

Nationally, about 60% of employers offer health benefits for their employees. Of these, only about 20% of employers pay for their employee health benefits in full. For many employers, years of premium increases have given them few options: raise the portion of costs paid by the employee, drop health coverage altogether, or reduce the benefits.

It has been said that nothing is more important than your health. This is why coastal Community Action continues to do everything it can to provide and pay for health care for our employees. In 2009, CCA will pay over \$6,000 per employee for health insurance. As health care costs increase, CCA, like many other employers, may soon have to require employees to pay a portion of their health insurance, but for now it is an employer-provided fringe benefit provided to fewer and fewer Americans.

**US WORKFORCE**

12% of Employees have their Health Benefits paid in Full by their employer.  
 60% of US Employees must pay for some portion of these benefits.  
 40 % of US Employees are not offered any health benefits from their employers

**Senior Corps Volunteers Contribute to Toys for Tots**

Foster Grandparent and Senior Companion volunteers in Craven, Pamlico and Jones Counties donated new, unwrapped toys to support the local Toys for Tots campaign at their annual holiday luncheon held at Pilgrim Chapel Missionary Baptist Church on December 12, 2008. The volunteers in these three counties have supported the Toys for Tots campaign at their holiday event for the

past three years.

Carteret County Foster Grandparents and Senior Companion volunteers contributed to the Toys for Tots campaign at their annual holiday event on December 16, 2008 held at The Leon Mann Enrichment Center.

The toys collected were donated to families who had applied for Toys for Tots assistance through Coastal Community Action.

The agency, staff and recipients thank our wonderful Foster Grandparent and Senior Companion volunteers for their continuous support of the Toys for Tots campaign.



Senior Volunteers from Craven, Pamlico and Jones Counties contributing toys at the December 12 holiday

**Shop with a Cop**

Special thanks go to Sgt. Paul Ehrler and members of the Fraternal Order of Police (FOP), Lodge #66, for working with CCA on the annual "Shop with a

Cop" event held on December 14 at WalMart in Morehead City. CCA and FOP have been in partnership since 2002 in an effort to make Christmas a special and memorable

time for children. Families are selected by CCA program staff based on level of need. A total of 35 children from 12 families shopped this year.

**Our Mission:** To respectfully and responsibly help people help themselves.



**Our Vision:** To be a leading force in improving the lives of those we serve.

**2008-2009 CCA Board of Directors**

**Elected officials or their representatives**

**Christine Mele**  
*Pamlico County Commissioner*

**Wade Nelms**  
*Carteret County Commissioner*

**Sondra Riggs**  
*Jones County Commissioner*

*Vacant*

*Vacant*

**Representatives of the poor**

**James Michael Snapp, Jr.**  
*Head Start Policy Council*

**Sherry Dillahunt**  
*New Bern Housing Authority*

**Kris Durham**, Treasurer  
*Habitat for Humanity*

**Bob Lowery**  
*Second Blessings*

**Carolyn Roy**, Corporate Secretary  
*Shady Grove-Dover Methodist Churches*

**Community representatives**

**Jim Biggerstaff**, Vice-Chair  
*Carteret Correctional Facility*

**Beverly McCoy**  
*Craven County DSS*

**John M. Smith**, Chairperson  
*Carteret Community College*

**Wesley A. Collins**  
*Harvell & Collins, P. E.*

**Andrew Wheeler, Jr.**  
*North State Bank*

## CCA Staff, Board and Vendors Participate in Adopt-A-Family

Each year CCA administrative staff selects one or more families to adopt for the holidays. This year, based on the level of need, a Vanceboro family of eight (headed by a disabled mother) was selected. The single-wide trailer they live in was in desperate need of repairs. The house had no heating or air conditioning system, the roof leaked, and the floors in one of the bathrooms had deteriorated and the bathtub had fallen through. They also needed beds for all of the children, window replacements, some electrical re-wiring and many other repairs.

Volunteers immediately began working to im-

prove the living conditions for the family. Windows were replaced. The bathroom floor was repaired and completed with a brand new shower. The roof was repaired and insulated. A new heating and air system was donated. Holes in the walls and floors were repaired. A bunk bed set and a futon bunk bed complete with new mattresses and linens were delivered to the house, much to the surprise of the children. Numerous gifts, toys, bicycles, personal items and food were also delivered two days before Christmas.

CCA administrative staff launched a campaign

with a goal of raising \$2,500. Through donations of staff, board, and some vendors, the monetary donations exceeded the goal! Many donations of gifts, food, furniture, bedding and health and hygiene supplies helped make this a wonderful Christmas for a very needy family. The mother expressed her gratefulness for everything through tears of joy. She said, "No one has ever done anything so nice for me!"

There were no federal, state or local grant funds expended for this project. All of the work done and gift donations were strictly from volunteer and private resources.

The Holiday spirit makes life better for one Vanceboro family

### Shoes and Wearing Apparel Provided for Eligible Recipients

The Family Services Team and the owners of the Shoe Boutique in New Bern recently collaborated to distribute name brand, quality shoes to working women. Pamela and

Phil Malozi, owners of the Shoe Boutique, provided over 100 pairs of orthopedic shoes for distribution to women who are employed and in need of comfortable footwear. Yaleet, Inc., dis-

tributors of Naot footwear, donated the shoes to CCA through the Shoe Boutique. Mr. and Mrs. Malozi donated an additional 11 pairs of name brand shoes. Distribution took place on December

12 at New Bern Housing Authority. Shoes, clothing and other fashion accessories donated by Cato's in Havelock, were also distributed. A total of 34 individuals were recipients.

### CCA Administration

**Executive Director**  
*Edith J. Travers*

**Chief Financial Officer**  
*John Bassat*

**Assistant CFO**  
*Holley White*

**Accounting Technicians**  
*Janie Mason,*  
*Margaret Lewis*

**Human Resources Director**  
*Dora J. Sprague*

**Information Systems Mgr**  
*John McManus*

**Administrative Assistant**  
*Lura Taylor*



## CCA Hosts Award Luncheon for Carteret County Volunteers

On December 15, CCA honored four Carteret County Volunteers who were recognized by the Governor for outstanding volunteer services. These volunteers were Marie Infinito, who started a pen pal exchange program between students at Morehead City Middle School and Bungoma, Kenya; Susan Thompson Davis, who visits and organizes parties at 12 different nursing homes, and organizes and serves meals to college students helping to construct Habitat homes; Carol Smith, who serves as the Volunteer Educator and Children's Program Director at the History Place, teaching students oral

history interviewing techniques; and Hal Taylor, who helps seniors understand the myriad issues with their prescription plans and Medicare Part D plans. Mr. Taylor also received the NC Governor's Medallion Award for this volunteer work with the Seniors' Health Insurance Information Program (SHIIP).

The NC Commission on Volunteerism and Community Service evaluates nominees for these awards. Five nominees are allowed per county. The Carteret County Coordinator and a Coastal Community Action employee, Dora Jones, sent 55 applications for this



award to volunteer agencies in Carteret County. Awards are based on individuals, groups, and businesses who make a significant contribution by volunteering in their respective communities. Since its inception in 1979, more than 15,000 volunteers have received this award.

From left to right, Mr. Hal Taylor, Ms. Marie Infinito, Ms. Susan Thompson Davis, and Ms. Carol Smith

"We must become the change we want to be."

Mahatma Gandhi

### **HUD in the news.....**

The HUD Section 8 team at CCA is excited to announce the addition of two new Housing Specialists, Amy Conway and Kecia Miller. Amy joined the Agency in October and Kecia in November. Amy gained her HUD knowledge from The Housing Authority of the City of New Bern. Kecia brings with her over twelve years of case management experience. She served as the Assistant Director of Senior Health Care Service at New Community Corporation in Newark, NJ.

Amy and Kecia will focus on meeting the challenging needs and demands of providing assistance for low-income families in the private rental market in Carteret County through the Housing Assistance Payments Program. They will be valuable additions to our CCA team, and we welcome them aboard.

*-Cindie Garland*

*Section 8 Housing Director*

## Annual Head Start Holiday In-Service

The Annual Head Start Holiday In-Service was held on December 19 at the **Flame** in New Bern. The event featured a plethora of activities to promote knowledge of Head Start requirements, to recognize staff, and to showcase creativity and a wide array of talents that staff possesses. As expected, each activity generated opportunities to fellowship, to increase knowledge, and in some cases, they also drew laughter and anticipation.

The **Head Start's Got Talent** competition was full of creative, good spirited, and bone tickling

performances that resulted in a tie between Team Newport and FR Danyus. After deliberation, our revered judges selected Team FR Danyus as the second annual 'Head Start's Got Talent' winner. Team Godette, last year's winner, gracefully handed over the prized trophy that will be up for grabs again next year.

'**Backwards Jeopardy**' featured various categories of questions related to each Head Start component area. All child development centers participated in two games that culminated in the

selection of a winning center team. Congratulations to Team Duffyfield for winning Backwards Jeopardy for the second year running.

### Awards

Charles McGinnis presented the employee of the month award to several exemplary staff at each center. Those recognized were selected by the Rewards and Recognition Committee from nominated staff members. Congratulations to Lillian Stewart, Beaufort; Brenda Armstrong, Charles Taylor; Myra Fryar, Duffyfield; Tremeyn Bell, Godette;

Terri Fesmire, Newport; Stephanie Edwards, Pamlico; and Calvin Floyd, F. R. Danyus.

### FUNDING FACTS

*Coastal Community Action, Inc. receives State and Federal funding to provide meals, quality developmental programming and family services for eligible families in Carteret, Craven, Jones and Pamlico Counties.*

## Coastal Community Action Inc. Receives Good Audit Report

### New Case Worker in Pamlico County

The Family Services Team welcomes Courtney Wade, the new Case Manager for Pamlico County. Her office is at the Pamlico CDC. She is a native of Davidsville, PA and attended Juniata College where she received her BS degree in Social Work. She is new to the area, and also a newlywed. Her husband is Nick Wade, a Lieutenant with the USMC stationed at Cherry Point MCAS. Courtney is excited and eager to work with families, and to learn more about all of the different programs offered at CCA.

At the January 27 meeting of the CCA Board of Directors, Gary Ridgeway of McGladrey & Pullen LLP presented the Agency audit report for the year ended September 30, 2008. He reported that CCA was in strong financial condition, receiving an "unqualified opinion," the highest of the three audit opinions. Other opinions auditors convey are "qualified" and "adverse".

McGladrey & Pullen also audited the compliance of CCA with the types of compliance requirements described in the U.S. Office of Management and Budget (OMB) Circular A-

133 Compliance Supplement that are applicable to each of its major federal programs. The compliance audit was conducted in accordance with auditing standards generally accepted in the United States of America; the standards applicable to financial audits contained in Government Auditing Standards, issued by the Comptroller General of the United States; and OMB Circular A-133, Audits of States, Local Governments, and Non-Profit Organizations.

The McGladrey & Pullen report on CCA states that in their opinion, Coastal Community Action com-

plied, in all material respects, with the requirements referred to above that are applicable to each of CCA's major federal programs. The audit identified no material weaknesses in internal control over financial reporting, or in internal control over major programs, no reported deficiencies, and noted no occurrences of noncompliance material to the financial statements.

Auditors noted that the outcome was the result of combining strong internal controls, qualified management, and a committed and involved Board.

## Head Start/Early Head Start Child Development Centers (CDCs)

### Carteret County

#### **Beaufort CDC**

201 Professional Park Drive  
Beaufort, NC 28516  
252-728-2786

**Jessica Grow,**  
**Center Manager**

#### **Newport CDC**

5601 HWY 70 East  
Newport, NC 28570  
223-1638

**Shalanda Oxley**  
**Center Manager**

### Craven County

#### **Charles Taylor CDC**

302 Liberty Street  
New Bern, NC 28560  
252-633-2455

**David Theroith,**  
**Center Manager**

#### **Duffyfield CDC**

1200 Myrtle Avenue  
New Bern, NC 28560  
252-637-4119

**Cynthia Irving,**  
**Center Manager**

#### **F. R. Danyus CDC**

622 West Street  
New Bern, NC 28560  
252-637-1700

**Connie Davis,**  
**Center Manager**

#### **Godette CDC**

125 Old Godette School Rd  
Havelock, NC 28532  
252-447-5059

**Barbara Gibson,**  
**Center Manager**

### Pamlico County

#### **Pamlico CDC**

11311 NC Hwy 55 E  
Grantsboro, NC 28529  
252-745-0105

**Evelyn Smith,**  
**Center Manager**

### Jones County

Jones County families are served through a home-based option. Information regarding this service is available by calling the Duffyfield Center at 252-637-4119, or by contacting Dr. Barbara Heckman, Family and

Community Partnership Manager, at 252-223-1682.

### **Housing Facts**

- 740,000 households do not have and cannot afford a safe, stable home in NC
- The average Fair Market Rent (FMR) for a two-bedroom unit is \$656. An hourly wage of \$12.61 is needed to afford a two-bedroom unit at FMR
- 48% of low-income households pay more than the recommended 30% of their income for housing

And...

- 8,891 households in NC go without heat in the winter
- 13,000 homes in NC still lack indoor plumbing

Source: *The NC Housing Coalition*

## Older Americans More Likely to Be Hit Harder by the Flu

Older Americans have been around the block a few times and know plenty about surviving life's challenges—big and small. But one challenge that many will face this and every flu season is "influenza," which might present more than a minor setback. For most people, getting influenza, commonly known as "the flu" means feeling achy and feverish for a week or so. But for people 65 years and older, the flu can be much more serious, even deadly. People in this age group are at high risk of serious flu complications because they have weaker immune systems, making them more vulnerable to illnesses such as flu.

Each year in the U.S., an average of 36,000 people die and more than 200,000 are hospitalized from serious flu complications. Ninety percent of flu deaths and more than half of hospitalizations occur in people 65 years and older. However, about 30%

of persons 65 or older don't get vaccinated each year.

The Centers for Disease Control and Prevention (CDC) is urging people 65 years and older to get their annual flu vaccine. While vaccination is important for all age groups, it is particularly important for people 65 and older. Those who have chronic medical conditions such as asthma, diabetes, kidney disease, or cancer, should be especially proactive in getting an influenza vaccine this year.

The flu is a contagious disease that can cause symptoms such as high fever, sore throat, headache, coughing, tiredness and muscle aches, and can easily spread from person to person. Worst of all, the flu may result in major health complications such as a deterioration of pre-existing health conditions, bacterial pneumonia and dehydration.

Vaccination is the first and most important step in protecting yourself and the people you love against this serious disease. After getting the vaccine, the body takes about two weeks to build up immunity to the flu viruses in the vaccine. This is why getting the vaccine is recommended as soon as it becomes available in your community, continuing into December, January, and beyond. While flu outbreaks can happen as early as October, most of the time flu activity peaks in January or later.

The flu vaccine is safe and effective, and because the three influenza viruses in the flu shot are killed, you cannot get the flu from the vaccine. Since flu viruses change every year, the flu vaccine is updated annually, making it necessary to be vaccinated each year.

To learn where to get a flu vaccine, contact your doctor or local health department.

Vaccinations can save your life!



To learn more, call CDC at 1-800-CDC-INFO or visit [www.cdc.gov/flu](http://www.cdc.gov/flu).

## CCA PROGRAMS

### **Child Development and Child Care Services**

Maria McDonald, Director  
252-223-1630

CCA's *Child Development Services* are comprehensive child development and family-focused programs which serve high-risk children from birth to age five and their families. Child care services provide quality child care to children and families of all income levels. Eligible participants must live in Carteret, Craven, Jones or Pamlico Counties.

### **Family Development Services**

Charlotte Neely, Director  
252-223-1655

Through this program, qualified low-income families and individuals work toward economic self-sufficiency. A case management approach is utilized to help families set goals, achieve positive outcomes and move out of poverty to become self-sufficient. Eligible participants must live in Carteret, Craven, Jones or Pamlico Counties.

### **Weatherization Assistance Program (WAP)**

Stacey Ellege, Director  
252-223-1645

The goal of this program is to reduce energy costs (heating and cooling bills) of low-income, elderly and disabled individuals in Carteret, Duplin and Onslow Counties. Weatherization refers to the insulation of attics, floors, walls, water heaters and pipes, and the performance of air sealing with the use of a blower door.

### **Heating and Air Repair and Replacement Program (HARRP)**

Stacy Ellege, Director  
252-223-1645

This program concentrates on the elimination of health and safety issues related to the primary heating system in the homes of low-income, elderly and disabled individuals. Eligible applicants must live in Carteret, Duplin or Onslow County.

### **Urgent Repair Program (URP)**

Stacey Ellege, Director  
252-223-1645

The goal of this program is to alleviate housing conditions which pose an imminent threat to the life or safety of low and very low income homeowners with special needs, and to provide accessibility modifications and other repairs necessary to prevent displacement from the home. Eligible applicants must live in Carteret, Duplin or Onslow County.

### **Housing and Home Improvement Program (HHI)**

Stacey Ellege, Director  
252-223-1645

HHI is intended to enable older adults in Carteret County to secure and/or maintain maximum independence and dignity by helping them meet their basic need for adequate shelter. Eligible projects under this program include housing modifications and special design features, minor renovations and repairs, or the purchase of basic appliances and furnishings.

### **Section 8 Housing Assistance**

Cindie Garland, Director  
252-223-1660

This program provides rental subsidies for low-income families, helping them to rent affordable, decent, safe and sanitary homes in Carteret County. Home ownership is another option available to participants who qualify.

### **Single Family Rehabilitation Program (SFR)**

Ted Austin, Director  
252-223-1640

Funds through this program are used to renovate and repair homes of elderly or handicapped individuals and families, bringing the home up to current code standards, thereby allowing residents to remain in their homes for a longer period of time. Eligible applicants must own their home and reside in Onslow, Jones or Craven County.

### **Foster Grandparent Program (FGP)**

Diane Williams, Director  
252-223-1650

The Foster Grandparent Program provides services to children with special needs through the volunteer services of elderly, low-income citizens who work from 15-40 hours per week. Services are provided to children in local Child Development Centers, public schools, hospitals, and daycare/after school programs. Foster grandparents work in Carteret, Craven, Jones and Pamlico Counties.

### **Senior Companion Program (SCP)**

Georgia Newkirk, Director  
252-223-1651

This program supports in-home services to the elderly and handicapped, allowing them to remain independent later in life. Senior Companions are adults, 60 and older, who provide support to family caregivers in Carteret, Craven, Lenoir and Pamlico Counties.

### **Family Caregiver Support Program (FCSP)**

Georgia Newkirk, Director  
252-223-1651

The goal of this program is to provide temporary relief for primary caregivers of homebound individuals in Carteret and Jones Counties.

### **Retired and Senior Volunteer Program (RSVP)**

Dora Irving Jones, Director  
252-223-1652

RSVP serves as a clearinghouse for volunteer opportunities for individuals aged 55 and older. Volunteers in Carteret and Craven Counties serve in over 30 private and non-profit volunteer stations ranging from assisting students in schools to delivery of meals to senior and homebound citizens.



Helping People.  
Changing Lives.

Helping people! Changing lives!

Coastal Community Action, Inc.  
Helping People.  Changing Lives.

303 McQueen Avenue  
Post Office Box 729  
Newport, NC 28570

Phone: (252) 223-1630  
FAX: (252) 223-1689

Find us on the web at  
[Coastalcommunityaction.com](http://Coastalcommunityaction.com)

## Did You Know?

Coastal Community Action, Inc. is building a diverse workforce and encourages applications from candidates who enjoy making a positive difference in people's lives. *If you are a dedicated and hard working individual who values diversity, economic justice and the ability to improve the quality of life for those living in poverty, we invite you to join our exceptional team.*

- We currently employ approximately 200 employees throughout our service area.
- We have an outstanding benefit package which is available to eligible employees.
- You can locate current information on careers and how to apply to Coastal Community Action on our website at [www.coastalcommunityaction.com](http://www.coastalcommunityaction.com)

CCA is an equal opportunity provider  
and employer.



If you have any questions regarding the  
application or hiring process,  
please contact:

**Dora J. Sprague,**  
Director of Human Resources  
Office: 252.223.1633  
Fax: 252.223.1688  
[dora.sprague@coastalcommunityaction.com](mailto:dora.sprague@coastalcommunityaction.com)